



## REDEXIS GAS MURCIA, S.A. PRIVACY POLICY



## PRIVACY POLICY OF REDEXIS GAS MURCIA, S.A.

Redexis Gas Murcia, S.A. has prepared the following Privacy Policy in order to inform you of the ways in which your personal data will be processed. You can find a summary of this Privacy Policy at the following website: [www.redexis.es](http://www.redexis.es)

If you wish to make any enquiry or require further information, please contact our Data Protection Officer ([dpo@redexis.es](mailto:dpo@redexis.es) or by ordinary mail at Mahonia 2, 28043 Madrid).

### **Name of the data controller responsible for any data you provide**

The data controller responsible for your personal data is Redexis Gas Murcia, S.A. ("**Redexis Gas Murcia**"), with registered office at Avenida Ciclista Mariano Rojas n.º 74, 30009, Murcia.

Redexis Gas Murcia is a gas distribution company, whose operations are governed, *inter alia*, by the contents of Spanish Hydrocarbons Sector Act 34 of 7 October 1998 and the regulations by which it is implemented.

The distribution companies are the owners of the facilities and pipelines that are used to bring natural gas to your home. They are responsible, among other duties, for distributing natural gas through pipelines and constructing, maintaining and operating the distribution facilities designed to bring gas to the points at which it is consumed. In particular, Redexis engages in the following activities, *inter alia*:

- Construction and maintenance of infrastructure.
- Meter reading.
- Attending to emergencies and call-outs.
- Regular inspections of facilities.

The foregoing duties involve the processing of data of a personal nature.

Please bear in mind that Redexis Gas Murcia does not supply the gas that you use in your home. This is the responsibility of the companies that sell gas (these being the corporate organisations from which you may engage the supply of gas and which bill you for the amount that you consume).

Gas distributors and sellers operate in a regulated marketplace, pursuant to specific rules under which they are assigned specific tasks. Both types of company exchange personal data in order to assist the duties allocated to them.

The following section explains the types of personal data that are collected by Redexis Gas Murcia and the uses to which they are put.

### What types of data does Redexis Gas Murcia collect?

Redexis Gas Murcia collects the following personal data:

- **Identifying details and contact information (name, ID card, telephone number, etc.), and information on the home in which you live (address, flat, etc.).** We collect these data when you sign an order for the installation or start-up of a service, either through the website or the App, or at events organised for the purposes of promoting the use of gas or encouraging the construction of facilities
- **Information on consumption and technical data relating to gas equipment.** We collect this information when we take readings and when we make compulsory inspections of equipment.
- **Miscellaneous data offered voluntarily by you when you contact us.** If you contact us for any reason (because you wish to make a claim, to give notice of an emergency, to make an enquiry or to make any other kind of request) we collect information of very different kinds that you make known to us, in order to be able to attend to the enquiry or request you are making.

### What do we use your personal data for?

We use your data for the following purposes:

- Processing orders received from users for the registration and start-up of the service.
- Attending to emergency call-outs and incidents.
- Resolving claims.
- Making compulsory inspections and performing other duties for which we are responsible under the regulations in force.
- Replying to any enquiries and requests you may make.
- Provided that you have authorised us to do so, we may send you information relating to products and services in the energy sector or information designed to promote the construction of infrastructure for the transportation and distribution of gas, along with the use of gas and other supplementary or ancillary services.

### With whom do we share your data?

The different departments at Redexis Gas Murcia can access your personal data in order to perform the duties listed in this privacy policy. Redexis Gas Murcia also uses various service providers to perform some of its duties (e.g. meter reading, compulsory servicing, etc.). These service providers may change over time. You can find the names of our main suppliers at [www.redexis.es](http://www.redexis.es)

As a gas distribution company, Redexis Gas Murcia forwards and receives personal data to and from the organisations that sell gas. This exchange of information is made in compliance with the regulations in force, as the company operates in a regulated marketplace, and it is furthermore made for the sole purpose of complying with the obligations by which each company is bound.

### How long do we keep your data for?

Your data will be kept while we continue to maintain a contractual relationship with you, to ensure that the relationship is properly managed. Once this relationship comes to an end, we will keep your data for the amount of time necessary in order to attend to our legal obligations, particularly those that result from regulatory issues relating to the sector in which Redexis Gas Murcia operates. The additional period for which data are kept will not exceed 20 years. Please bear in mind, moreover, that some information may be kept for historical and statistical reasons.

In the event that you have authorised the sending of commercial communications, we shall keep your data until you withdraw your authorisation or we confirm that your data is out of date. In this regard, we may contact you in order to confirm that you still wish to receive our offers and to confirm that your contact details are correct.

### Your rights

Pursuant to the data protection regulations currently in force, you may exercise a number of rights:

- You may request access to your data and obtain a copy thereof.
- You may ask that your data be corrected or deleted in some cases.
- You may object to the creation of personalised profiles.
- You may request the restriction of the processing of your data.
- You may request the portability of any data you have provided.

If you have consented to the sending of commercial communications, you have the right at any time to withdraw your consent and we will no longer send you any offers.

Redexis Gas Murcia furthermore recognises your right to submit a claim to the DPO in the event that you believe that your personal data have been the subject of improper processing. Your claim will be confidentially investigated and you will receive a response from our DPO. You also have the right to submit a claim to the Spanish Data Protection Agency, especially if you have not received satisfaction following the exercise of your rights.

In order to exercise your rights, you may contact us in the following ways:

- By ordinary mail at the following address: avenida Ciclista Mariano Rojas n.º 74, 30009, Murcia.
- By email: [dpo@redexis.es](mailto:dpo@redexis.es)
- By calling the customer service phone number 900 811 339.
- By accessing the Registered user area in our website.