

# Privacy policy

In accordance with the provisions of Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 concerning the protection of individuals with regard to the processing of personal data and on the free movement of such data, you will find below all relevant information on how we treat the personal data you share with us.

## I. Data Controller

COGEN ENERGÍA ESPAÑA, S.L.U., with registered office at Ed. Prisma Portal 1, Cólquide, 6, 28230 Las Rozas, Madrid (Spain) with TIN B82347873, registered in the Mercantile Registry of Madrid, Volume 14.289, Sheet 1, Section 8, Page M-235611 with e-mail address [rrhh@cogen-energia.com](mailto:rrhh@cogen-energia.com) (hereinafter "COGEN ENERGÍA").

## II. Purposes for which your personal data will be processed

We shall process your personal data for the following purposes: (i) to make you an offer for our services, (ii) to deal with any support requests you make, (iii) to provide you with assessment of services

Based on our legitimate interest, we shall process your personal data in order to (iv) ensure our business activity, (v) guarantee the satisfaction of our customers, (vi) send you relevant information about services by post, (vii) measure the effectiveness of our advertising campaigns, (viii) carry out satisfaction surveys. In the same way, based on compliance with a legal obligation applicable to COGEN ENERGÍA, for purposes such as tax regulations, prevention of money laundering and financing of terrorism or other legal reasons.

In addition, subject to the legal basis of your prior consent, we will also process your personal data to send you commercial communications in relation to our services. These communications may be based on the commercial profile drawn up in relation to your consumption habits, use of our services and your browsing through our website.

## III. Data we collect

We only process the data necessary for each of the purposes identified above. For the purposes mentioned above we will process the following categories of personal data:

- i. Identification data;
- ii. Information regarding the contracted service;

## IV. Legitimacy

The legal bases that legitimise the indicated processing are the execution of the contract, the fulfilment of a legal obligation, the user's consent and the legitimate interest of COGEN ENERGIA.

## **V. Period of conservation of the data**

We only keep users' personal data as long as we need them in order to use them according to the purpose for which they were collected, and according to the legal basis for their processing.

We will keep the personal data for as long as there is a contractual and/or commercial relationship with the user, in compliance with a legal obligation, for the time indicated by law. Your personal data provided will be kept for as long as you do not exercise your right to suppress, or oppose the processing of your data, revoke your consent, or when the parties responsible for the processing consider that they are no longer necessary for commercial campaigns, either because they are not appropriate, not relevant or outdated.

In any case, COGEN ENERGÍA reserves the right to keep the data duly blocked, without any use, while they may be necessary for the exercise or defence of claims or for any type of legal or contractual responsibility that may arise from their processing, which must be dealt with and for which recovery is necessary.

COGEN ENERGÍA will comply with the provisions of current legislation regarding the duty to delete personal information that is no longer necessary for the purpose or purposes for which it was collected, blocking it, in order to be able to attend to any possible liabilities arising from the processing of the data, and only during the periods of limitation of such liabilities. Once these periods have elapsed, this information will be permanently eliminated by means of secure methods.

## **VI. Recipients of personal data**

Service Providers

In order to provide you with the services you have requested, we may share your personal data with our service providers. In any case, rest assured that we take all reasonable steps to obtain commitments from our suppliers to treat your personal data with the same level of protection as we do.

Legal compliance and security

It may be necessary to communicate your personal data, if we are obliged to do so for reasons of public order, law enforcement or other matters of public relevance, to the extent that disclosure is necessary or appropriate and we are requested to do so by the competent authorities. Where legally permitted, and to the extent possible we will inform you prior to such disclosure.

## **VII. Rights of the data subjects**

The data subject may, at any time thereafter, exercise the rights of access, rectification, deletion, objection, portability, limitation of processing and not to be subject to a decision based solely on the automated processing, including the creation of profiles, under the terms established in the data protection regulations in force at any given time. The way to exercise

these rights is by sending a request to COGEN ENERGIA, to our e-mail address established for this purpose: [rrhh@cogen-energia.com](mailto:rrhh@cogen-energia.com), attaching a photocopy of your ID card or equivalent document valid in law that allows proof of identity and specifying the right you wish to exercise. Likewise, the interested party may seek protection from the Spanish Data Protection Agency ([www.agpd.es](http://www.agpd.es)), formulating a complaint or claim.

The user shall be responsible, in any case, for the veracity of the data provided, and COGEN ENERGÍA reserves the right to exclude any user who has provided false information from their services, without prejudice to other actions that may be appropriate in law. The user is responsible for communicating any modification in the personal data provided.

### **VIII. Notifications**

- All notifications and communications addressed to COGEN ENERGIA on the part of the user will be considered effective, for all purposes, when sent in one of the following ways:
  - By email to the following email address: [rrhh@cogen-energia.com](mailto:rrhh@cogen-energia.com)
- All notifications by COGEN ENERGÍA to the user will be considered effective when made in one of the following ways:
  - Sending by post to the user's address when the user has been previously informed by COGEN ENERGIA.
  - Sending by e-mail to any of the e-mails that the user has previously made known to COGEN ENERGIA.
  - Communication by means of a telephone call to the user's telephone number, when this has been previously made known to COGEN ENERGÍA.
  - By means of pop-up messages sent during the provision of services by COGEN ENERGÍA to the user.

In this sense, all notifications made by COGEN ENERGÍA to the user shall be considered delivered validly if they have been made using the data provided by the user and through the aforementioned means. To this end, the user declares that all data provided by him/her are true and correct, and agrees to communicate all changes regarding the notification data to COGEN ENERGÍA.

### **IX. Knowledge of illicit behaviour**

In the event that any user or third party considers that there are facts or circumstances that reveal the illicit nature of the use of any content and/or the carrying out of any activity on the websites included or accessible through the <https://cogen-energia.com/> website and that could constitute a violation of intellectual or industrial property rights or other rights of COGEN ENERGÍA, they are obliged to send a notification containing the following information:

- Name, address, telephone number and e-mail address of the claimant.
- Specifications of the alleged illegal activity carried out on the website and, in particular, when it is an alleged violation of rights, precise and specific indication of the protected contents, as well as their location on the websites.
- Facts or circumstances that reveal the illicit nature of such activity.
- In the event of a violation of rights, a handwritten signature or equivalent, with the personal details of the holder of the allegedly infringed rights or the person authorised to act in the name and on behalf of the latter.
- Express, clear statement under the responsibility of the claimant that the information provided in the notification is accurate and that the use of the contents or the performance of the activities described is unlawful.

#### **X. Governing law**

This Privacy Policy is governed in each and every one of its aspects by the regulations in force. The parties agree that, in the event of any conflict of a legal nature, they will be subject to the Courts and Tribunals of the city of Madrid.