

# PROTECTION OF PERSONAL DATA

## ○ Protection of personal data

IBERDROLA, in quality as Data Controller, looks after your interests and guarantees the security and confidentiality of the personal data provided by USERS or otherwise collected on [www.iberdrola.de](http://www.iberdrola.de) pursuant to the Telemedia Act of 26 February 2007 (Federal Law Gazette I p. 179) and the Federal Data Protection Act of 14 January 2003 (Federal Law Gazette I p. 66) (the “Privacy Code”).

USER’s data will be processed mainly at the Data Controller’s, and in Countries within the European Union.

## ○ Processing for service purposes

Unless stated otherwise in the following paragraphs, the purpose of the collection and processing of personal data is:

(i) to manage the information provided by the USER for enquiries or claims (e.g. requests of information, claims, reports on malfunctioning and/or disservices, etc.)

(ii) to activate and manage the “Mein Kundenbereich” personal area (My Customer Area), thanks to which the USER who has purchased IBERDROLA products and/or services, by creating his/her account (with the insertion of the USER’s personal data such as name, surname, email, language and code of his/her contract) and accessing with specific credentials can access to his/her personal area in order to visualize the bills, consumptions, as well as modify the personal data provided and the data related to the contract with IBERDROLA;

(iii) to ensure compliance with the Conditions of Use, protect the Data Controller’s and/or third parties’ rights and legitimate interests (also in litigation) and to fulfil legal obligations, regulations, national and EU provisions, orders sent by competent authorities.

## ○ Categories of personal data processed and nature of the provision

In order to pursue the purposes indicated above, the data which will be collected and processed will be “common” personal data requested from the USER in each website form as mandatory, in particular those marked with an asterisk (as summarized in the previous paragraph), as well as the optional data which the USER can voluntarily provide on the relevant form. If the USER does not provide the requested mandatory data, IBERDROLA will be unable to carry out the above activities and/or execute the services and process the requests by the USER.

If, for the purposes listed above, it is necessary the provision, by the USER, of personal data relating to third parties, the same USER declares and ensures that before entering that data he/she has adequately informed those parties of the content and purposes of this Legal Notice and has obtained the relevant consent.

Furthermore, when the USER browses through the website [www.iberdrola.de](http://www.iberdrola.de), the latter collects certain information such as the pages visited, the links and/or buttons clicked by the USER, the date and hour of the access, the USER’s IP address, the browser used the operative system used (so called “*web-browsing data*”). Said data, for its nature, in certain cases could allow to identify the USER, also by means of elaborations and connections with third party data. However,

IBERDROLA uses said data exclusively to obtain statistical and anonymous information about the use of the website, for purposes strictly related to the control of its correct running. Finally, the website [www.iberdrola.de](http://www.iberdrola.de) collects data related to the USER's experience on the same, by means of first party and third party analytics and profiling cookies: in this regard, please visit the the section [Iberdrola Cookie policy](#).

## ○ Consent to the use of electronic means for marketing communications to customers and users

At IBERDROLA we intend to ensure that all communications with our customers and USERS comply with the legislation in force.

In particular, in addition to the service purposes illustrated in the previous paragraph, where the USER who has purchased IBERDROLA product and services has expressly and specifically given his/her consent when signing the contract with our Company, IBERDROLA may:

- (i) send with electronic means (such as email, fax, SMS, MMS) information about its own products and services, newsletters, market researches;
- (ii) share USER's personal data with its commercial partners and/or third parties, in co-branding activities and for the carrying out by the latter of marketing activities and sending of electronic communications relating to housing, leisure activities, telecommunications and financial services.

In order to carry out the activities above, the data which will be collected and processed will be the data of the USER (such as email address, telephone number, etc.), as requested to the USER in IBERDROLA contract, as well as the data related to the voluntary consents given by the USER in the contract for these purposes. In relation to the features of these activities and relevant consents, we invite the USER to refer to the Privacy Information Notice and forms of consent contained in IBERDROLA contract, previously provided and signed by the USER.

Finally, in the event that the USER has purchased IBERDROLA products and/or services, the latter can use the email address provided by the USER for the sending of information and commercial and promotional communications related to new services and/or products offered by IBERDROLA which are similar to the ones previously purchased by the USER. In this case, the USER's consent is not necessary pursuant to Section 28 paragraph 3 no. 1 of the Privacy Code, but the USER can always oppose this use with the modalities indicated below.

The USER may oppose the marketing activities and withdraw his/her consents at any time, also partially in relation to each activity and/or to each channel of communication, by sending an e-mail to [kundenbetreuung@iberdrola.de](mailto:kundenbetreuung@iberdrola.de) or by clicking on the link provided for this purpose in the marketing communications received.

## ○ Communication of data to third parties

The data provided by the USER and those collected by the website [www.iberdrola.de](http://www.iberdrola.de) in the providing of the services won't be disseminated and may be communicated, for the purposes and with the modalities above, to the following categories of entities:

- (i) collaborators, consultants, professionals providing to IBERDROLA technical or organizational services (e.g. IT service providers), or collaborating with IBERDROLA, for the correct provision and execution of its services or for marketing activities;

(ii) persons, companies, professionals providing assistance and advice to IBERDROLA, with particular but not exclusive reference to accounting, administrative, legal, tax and financial matters;

(iii) third parties and commercial partners of IBERDROLA for the purposes illustrated in previous par. “*Consent to the use of electronic means for marketing communications to customers and users*” point (ii), when the USER has expressly given the relevant consent at the signing of the contract with IBERDROLA;

(iv) when provided by laws, companies belonging to IBERDROLA corporate group, or controlled and/or associated companies, for administrative-accounting purposes linked to the execution of internal organizational, administrative, financial and accounting activities;

(v) subjects and entities legitimated to access the data by law provisions or authorities’ order.

The subjects and entities indicated above will process the data in their quality as autonomous data controllers pursuant to applicable law or as Data Processors correctly appointed by IBERDROLA. The list of names of the subjects to which the data are or may be communicated is available by contacting IBERDROLA at the address indicated in par. “*Contacts and Users’ rights*”.

## ○ Security measures

Access to transaction pages where the USER of [www.iberdrola.de](http://www.iberdrola.de) purchases IBERDROLA products or services takes place in a secure environment. To confirm that you are on a website belonging to our Company, check that the word IBERDROLA appears in the upper status bar. You can also check that you are in a secure environment by looking at the URL address in the page properties (by clicking the right mouse button). The URL address begins with https, where the s shows that the content is being delivered by a secure server.

## ○ Data retention

USER’s data is processed for the period which is necessary for the execution of the services requested by the USER and for the carrying out of the activities connected to the same, and is deleted, at the termination of the activities for which the data has been collected and processed, exclusively pursuant to the laws.

## ○ Contacts and Users’ rights

USERS can exercise their rights of access, rectification, opposition or deletion in relation to their personal data in order to obtain, by way of an example, the confirmation as to the existence of data concerning the USER, the communication/copy of the same data in intelligible form, the indication of the origin of the data, purposes and modalities of the processing, subjects and categories of subjects to which the data may be communicated, the updating, rectification or, in case of interest, integration of the data, the erasure, anonymization or the blocking of the data unlawfully processed, including the deactivation of the account.

Furthermore the USER, when applicable, has the right to rectification, right to be forgotten, right to limit the processing, right to data portability, as well as the right of filing a claim to the Data Protection Authority at USER’s place of residence in relation to the processing operations under this Legal Notice.

Finally the USER can oppose, also partially for the single channels of communication, the processing of the data for commercial information, marketing, market research purposes by IBERDROLA or third parties.

The above rights can be exercised by writing to Iberdrola Energie Deutschland GmbH, Charlottenstraße 63, 10117 Berlin, Germany, enclosing a copy of their identity card or passport.

## ○ Links

The pages of [www.iberdrola.de](http://www.iberdrola.de) contain links to other sites or content owned by third parties. The sole purpose of these links is to offer the USER the ability to obtain additional information. IBERDROLA shall not be liable for any consequences that may arise from the USER accessing such links, except in case of fraud or gross negligence.

If the USER, or more generally any natural person or legal entity, wishes to create any technical link between its own website and [www.iberdrola.de](http://www.iberdrola.de), prior written authorisation to this end must be obtained from IBERDROLA. The presence of such a link does not under any circumstances imply the existence of a relationship between IBERDROLA and the owner of the website with which the link is created, nor the acceptance or approval of its content by IBERDROLA.

## ○ Amendments

We reserve the right to update this privacy policy from time to time. Updates of this privacy policy will be published on this website. Any changes to this privacy policy apply as of their publication on our website. We therefore recommend that USERS visit this website regularly so that they are appropriately informed about any updates and changes.