



Information concerning the processing of your personal data by innogy Polska S.A. in accordance with Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation (EU Official Journal 119, p. 1) – hereinafter referred to as the **GDPR**:

<p>We are controller of your personal data</p>	<p>innogy Polska S.A. with its registered office in Warsaw (00-347), at ul. Wybrzeże Kościuszkowskie 41, entered into the Register of Entrepreneurs kept by the District Court for the Capital City of Warsaw in Warsaw under KRS No. 0000011733, tax identification number (NIP) 5250000794, with a share capital of PLN 165.066.000 paid-up in full.</p>
<p>Our contact data</p>	<p>You may contact us:</p> <ul style="list-style-type: none"> ✓ by phone or by e-mail: Household customers: 22 821 46 46, SMEs: 22 821 46 40, large business: 22 821 39 39; ✓ e-mail address: Households: informacja@innogy.com, SMEs: infobiznes@innogy.com, large business: biznes@innogy.com; ✓ by means of a digital contact form available on our website www.innogy.pl; ✓ in writing by sending a letter to the following address: Households and SMEs: innogy Polska S.A. ul. Włodarzewska 68, 02-384 Warszawa; large business innogy Polska S.A. ul. Wybrzeże Kościuszkowskie 41, 00-347 Warszawa, ✓ Households and SMEs: in the customer contact centers in Warsaw (current addresses can be found under www.innogy.pl).
<p>Personal data protection officer – contact data</p>	<p>We appointed a Personal Data Protection Officer, who can be contacted through:</p> <ul style="list-style-type: none"> ✓ e-mail at iod@innogy.com ✓ in writing by sending a letter to: innogy Polska S.A. ul. Wybrzeże Kościuszkowskie 41, 00-347 Warszawa, with a note: “personal data protection officer”. <p>You can contact the Data Protection Officer on all matters relating to processing of your personal data and when you exercise your rights in relation to processing of personal data.</p>
<p>Objectives and legal grounds of processing; our legitimate interests</p>	<p>Your personal data will be processed for the purpose:</p> <ul style="list-style-type: none"> ✓ in case of expressing consent for the use of the Service – to use the full functionality of the Service and presentation of our products and services in this Service - the legal basis is the consent granted by you (Article 6(1)(a) of the GDPR)); ✓ to conduct satisfaction surveys and analyses on improving the quality of customer service in connection with using the Service – because the processing is necessary for the fulfillment of our legitimate interest (Art. 6(1)(f) of the GDPR), which is assessing the quality of our service; ✓ of establishing, pursuing or defending against claims related to your use of the Service or processing of your personal data - because the processing is necessary for the fulfillment of our legitimate interest (Art. 6(1)(f) of the GDPR), which is the possibility to determine, pursue or defend against a claim.

<p>Who may receive your personal data</p>	<p>The recipients of your personal data may be entities from the following categories:</p> <ul style="list-style-type: none"> ✓ companies from the innogy capital group; ✓ entities rendering the following services: <ul style="list-style-type: none"> • Archiving, • IT and new technologies, • Marketing, communication and analytical (including those which organize satisfaction and preference surveys), • Electronic services, • Payment services.
<p>Transmission of data outside the European Economic Area</p>	<p>We outsource specific services and tasks to selected service providers located outside the European Economic Area ("third country"), in particular to IT service providers. In such cases, the data is transferred to a third country on the basis of an adequacy decision of the European Commission and, in the absence of such a decision, appropriate safeguards are in place, as required by law, to ensure an adequate level of data protection, in particular the EU's standard contractual clauses. You have the option to request further information and to receive a copy of the relevant security features at any time.</p>
<p>How long we will store your data</p>	<p>Your personal data will be processed for different periods of time, depending on the purpose:</p> <ul style="list-style-type: none"> ✓ use of the Service - until the end of your browsing session on the website (the so-called session cookies) or until you delete cookies from your browsing history data on your browser, the so-called persistent cookies that remain on our analytics systems will not be assigned to your next browsing session on the Website; ✓ in the case of conducting satisfaction surveys and analyses regarding improving the quality of customer service – until the moment of ending the browsing session of the Service (so-called session cookies), until the moment when you delete cookies from the history of your browsing data on your web browser (then the so-called persistent cookies which stay in our analytics system will not be assigned to your next browsing session of our Service) or for 4 months from the moment of taking part in our satisfaction survey or until you make an objection - depending on which of those happens first; ✓ establish, pursue or defend against claims related to your usage of the Service, web push notifications or processing of your personal data, until such claim or claims related to processing of personal data become overdue or until you object.

<p>Your rights</p>	<p>You have the right:</p> <ul style="list-style-type: none"> ✓ to access the content of your personal data, rectify (correct, supplement) it, limit its processing or delete it; ✓ to transfer the personal data you have provided to us, i.e. to receive this personal data in a structured, commonly used and machine-readable format, and you have the right to transfer this personal data to another controller. If technically possible, you have the right to request that we send your personal data directly to another controller; ✓ to withdraw any consent given to us at any time, the withdrawal of consent shall not affect the lawfulness of the processing until that time; <p>You can contact us or the Data Protection Officer to exercise these rights. Contact details are given above.</p> <ul style="list-style-type: none"> ✓ to lodge a complaint to a supervisory authority responsible for the protection of personal data if it considers that processing of your personal data is carried out with violation of GDPR provisions.
<p>Right to object</p>	<p>You have the right to object at any time to processing of personal data in order to conduct satisfaction surveys and analyses regarding improvement of quality of customer service or in order to establish, pursue or defend against claims relating to usage of the Service, or to processing of your personal data. Your particular situation must be the reason for your objection. Upon receipt of your objection, we will no longer process your data for these purposes unless we can demonstrate that your data will be necessary for us to determine, pursue or defend against a claim, if any.</p> <p>You can contact us or the Data Protection Officer to exercise your right to object. Contact details are given above.</p>
<p>Information on the requirement or voluntary nature of the data and the consequences of not providing it</p>	<p>Providing your personal data in connection with your consent is always voluntary and not providing it (not giving your consent or withdrawing it) does not have any consequences.</p>