

Customer Privacy Information

Greenergy aims at diligent information handling in a context of unprecedented growth in data traffic and increasing digitization that are bringing new challenges and threats to customers.

We value the importance of privacy protection issues related to the collection, use, storage and destruction process of the data of our customers, including names, dates of birth, photographs, video footage, email addresses, telephone numbers, IP addresses and other information.

In compliance with the provisions of articles 13 and 14 of the General Data Protection Regulation (GDPR) 2016/679, of 27 April, and Article 11 of the Spanish Data Protection Act 3/2018, of 5 December, we inform our clients, among others, of the following rights:

- Nature of information captured
- Use of the collected information
- Possibility to decide how private data is collected, used, retained and processed (including opt-out option, opt-in consent, request access to data, request their data be transferred, request their data be corrected, request their data be deleted)
- How long the information is kept on corporate files.
- Additionally, we inform our customers that data is never used for secondary purposes.

Our Company has never received complaints related to customer privacy, loss of customer data or any incidents due to a breach of regulations with regards to data protection.

We also follow the protection and accountability principles outlined in the GDPR, such as: (i) Lawfulness, fairness and transparency, (ii) Purpose limitation, (iii) Data minimization, (iv) Accuracy, (v) Storage limitation, and (vi) Integrity and confidentiality.