



Information clause (for natural persons (households - B2C) - final buyers and potential customers for electricity, gas or other products and services offered by Respect Energy S.A.)

Pursuant to Art. 13 and 14 of Regulation (EU) 2016/679 of the European Parliament and of the Council 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 of 27 April 2016 (OJ EU). L 119 of 04/05/2016), hereinafter referred to as the "Regulation", we inform you as follows:

Data of the Data Controller

The Data Controller of your personal data is Respect Energy S.A. based in Warsaw at ul. Rydygiera 8, 01-793 Warszawa (hereinafter referred to as the "The Data Controller", "The Controller").

Contact with the Data Controller is possible via:

- correspondence address: ul. Rydygiera 8, 01-793 Warsaw,
- email address: (pbi@respect.energy),

The Controller is responsible for the security of the provided personal data and their processing in accordance with the law.

How we obtained and what kind of your data we process:

Your data was obtained in connection with establishing cooperation:

- directly from you, including when contacting us via the website and making a purchase in our online store,
- from other sources (from database providers to whom you agreed to provide access to partners of the company whose services you use), of which you will be notified immediately.

The Controller will process the following personal data to the extent necessary to perform the Agreement, i.e.: name, surname, PESEL number, series and number of ID card/passport, contact details: address of residence/registration/correspondence/installation/collection/delivery, address e-mail, telephone number; data regarding the Agreement: subject matter, conditions, service parameters, measurement data, data regarding the current installation/consumption, PPE code, prices, data contained in invoices, amount of receivables/liabilities, bank name and bank account number and other personal data processed in connection with the implementation of the Agreement.

What are the purposes and legal basis of processing?

The Controller informs that the processing of your personal data will be carried out:

- 1) in order to perform a contract for the sale of electricity or a comprehensive contract for the sale of electricity and the provision of distribution services (hereinafter referred to as the "Agreement") or to take action at the request of the data subject before concluding such an Agreement (pursuant to Article 6(1)(a).b) GDPR Regulations),
- 2) for purposes arising from legitimate interests pursued by the Controller, except for situations where these interests are overridden by the interests or fundamental rights and freedoms of the data subject (pursuant to Article 6(1)(f) of the Regulation GDPR). The processing purposes resulting from the legitimate interests of the Controller include:

- establishing, defending or pursuing claims by the Controller arising from the Agreement to which the Customer is a Party or related to the activities of the Controller,
- verification of payment credibility,
- direct marketing of the Controller's own products and services, for the period necessary to achieve this purpose, but no longer than until the Recipient objects to the processing of his personal data for direct marketing purposes.
- satisfaction survey with the services provided,

3) for the purposes each time specified in the consent to the processing of personal data granted by the data subject (pursuant to Article 6(1)(a) of the GDPR), which include in particular:

- participation in competitions organized and co-organized by the Controller,
- receiving commercial information from the Controller via electronic means of communication,
- the Controller's use of telecommunications terminal devices and automatic calling systems, including telephones, SMS and MMS, for direct marketing purposes towards the Customer.

How long will we use your personal data?

Your personal data will be used (including stored) for the period necessary to achieve the purposes of processing, i.e.:

- in the event of a request to conclude the Agreement by the data subject - no longer than 12 months from the date of the request, and in the case of implementation of the Agreement - until its expiry or termination and an additional period of 5 years counting from the end of the year of termination/expiration of the Agreement in accordance with requirements of tax law,
- in the event of the Controller pursuing or defending against claims - for the period of limitation of claims referred to in Art. 118 of the Civil Code and an additional 12 months after the expiry of the limitation period,
- in the case of verification of payment credibility or customer satisfaction survey - no longer than until the termination of the Agreement,
- in the case of direct marketing of the Controller's own products and services, for the period necessary to achieve this purpose, but no longer than until the Customer objects to the processing of his personal data for direct marketing purposes,
- in the case of data processed on the basis of the consent of the data subject until such consent is withdrawn.

Who do we transfer your data to?

While maintaining all data security guarantees, we may also transfer your data (apart from persons authorized by the Controller) to other entities, including:

- authorized to receive them under applicable law (i.e. courts, law enforcement agencies or other administrative bodies),
- Distribution System Operators - providing electricity distribution services to the Customer who is a party to the Agreement with the Data Controller,
- providing correspondence and parcel delivery services,
- providing IT and telecommunications services,
- providing customer service services, including telephone or electronic (so-called Call-Center),
- providing accounting, financial or tax services,
- providing legal and debt collection services,

- providing promotional and marketing services,
- entities providing payment services,
- other controllers (e.g. notary or law offices) cooperating with us in connection with our business activities.

Will personal data be transferred outside the (EEA)?

Your personal data will not be transferred to recipients located in countries outside the European Economic Area.

If the implementation of the objectives of the Agreement requires the transfer of data outside the EEA, this will be carried out only to the extent provided for by law, and you will be informed separately about it.

What rights do you have?

The right to access data - You have the right to access your personal data, including the right to confirm whether the Controller processes personal data and to obtain information regarding this processing.

The right to rectify your data - You have the right to request that the Controller correct your personal data that is incorrect or complete incomplete personal data, including by submitting an additional statement.

The right to be forgotten - You have the right to request the Controller to immediately delete your personal data, in particular:

- when personal data are no longer necessary for the purposes for which they were collected or otherwise processed, in particular in the event of termination of the Agreement and expiry of the limitation period for claims arising therefrom,
- withdrawal of consent on which the processing of personal data is based and there is no other legal basis for processing,
- object to data processing and there are no overriding legitimate grounds for processing,
- when personal data have been processed unlawfully;
- personal data must be deleted in order to fulfill the obligation arising from applicable regulations to which the Controller is subject.

The right to limit data processing - You have the right to request from the Controller to limit the processing of personal data if:

- you question the accuracy of your personal data - for a period enabling the Controller to check the accuracy of this data;
- the processing is unlawful, but you object to the deletion of your personal data and instead request the restriction of their use;
- The Controller no longer needs personal data for processing purposes, but you need them to establish, pursue or defend claims;
- you have objected to the processing - until it is determined whether the legally justified grounds on the part of the Controller override the grounds for your objection.

The right to object to data processing - You have the right to object at any time to the processing of your personal data processed on the basis of legitimate interests pursued by the Controller (point 3.2 of this information).

Despite the objection, the Controller will be able to continue to process your personal data (excluding processing for direct marketing purposes) if he demonstrates the existence of valid legally justified grounds for processing, overriding your interests, rights and freedoms or grounds for establishing, investigating or defense of claims.

The right to withdraw consent to processing - If the basis for the processing of personal data is your consent, you have the right to withdraw this consent at any time. Withdrawal of consent does not affect the lawfulness of processing based on consent before its withdrawal.

The right to lodge a complaint - You have the right to lodge a complaint with the supervisory authority regarding the processing of personal data - the President of the Office for Personal Data Protection (Office of the Office for Personal Data Protection; ul. Stawki 2; 00-193 Warsaw) In order to exercise the above rights, excluding the right to complain to the supervisory authority, please contact the Controller. Contact details are provided above in this clause.

What results from your providing personal data?

Providing your personal data is related to:

- concluding the Agreement - providing personal data is voluntary, but is a condition for concluding the Agreement, and the consequence of failure to provide them will be the inability to conclude the Agreement,
- receiving commercial information via electronic means of communication or using telecommunications terminal devices and automatic calling systems for a natural person by the Controller for direct marketing purposes, including telephones, SMS and MMS - providing personal data is voluntary and the consequence failure to provide them will result in the Customer not receiving commercial information via electronic means of communication or the Controller not using telecommunications terminal devices and automatic calling systems for the Customer for direct marketing purposes, including telephones, SMS and MMS,
- participation of a natural person in competitions organized and co-organized by the Controller - providing data is voluntary, and the consequence of not providing it will be the inability to participate in such competitions.

Information about automated decision making, including profiling

The Data Controller does not make decisions in an automated manner, based solely on automated processing of personal data, including profiling, therefore your personal data will not be processed in an automated manner and will not be subject to profiling. If your data will be used to make decisions based on the processing of personal data in an automated manner, you will be notified separately.