

Information on the processing of personal data of persons contacting ENS

I. Controller of your Personal Data

The Controller of your personal data is Axpo Elektrociepłownia Nowa Sarzyna Sp. z o.o., located in Nowa Sarzyna 37-310, at 2 ks. J. Popiełuszki Street ("**Controller**", "**ENS**", "**we**").

For any matters regarding your personal data, you can contact us by phone at +48 17 240 50 00, or by email at ens@ens.pl or privacy@axpo.pl.

II. Who is this Information intended for?

This Information on the processing of personal data is intended for persons who contact ENS via the hotline or the e-mail addresses.

III. Purpose and Legal Basis for Personal Data Processing

Your personal data will be processed for the following purposes:

- handling and responding to questions or requests. The basis for data processing in this regard is our legitimate interest, i.e., ensuring the ongoing and effective provision of information in response to your questions and the processing of your requests (Article 6(1)(f) of the GDPR);
- conducting research and analyses, including analyses of the quality of service provided by the Controller. This processing is based on the Controller's legitimate interest (Article 6(1)(f) of the GDPR), which consists in analyzing how the Controller's services are used, identifying areas for improvement, optimizing the processes of handling questions and requests submitted to ENS, while ensuring the continuity of the Controller's business;
- ensuring the compliance of the Controller's activities with applicable internal procedures and policies. The basis for processing is the legitimate interest of the Controller (Article 6(1)(f) of the GDPR), consisting in monitoring and verifying compliance with established organizational and operational rules, preventing and detecting violations of these rules, and reducing the risk of irregularities in processes related to handling questions and requests submitted to ENS;
- investigations, determinations, and defense against claims (including through the collection of telephone recordings). The basis for processing is the legitimate interest of the Controller (Article 6(1)(f) of the GDPR), consisting in the protection of the legal and financial interests of the Controller, including the possibility of pursuing claims or defending against claims and demonstrating the correctness of the Controller's actions in the event of disputes or proceedings.

IV. Categories of Processed Data

The Controller will process the following personal data for the aforementioned purposes:

- in the case of phone calls—recordings of your voice;
- identification data that you provide to us while contacting ENS (e.g., first name, surname);
- contact data (email address, phone number, mailing address);
- basic information about your business activity (e.g., REGON number, NIP, company name)- only if necessary to provide answer to your requests.

V. Source of Data

When you contact us, your data is collected directly from you. Providing your personal data is necessary to respond to your questions or requests, and refusal to provide it may result in us being unable to address your questions or requests.

VI. Period of Storage of Personal Data

We will store your data for a period depending on the purpose and legal basis for its processing, as well as applicable law. As a rule, the data will be stored for the period of limitation of claims and the limitation period for imposing administrative penalties.

VII. Recipients of Personal Data

Your personal data may be disclosed to other entities such as:

- external service providers, i.e., entities providing call-center, audit, legal, or IT services;
- entities conducting postal or courier activities;
- the parent company of the Controller, which is Axpo Polska sp. z o.o. and Axpo Solutions AG, or other companies from the capital group to which the Controller belongs;
- government, prosecution and administrative bodies (e.g. President of the Energy Regulatory Office) and courts (at their request).

VIII. Transfer of Personal Data

Your personal data may be transferred outside the EEA, including to the headquarters of the Controller's parent company - Axpo Solutions AG in Switzerland, which in accordance with the European Commission Decision of 26 July 2000 No. C (2000) 2304 ensures an adequate level of protection of personal data transferred from the European Union area (the Commission decision is available here: <https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX%3A32000D0518>).

IX. Your Rights Related to the Processing of Personal Data

You have the following rights related to the processing of personal data:

- right to request access to personal data;
- right to request rectification of personal data;
- right to request erasure of personal data;
- right to request restriction of processing of personal data;
- right to lodge an objection to the processing of data due to your particular situation (if we process your data on the basis of the legitimate interest of the Controller).

To exercise the above rights, you may contact us by email at ens@ens.pl or privacy@axpo.pl.

You also have the right to lodge a complaint with the supervisory authority responsible for the protection of personal data (in Poland - the President of the Personal Data Protection Office).