

## PROPERTY OF THE CONTENTS

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UNIÓN FENOSA GAS, S.A.  
Vía de los Poblados 1 – Edificio D, planta 3º  
Parque Empresarial Alvento 28033 – Madrid

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- Tax Identification Number (NIF) A-81944324

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## PERSONAL DATA PROCESSING. PRIVACY POLICY.

In accordance with the new **General Data Protection Regulation no. 2016/679, approved by the European Parliament and Council on 27 April 2016** (hereinafter GDPR) and valid regulations in implementation thereof, Unión Fenosa Gas as Party Responsible for the Processing, informs you that to guarantee the privacy of your personal data we have updated our Privacy Policy.

In this respect, to enable you to understand the new regulation better and the Privacy Policy applied by Unión Fenosa Gas, we have divided the core pillars on which this personal data processing is based, into headings:

1. Party responsible for the data process.
2. Aims of the data process.
3. Duration of the data process.
4. Authentication for the data process.
5. Communication of your data.
6. Your rights.
7. Third party data.

### 1. Party responsible for the data process.

The persons concerned who provide Unión Fenosa Gas with the personal data through this on-line platform or by other means (social networks, for example) are informed that the processing of their data is made by these two figures:

- **Party responsible for the Data Process:** Unión Fenosa Gas, S.A. with VAT no. A-81944324 and registered office at Vía de los Poblados 1, Edificio D, Planta 3º, 28033, Madrid.
- **Data Protection Officer:** his duties are to supervise the compliance of the data protection regulation at Unión Fenosa Gas. For any communications you wish to make regarding your personal data you should contact the Data Protection Officer at the contact e-mail address: [dpd@unionfenosagas.com](mailto:dpd@unionfenosagas.com).

In point 6 we offer you fuller details about your rights.

### 2. Aims of the data process.

In function of the reason for which you have provided us your data, the data process is made with the following aims:

- To contact the person concerned as sender of the information and be able to attend to their request or query.
- To manage the information offered to the client with regard to billings, consumptions and prices, in addition to any other class of operational practices in which they are interested, all of which in accordance with the supply contract.
- To manage the registration process of the person concerned at the on-line platform.
- To offer personalised products and services to the persons concerned who have provided their data through the on-line platform.

### 3. Duration of the data process.

- The data for managing **relation with the client and for the billing and payment of services** as well as other actions relating to the supply contract, will be preserved for as long as the contract is in force. At the end of that relation, if applicable, the data may be preserved for the time required by applicable law and until the contingent responsibilities derived from the contract have lapsed.
- The data for the **management of queries and applications** will be kept for as long as is required to answer these and not more than one year.

- The data for sending **trade communications and for preparing trade profiles** of our products or services will be kept indefinitely until, if applicable, the persons concerned informs us that of their desire to eliminate them.

#### **4. Authentication for the data process**

- The legal base for processing your data for the purposes described in point 2, is to execute the respective service provision.
- The grounds for sending trade communications to non-client users is the consent that has been requested, and which may be recalled at any time. The withdrawal of that consent will in no event affect the enforcement of the contract. The data processing for that purpose made previous to their recall will not lose their legality for the fact of the consent having been recalled.

In all events, you are reminded that you have the right to object to this processing of your data, by sending a notification to the Data Protection Officer.

#### **5. Communication of your data.**

The data will be communicated to the following entities:

- To companies in the **Unión Fenosa Gas Group** (which may be consulted at [www.unionfenosagas.com](http://www.unionfenosagas.com)), in order to process the centralised management of our activities and to comply with internal administrative purposes, including customers' personal data processing. In addition, if you have given us your consent, these enterprises may assign your data in order to send you trade communications that could be of interest to you, in view of your customer profile.
- To competent **Public Administrations**, in the cases foreseen in the Law and for the purposes defined in that law.

#### **6. Your rights.**

Anyone who provides us their data, has the following rights:

- Anybody has the right to obtain confirmation about whether or not we are processing personal data that concern them. Persons concerned are entitled to have access to their personal data and also to request the amendment of inaccurate data or, if applicable, to request their elimination when, among other reasons, the data are no longer required for the purposes for which they were obtained.
- In the conditions foreseen in the GDPR, the persons concerned may request the limitation of the processing of their data, in which case we will only preserve such data in order to exercise or defend claims.

- In certain circumstances and for reasons relating to their private situation, the persons concerned may object to the processing of their data. If consent has been given for any specific purpose, you have the right to withdraw it at any time, without this affecting the legality of the processing based on the consent that has been given previous to the withdrawal. In these cases we will no longer process the data or, if applicable, we will cease to do so for that specific purpose, with the exception of imperative legal reasons or the exercise or defence of possible claims.
- All the said rights may be exercised by contacting the Data Protection Officer by e-mail at the following address: [dpd@unionfenosagas.com](mailto:dpd@unionfenosagas.com).
- Against any infringement in your rights, and in particular when you have not obtained a satisfactory reply regarding the exercise of such rights, you may file a claim at the **Spanish Data Protection Agency** (contact data accessible at [www.agpd.es](http://www.agpd.es)) or any other competent control authority. You may also obtain further information regarding the rights you hold by contacting those official bodies.

## 7. Third party data.

If third party data are provided to Unión Fenosa Gas, it assumes the responsibility to inform you previously of all that is foreseen in article 14 of the GDPR under the conditions established in that legal precept.

## COOKIES POLICY

### Regulatory and legal system

The legal obligations affecting Unión Fenosa Gas for its compliance with the cookies policy, are foreseen in item two, article 22 of *Law 34/2002, (11 July), on electronic commerce and information society services*, following its modification in *Royal Decree Law 13/2012, (30 March), in which directives are transposed on questions of internal markets in electricity and gas and on questions of electronic communications, and in which measures are adopted to correct diversions for mismatches between the costs and revenue of the electric and gas sectors* (hereinafter, LSSI).

This Web site may use cookies or other regular invisible systems.

### What are cookies?

Cookies are small data files sent to the user's computer, mobile phone or any other on-line access device, when a user visits a certain web site. Cookies permit information to be obtained regarding their browsing and may be used to recognise the user.

### Why do we use them?

www.unionfenosagas.es uses cookies in order to improve user experience, personalise their browsing, display advertising and analyse their activity for statistical purposes.

### What types of cookies do we use?

We use session cookies and analysis cookies which, in turn may be own or third party cookies.

- **Own session cookies** are designed to obtain and store data whilst the user is accessing the web site. These are usually employed to store information which is only of interest to save in order to provide the service requested by the user on just one sole occasion.
- **Analysis cookies** are those which are sent to the user's terminal, created or managed by the party responsible for the Unión Fenosa Gas Web site.  
The www.unionfenosagas.com web site uses the following type and purpose own persistent cookies:
  - Own persistent cookies permit the user to access the service with certain general characteristics predefined at its terminal or which the actual user may self-define. In this case, their purpose is to permit and store the user's browsing language.



Type of cookie	Proprietor	Function
<b>Analysis cookies</b>	<b>Google Analytics</b>	Permits the performance of monitoring and analysis of user behaviour on the web sites. The information obtained is used to measure the web site activity and to prepare user browser profiles, in order to introduce improvements in the service.  More information: <a href="https://developers.google.com/analytics/devguides/collection/analyticsjs/cookie-usage">https://developers.google.com/analytics/devguides/collection/analyticsjs/cookie-usage</a>
	<b>UFG</b>	These are cookies placed in your device to perform the monitoring and analysis of web site user behaviour.

### How can I block or permit cookies?

We recommend that you consult your browser for help regarding information about the different options on how to manage cookies.

Below we are including a few links of the most common browsers, in order to manage cookies:

- Internet Explorer:  
<http://windows.microsoft.com/es-ES/windows-vista/Block-or-allow-cookies>
- Firefox:  
<http://support.mozilla.org/es/kb/habilita-y-deshabilita-cookies-que-los-sitios-we>
- Google Chrome:  
<https://support.google.com/chrome/answer/95647?hl=es>
- Safari:  
<https://www.apple.com/legal/privacy/es/cookies/>
- Opera 19:  
<http://help.opera.com/Windows/11.50/es-ES/cookies.html>

### How can I revoke my consent to the use of cookies?

Users may revoke their consent to the use of cookies in their browser following the above indications or by installing an opt-out rejection system (exemption clause):

- Google Analytics:  
<https://tools.google.com/dlpage/gaoptout?hl=None>
- Google Doubleclick:  
<http://www.google.com/settings/ads/plugin>

Users should remember that some cookies are necessary for a correct development of certain functionalities of the [www.unionfenosagas.com](http://www.unionfenosagas.com) web site. If you decide to block certain cookies, this could entirely or partly affect the normal functioning of the web site.



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### **Updates and changes in the cookies policy**

Our web site [www.unionfenosagas.com](http://www.unionfenosagas.com) may modify this Cookies Policy depending on new legislative, regulatory requirements or in order to adapt that policy to the instructions ruled by the Spanish Data Protection Agency.

When any significant changes are introduced in the Cookies Policy, users will be notified by means of an informative notice on the web site. For more information regarding the use of cookies you may send an e-mail to [dpd@unionfenosagas.com](mailto:dpd@unionfenosagas.com).