

ISTRABENZ PLINI'S PRIVACY STATEMENT

Valid from 18 May 2018, updated 16 February 2024

The protection of your personal data and privacy is important for Istrabenz plini d.o.o. For this purpose, the company provides all necessary measures to ensure that your personal data is processed legally, fairly and in a transparent manner. We invite you to familiarise yourself with all the key information relating to the processing of your personal data.

1. PERSONAL DATA CONTROLLER

Controller: Istrabenz plini, plini in plinske tehnologije, d.o.o. (abbreviated name: **Istrabenz plini d.o.o.**)

Address: **Bertoki, Sermin 8A, 6000 Koper**

Telephone: **+386 5 663 46 00**

E-mail: **info@istrabenzplini.si**

2. AUTHORISED PERSON FOR THE PROTECTION OF PERSONAL DATA

The processing of personal data is supervised by our authorised person for the protection of personal data, who constantly monitors compliance of processing with all applicable regulations. The authorised person for the protection of personal data is available for all questions related to the processing of personal data and the exercise of your rights based on applicable regulations.

Contact details:

Istrabenz plini d.o.o., Bertoki, Sermin 8A, 6000 Koper, for the attention of "DPO"

E-mail: **dpo@istrabenzplini.si**

3. PURPOSES, TYPES AND LEGAL BASES FOR THE PROCESSING OF PERSONAL DATA

Istrabenz plini d.o.o. collects and processes personal data that is necessary for concluding a contract, fulfilling legal obligations, performing services or for achieving other legal purposes. Istrabenz plini d.o.o. also collects and processes other data about individuals.

Istrabenz plini d.o.o. obtains your personal data, in particular when:

- you do business with us,
- use our websites and our (online and/or mobile) applications,
- contact us via e-mail, online form or call centre,
- place an order online,
- participate in prize games,
- subscribe to receive notifications from Istrabenz plini d.o.o.,
- enter the database of job candidates,
- we perform web analytics and marketing, and
- implement video surveillance.

We process your personal data in accordance with one of the available legal bases and to the smallest extent necessary to fulfil the purpose. We do not perform automated decision-making or profiling in accordance with Article 22 (1) and (4) of the General Regulation.

A. IMPLEMENTATION OF CONTRACTUAL RELATIONS

Istrabenz plini d.o.o. processes your personal data for the purpose of concluding and executing energy products or other services supply contracts/orders, and for the purpose of fulfilling contractual obligations or obligations deriving from orders for goods or services. A person who does not want to provide the necessary data will not be able to enter into a contract or place an order with Istrabenz plini d.o.o. Data that are not mandatory for concluding a contract or placing an order are processed based on the person's consent.

For this purpose, we collect in particular your identification data (name, address, tax number, e-mail address, telephone number), transaction account number, data on the metering or offtake point, name and address of the offtake or metering point, meter and billing data, data on equipment.

We obtain personal data directly from you, from publicly available sources or from our own records.

B. PROCESSING OF PERSONAL DATA ON THE BASIS OF THE REGULATION

We process your personal data in particular on the basis of applicable laws in the field of gas and energy supply, personal data protection, consumer protection, obligation relationships, enforcement procedures, employment relationships, private security, taxes, excise duties and other contributions, as well as other laws that bind the controller. Personal data that is processed on the basis of the law may be kept for the maximum time allowed by law for the purpose of fulfilling legal obligations.

C. PROCESSING OF PERSONAL DATA ON THE BASIS OF YOUR CONSENT

We can also process personal data on the basis of your consent, which you have given us for specific purposes. A person can revoke or change consent at any time. Data for which consent is given is processed until consent is revoked.

D. PROCESSING OF PERSONAL DATA ON THE BASIS OF LEGITIMATE INTEREST

Istrabenz plini d.o.o. may also process your personal data for legitimate business interests pursued by the controller or a third party, except when such interests are overridden by the interests or fundamental rights and freedoms of the person to whom the personal data relates, which require the protection of personal data, in particular when the person to whom the personal data refer is a child.

In the case of processing personal data based on a legitimate interest, the justification of processing is based on a careful assessment of the effects of such processing, so that your interests and fundamental rights and freedoms do not prevail over the legitimate interests of the controller of personal data. In the event that your personal data is to be used further, such processing generally takes place in pseudonymized or aggregated form.

4. WHO USES YOUR PERSONAL DATA?

We do not transfer personal data to third parties, except:

- to external contractors who process data exclusively on behalf, for the account, under the instructions and under the control of the controller and in accordance with the contract on the processing of personal data (including, but not limited to, the call centre, printers, administrators and maintainers of IT systems, deliverers, contractual resellers) and
- to the state and other competent regulatory and judicial authorities, based on their justified written request for the needs of conducting a specific procedure.

Personal data is also not transferred to third countries or international organisations.

5. HOW LONG ARE YOUR PERSONAL DATA KEPT?

Personal data are stored and used only as long as it is necessary to fulfil the business purpose or as long as an appropriate legal basis for this exists. After the fulfilment of the business purpose or after the termination of the relevant legal basis for the storage of personal data, the personal data is securely deleted or destroyed or anonymized.

6. RIGHT OF ACCESS, CORRECTION, DELETION, PROCESSING RESTRICTION, OBJECTION, PORTABILITY, COMPLAINT AND WITHDRAWAL OF CONSENT

The person to whom personal data relates has the right to request access to personal data and the correction or deletion of personal data or restriction of processing in relation to it, as well as the right to object to processing and the right to data portability. A person can file a complaint through the authorised person for the protection of personal data.

You can send a request for the exercise of rights, a complaint and a request for revocation of consent in writing to the email address dpo@istrabenzplini.si or to the controller's address **Istrabenz plini d.o.o., Bertoki, Sermin 8A, 6000 Koper**, for the attention of "DPO".

Cancellation or change of consent only applies to those personal data that are processed on the basis of consent. Data for which consent is given is processed until consent is revoked. In the case of cancellation of consent, the controller stops processing the data collected on the basis of the consent, or no longer processes them for the purposes for which the consent was given. The revocation of consent does not affect the lawfulness of processing that was carried out on the basis of consent before its revocation.

7. VALIDITY OF STATEMENT

This Privacy Statement is effective as of 18 May 2018. It was last updated on 16 February 2024. The content of this Statement may change at any time. The latest version of the Statement is always available on our website www.istrabenzplini.si. If there are any changes in the Statement that would significantly affect the processing of your personal data, we will notify you immediately.



For additional explanations and information, feel free to contact us at:

- **Istrabenz plini d.o.o, Bertoki, Sermin 8A, 6000 Koper, for the attention of "DPO"**
- **dpo@istrabenzplini.si**