

According to the Data Protection Regulation and other applicable laws, Vattenfall AB is data controller for the personal data that we process.

Purpose and legal ground

Vattenfall AB collects and processes personal data concerning representatives for the customer (for example, employees, contact persons etc.) for the legitimate interest of being able to enter into and fulfil the contract with the customer. Processing of personal data also takes place when it is necessary to fulfil a legal obligation on us.

Further, personal data can be processed by Vattenfall AB for marketing purposes and to perform market analyses, to prepare statistics and to evaluate, develop and provide information about services and products. This processing is necessary to enable our legitimate interest to develop, improve and sell products and services as well as maintain good relations with customers.

The personal data can also be obtained from or provided to third parties if it is in accordance with the law or if Vattenfall AB has a legitimate interest in providing the personal data to such parties, for example a Group company. Where appropriate, personal data can be provided to or obtained from credit agencies for assessment of private firms' economic prerequisites to fulfil the contract.

Vattenfall AB may engage personal data processors to process personal data for purposes stated.

Transfers of personal data

Personal data is not normally provided to companies in countries outside the EU or EEA. If this nevertheless occurs, a specific investigation is first undertaken that the legal conditions are met. For further information about this, visit vattenfall.se/personuppgifter.

Rights

A representative for the customer is entitled to request information concerning personal data that is processed by Vattenfall AB about the representative, and also to request rectification. Further, under certain conditions the representative is entitled to restrict the processing of personal data, to deletion of personal data and to object to processing which is based on the legitimate interest of the controller as well as to object to processing for marketing purposes.

A representative for the customer who considers that the processing of personal data in respect of the representative in contrary to the data protection regulation is entitled to submit a complaint to the Swedish Authority of Privacy Protection.

Retention

Vattenfall AB does not keep personal data for longer than is necessary. When the electricity contract with the customer is terminated, we retain the representative's personal data for 36 months.

However, in the majority of cases the data may need to also be saved after that, e.g. invoices are saved for accounting purposes for 7 years after final settlement of the parties' dealings in accordance with applicable legislation.

When there is no longer any legal basis to save the personal data, it is permanently deleted.

Contacts

The controller is Vattenfall AB. The data protection officer for Vattenfall AB can be reached via e-mail at dpo.nordics@vattenfall.com or +46 (0)8-739 50 00. Questions concerning the Vattenfall Group's personal data processing can be put to our data protection officer or via the general contact form on the website.

Requests for register entries are to be sent to Vattenfall Kundservice AB, Box 13, 881 06 Näsåker or via e-mail to avtalsradgivning@vattenfall.com.

For further information about our processing, visit vattenfall.se/personuppgifter.

Valid from 25 May 2018; Updated 14 June 2021.