

## **INFORMATION NOTICE REGARDING THE PROCESSING OF PERSONAL DATA**

### **DATA CONTROLLER INFORMATION**

This informational notice is issued by S.C. REDANS S.R.L., headquartered at Str. Saturn 18, Bl. B3, Ap. 64, 800338 Galați, Romania, in its capacity as personal data controller (hereinafter referred to as "REDANS"). REDANS processes your personal data responsibly, in accordance with Regulation (EU) 2016/679 ("GDPR") and the applicable national data protection legislation.

The company is committed to ensuring the confidentiality, integrity, and security of the personal information it manages by adopting appropriate technical and organizational measures. These measures are evaluated and updated periodically as part of REDANS' commitment to legal compliance.

### **A. LEGAL BASES AND PURPOSES OF DATA PROCESSING**

Your data is processed legally under Article 6(1) letters a, b, c, and f of the GDPR for the following purposes:

- to conclude and execute contracts for the supply of electricity or related services;
- to comply with REDANS' legal obligations;
- to defend the legitimate interests of the company;
- based on your explicit consent, where required.

The purposes include but are not limited to: contract management, commercial communications, billing and payments, handling complaints, reporting to authorities, fraud prevention, customer satisfaction evaluation, legal defense, and debt recovery.

### **B. SOURCE OF PERSONAL DATA**

REDANS may collect data directly from you or through authorized representatives, public institutions, or legal representatives acting on your behalf.

### **C. CATEGORIES OF DATA PROCESSED**

The data processed may include, but is not limited to:

- identity document information;
- contact details (phone, email, address);
- contractual and commercial data (consumption address, codes, tariffs);
- technical information (equipment);
- financial data (invoices, bank account);
- other information required for service provision.

### **D. DATA RECIPIENTS**

The data may be disclosed to the following categories of recipients:

- contractual partners involved in providing REDANS services (IT, postal services, payment processing);

- distribution operators and other entities in the energy sector;
- public authorities, based on legal requirements.

Any data transfer is done in compliance with the principle of proportionality and with appropriate protection safeguards.

## **E. STORAGE DURATION**

Data is stored for the duration of contract execution and subsequently, in accordance with legal archiving obligations. If there are no express legal deadlines, general statute of limitation periods and industry best practices will apply.

## **F. DATA SUBJECT RIGHTS**

You have the right to:

- be informed about data processing;
- access your personal data;
- request rectification or deletion;
- request restriction of processing;
- object to processing;
- data portability;
- not be subject to automated decisions with significant impact;
- lodge a complaint with the Romanian Data Protection Authority (A.N.S.P.D.C.P.) or competent courts.

To exercise these rights, you may contact the data protection officer at [dataprotection@redans.eu](mailto:dataprotection@redans.eu). Responses to your requests will be provided within one month, as required by regulation.

## **G. TRANSFER OUTSIDE THE EU**

REDANS does not transfer your data to countries outside the European Union or to international organizations.

## **H. SPECIAL CATEGORY DATA**

In specific cases (e.g., vulnerable consumers), REDANS may process sensitive data such as health or social condition data, based on a legal obligation.

## **I. DEFINED TERMS**

The definitions of the terms “personal data”, “processing”, “controller”, “data subject”, “processor”, “recipient”, “third party” are as set out in Regulation (EU) 2016/679 and apply accordingly.

## **J. DATA PROTECTION OFFICER CONTACT**

For any questions regarding the processing of personal data or to exercise your rights, you may contact the company's data protection officer (DPO):

Data Protection Officer – REDANS SRL  
Aleea Crăciunițelor No. 2, Galați, Romania  
Email: [dataprotection@redans.eu](mailto:dataprotection@redans.eu)  
Phone: +40 745 826 489 (standard call rate)

You also have the right to contact the Romanian National Supervisory Authority for Personal Data Processing ([www.dataprotection.ro](http://www.dataprotection.ro)) if you believe your data has been processed unlawfully.

This information notice is reviewed periodically based on legislative and operational updates. Last update: 13.06.2025.