



## **DATA PROTECTION AND PRIVACY**

### **Managing personal data**

#### **Your personal data is important to us**

On the 25 May 2018, a new European Union regulation came into force in all member states. It was The General Data Protection Regulation, abbreviated to GDPR, and together with a new national law in Sweden, the Data Protection Act, it replaced the Personal Data Act.

We at Alingsås Energi take the protection of customer data seriously and we want you to feel secure in the knowledge that when you entrust us with your personal data, we will protect your privacy.

The reason we are informing you about the recent change in regulations on data protection is that you shall know how we manage your personal data, what we use it for, who has access to it and under which circumstances, and how you can exercise your rights.

#### **Responsibility for personal data**

Alingsås Energi AB, org.nr 556499-0413, and Alingsås Energi Nät AB, org.nr 556402-5905, have responsibility for managing personal data within the Alingsås Energi group. This means that these companies are responsible for how your personal data is managed and for ensuring that your rights are protected.

#### **When do we use personal data?**

We use personal data only when we have legal reason. We do not use personal data otherwise than when we need it in order to fulfil our duties in accordance with contracts and legal requirements, or after you have given consent. We operate on the basis that we will not use more personal data than is necessary for the purpose.

In order to carry out the obligations described in a contract and to deliver the various services you wish to use, we need to have some information about you if you are a customer, or if you wish to become one.

When you fill in our contact forms or you report a fault on our website we also need your personal data.

We also need your personal data if you apply for a position with us. Your personal data is used in the same way if you are employed by Alingsås Energi or you carry out assignments for Alingsås Energi.

When documents containing your personal data are received by Alingsås Energi, they are generally regarded as public documents and requests can be made for this data. There are also special rules governing how public records are stored and erased.

## **What personal data do we use?**

The Alingsås Energi group offers services which include electricity distribution, energy trading, district heating, fibre-optic cables and solar panels. These different services may require the provision of different kinds of personal data in order for us to fulfil our obligations to you as a customer.

Examples of personal data are: name, Swedish ID number, address, apartment number, meter number, installation ID, usage statistics, telephone number, email address, user name etc.

## **How do we access your personal data?**

In most cases you have given us the information yourself so that we could carry out work, but sometimes we may receive your personal data from another source.

We can access your personal data in the following ways:

- Data that you supply us with when you apply to be a customer or enter into a contract with us, and which is a precondition for the contract.
- Data that we receive when you apply to work for us.
- Data that we receive when you contact us or visit us for some reason.
- Data that is registered when you visit our website (IP number).
- Data that we access from public registers.
- Data that we receive when you use our services.
- Data that we receive when you register for our newsletter and other items.
- Data that we receive when you answer questionnaires and surveys.
- Data that comes from other sources including electric fitters, property owners, suppliers, landlords, other electricity providers and the tax authorities.

Please be aware that information that you publish on social media yourself, for example on our Facebook and Twitter pages, is not checked by Alingsås Energi. Such data can spread rapidly and is impossible to control.

## **Is your personal data managed securely?**

We have developed routines and ways of working to ensure that your personal data is managed securely. The basis of our policy is that only those working within Alingsås Energi, or people working at the behest of Alingsås Energi and who require personal data to carry out their work, shall have access to the data. These employees must have the required authorisation.

- Our security system has been developed with your privacy in focus. It protects data from hacking, loss and other changes that can lead to a loss of privacy. Alingsås Energi saves documentation (some of which may contain personal data) for different periods of time, which is regulated in our documentation management plan. Where the principle of public access to official records applies, we save these records in accordance with the Swedish Archives Act.

### **When do we pass on your personal data?**

We do not pass on your personal data to a third party if it is not essential for us in order to fulfil our commitments as outlined in a contract or is a legal requirement.

We store personal data on various forms of storage media and computer systems. In certain circumstances it is passed on to other parties with whom we collaborate so that you can enjoy the services we provide, and so that we can handle the financial side of our business. Where we pass on personal data to other parties, we draw up a Personal Data Processing Agreement and /or a confidentiality agreement that ensures that personal data is managed securely and in accordance with the law.

Our goal is always to manage your personal data within the EU/EES. However, personal data may be managed by suppliers or subcontractors in a third country. To ensure that your personal data is managed securely there are clear instructions in the Personal Data Processing Agreement, where the subcontractor takes on the responsibility to ensure that the data transfer takes place only to countries with an adequate degree of data protection, and that the transfer is based on paragraphs from standard legal contracts enacted by the European Commission or on legally binding company regulations.

Alingsås Energi complies with the principle of public access to official records. This means that all documentation, including personal data, which is supplied to Alingsås Energi becomes open to public scrutiny and can be passed on to the party who requests it. In certain circumstances data may be classified as confidential, in which case it will not be passed on.

### **What rights do you have?**

You have the right to know what personal data we have registered about you. If this data is found to be incorrect or incomplete, you can ask for it to be corrected. If the information is out of date, for example if you are no longer a customer, you can ask for the data to be erased. However, we cannot erase information which is included in public records or where there is a legal requirement for information storage, such as in regulations governing bookkeeping and archiving. There can also be other legitimate reasons as to why information must be stored, for example in the case of unpaid debts.



In cases where an action is based on consent (for example in the publication of photographs) you may withdraw your consent at any time. In such cases we will no longer manage your existing personal data or collect new personal data, as long as it is not required by us for the fulfilment of our commitments to you, as described in a contract, or is a legal requirement. Please bear in mind that withdrawing your consent may mean that we can no longer fulfil our commitments to you. The publication of photos before consent was withdrawn is not affected.

Any requests from individuals whose personal data is in our possession should be in writing and include the full name, Swedish ID number and the person's signature.

Requests for data from the data register, information, or corrections should be sent to: Alingsås Energi, 441 81 Alingsås, Sweden.

### **Updating information on data protection and privacy**

Alingsås Energi may make changes to this information. The current version of data protection and privacy policy will always be available on our website. If we make any changes regarding data protection and privacy you will receive information about this.

### **Any questions?**

If you have any questions about the way we manage personal information you are naturally always welcome to contact us. You can do this most easily by contacting Customer Service by telephone on +46 (0) 322617617 or by email,

[kundservice@alingsasenergi.se](mailto:kundservice@alingsasenergi.se)

You can contact our Data Protection Officer, Dan Sallander, on +46 (0) 322617604 or by email:

[dan.sallander@alingsasenergi.se](mailto:dan.sallander@alingsasenergi.se)

You can also turn to The Swedish Data Protection Authority with questions and requests for advice.

[www.datainspektionen.se](http://www.datainspektionen.se) or +46 (0) 86528652.