

# ENTSO-E PERSONAL DATA PROTECTION POLICY

## - ENTSO-E Website -

Last modified: 18 June 2021

### Privacy – Key Facts

ENTSO-E protects your personal data and your privacy in compliance with the General Data Protection Regulation (GDPR) and any applicable implementation rules on the protection of privacy in relation with the processing of personal data. Your personal data shall be processed by ENTSO-E (International Non-Profit Association created under Belgian law, having its registered office at 1000 Brussels, rue de Spa, 8 - Belgium), acting as a data controller.

When visiting the ENTSO-E Website, you may provide personal data to ENTSO-E.

This data protection policy explains the reason for the processing of your personal data, the way we collect, handle and ensure protection of all personal data provided, how your personal data are used and which rights you have in relation to your personal data. It also specifies the contact details that you can use to exercise your rights.

### Privacy – Further Information

1. In the context of this data protection policy, ENTSO-E collects the following categories of personal data:
  - **Cookies;**
  - email address ;
  
2. Your personal data are collected and processed for and to the extent necessary to achieve the following purposes:
  - a) allow and, as the case may be, improve your visit on the ENTSO-E website ;
  - b) collect statistical data about your use of the ENTSO-E website, after pseudonimysation;
  - c) collect and manage your feedback on your ENTSO-E website experience.
  
3. The collection and processing of your personal data is based:
  - For the cookies (purposes a) and b) ) : on your consent except for processing (essential cookies) necessary to give access to the website (see cookies policy) ;

- For the website feedback (purpose c)) : on the legitimate interest of ENTSO-E to collect and manage your feedback (in order, for example, to improve the ENTSO-E website) given the fact that you give the feedback on a voluntary basis.
4. Your personal data shall not be transmitted to any third party other than, as the case may be:
- ENTSO-E service providers in charge of the hosting and/or maintenance of the ENTSO-E website.

Some of the above-listed recipients being established outside of the European Union territory, ENTSO-E implements the additional measures as mentioned in paragraph (5) below, where appropriate.

5. The personal data, which you transmit to ENTSO-E, are stored in a database managed by and under responsibility of ENTSO-E. Your data are stored exclusively on servers located within European Union. However, your personal data may be transferred outside the European Union, in countries the European Commission deems not to ensure an adequate level of protection of personal data. In this case, ENTSO-E will take appropriate safeguards with standard data protection clauses adopted by the Commission. These can be consulted at the headquarters of ENTSO-E.
6. Your personal data shall be stored/processed:
- as long as necessary to achieve the purposes as defined in the cookies policy or to provide an appropriate follow-up to your feedback.
7. Upon request, dated and signed sent by email to ENTSO-E ([privacy@entsoe.eu](mailto:privacy@entsoe.eu)), and the proof of your identity, you may obtain the written communication of the data, the portability of the data and where appropriate, rectification, restriction of processing, deletion of those which are inaccurate, incomplete or irrelevant. Your request must be dated, signed, contain the proof of your identity and sent by email to ENTSO-E. It will be treated as free of charge if it is a reasonable volume. The request is considered as dismissed, where no action has been taken within 30 days from the request. You may apply to or lodge a complaint with the Data Protection Authority (Rue de la presse 35, 1000 Brussels –[contact@apd-gba.be](mailto:contact@apd-gba.be) - Tel. + 32 2 274 48 00– Fax + 32 2 274 48 35) for the exercise of these rights.