

## ANNEX G

# PRIVACY NOTICE FOR CUSTOMERS

As required by Regulation (EU) 2016/679 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data ("GDPR"), Enilive Group Austria: Enilive Austria GmbH / Enilive Marketing Austria GmbH / Enimoov Austria GmbH ("Company" or "Data Controller") sets out below the privacy notice relating to the processing of your (as the Data Controller's customer - the "Customer") personal data ("Personal Data") in relation to the performance of your contractual relationship with the Data Controller.

This privacy notice is for the Customer (if a natural person) and for the individuals that the Customer deploys (e.g. directors, trainees, employees, collaborators, partners and, more generally, those involved in various ways in the performance of the contract - "Data Subjects"). The Customer undertakes to give this privacy notice to those individuals whose Personal Data will be processed.

With regard to the processing of Personal Data in connection with ethical and reputational checks (e.g. anti-corruption due diligence), please see the privacy information notice available at <https://www.eni.com/de-AT/operations/enilive-austria.html>.

## 1. IDENTITY AND CONTACT DETAILS OF THE DATA CONTROLLER

Identity, registered office and contact details of the Data Controller:

Enilive Austria GmbH  
Enilive Marketing Austria GmbH  
Enimoov Austria GmbH  
Handelskai 94 – 96  
1200 Wien  
Telefon: 01 24070-0  
E-Mail: [info.at@enilive.com](mailto:info.at@enilive.com) or [datenschutz.at@enilive.com](mailto:datenschutz.at@enilive.com)

## 2. CONTACT DETAILS OF THE DATA PROTECTION OFFICER

The Data Protection Officer can be contacted at the following email [or DPO@eni.com](mailto:DPO@eni.com).

## 3. PERSONAL DATA PROCESSED

The Personal Data processed are those provided by the Customer during the negotiation, execution and performance of the contract with the Company. Examples of such Personal Data are an individual's personal details and contact details; information produced during the negotiation, performance and/or management of the contractual relationship and, in any event, any Personal Data that might be provided to the Data Controller in this context; information of an accounting nature, about payments, debts, including residual ones, and possible debt recovery processes.

Such information is to be considered as Personal Data insofar as it pertains directly or indirectly to identified or identifiable natural persons.

## 4. THE PURPOSES OF DATA PROCESSING

Personal Data are processed:

- a. to comply with legal obligations and public authorities requests;
- b. to measure the creditworthiness of Customers and assess their reliability and punctuality of payments<sup>1</sup>;
- c. to organise, manage and perform the contractual relationship. Personal Data will also be processed in the context of administration, bookkeeping and contract management, invoicing/payment processes, obligatory/voluntary auditing and certification of the financial statements, the assignment or advance of receivables, and provision of assistance. They will also be processed in order to fulfil obligations deriving from contracts and/or other specific contractual conditions and to comply with specific requests made by the Customer and/or individuals that work under the Customer's authority;
- d. to analyse, on an aggregate basis, use of the services/products that are the subject of the contractual relationship, in order to improve them and satisfy specific customer requirements, and also to enable the Company to carry out, on an aggregate basis, market research and economic and statistical analyses;
- e. in the context of exceptional transactions involving a merger, sale or business unit transfer, to enable due diligence processes;
- f. to ascertain, exercise or defend a right of the Data Controller or of a third party before the courts.

## 5. LEGAL BASIS

Processing of the Personal Data for the purposes indicated in paragraph 4, let. a) is, in accordance with article 6, para. 1), let. c) GDPR, required by the provisions of the law governing the contractual relationship or may be required by public authorities.

Processing of the Personal Data for the purposes indicated in section 4, let. b) is, in accordance with article 6, para. 1), let. f) GDPR, based on a legitimate interest of the Company in the correct measurement of creditworthiness and credit risk as well as the correct assessment of the reliability and punctuality of Customer payments, the prevention of the risk of fraud, including the prevention of the risk of identity theft.

Processing of Personal Data for the purposes indicated in paragraph 4, let. c) above is, in accordance with article 6, para. 1), let. b) GDPR, necessary for the performance of the contract with the Customer or in order to implement measures prior to entering into the contract.

Processing of Personal Data for the purposes indicated in paragraph 4, let. d) above is, in accordance with article 6, para. 1), let. f) GDPR, based on a legitimate interest of the Company in continually improving the efficiency and safety of its products and services.

Processing of Personal Data for the purposes indicated in paragraph 4, lett. e) and f) above is, in accordance with article 6, para. 1), let. f) GDPR, based on a legitimate interest of the Company in pursuing its commercial activities and safeguarding its rights.

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<sup>1</sup> See Annex 1 “Further information on the credit information systems that the Company uses”

Any refusal to provide Personal Data for the purposes listed in paragraph 4, lett. a), b), c) e) and f) will make it impossible for the Company to consider the submitted bid and to establish a contractual relationship.

## 6. MEANS OF PROCESSING

Personal Data may be processed with the aid of electronic or automated systems, managed through tools that ensure security and confidentiality, and will include every operation or set of operations necessary for the processing.

## 7. PERSONS AUTHORISED TO PROCESS AND RECIPIENTS OF PERSONAL DATA

Personal Data are processed by personnel appointed by the Data Controller to pursue the purposes described in paragraph 4, as persons authorised to process.

The Personal Data may be disclosed by the Data Controller not only to public authorities, where requested by them or where required by law, but also to the following categories of recipients, solely for the purposes indicated in paragraph 4 above:

- Eni S.p.A. and other companies controlled by Eni S.p.A.”;
- insurance companies in charge of settling claims;
- companies specialising in debt recovery;
- credit information companies;
- advertising companies;
- professional and advisory firms engaged in connection with ordinary business and litigation;
- oversight/supervisory bodies;
- IT service providers;
- audit firms.

Personal Data will not be disseminated, unless required by law.

With respect to the Personal Data disclosed to them, recipients in the above categories may operate, as the case may be, as data processors (in which case they will receive appropriate instructions from the Data Controller) or as independent data controllers.

The Company guarantees that it will take the utmost care to ensure that the disclosure of Personal Data to the above recipients will be restricted to the information necessary to achieve the specific purposes for which the Personal Data are required.

## 8. TRANSFER OF PERSONAL DATA OUTSIDE THE EU

Where this serves the purposes described in paragraph 4, Personal Data might also be transferred abroad to companies based outside the European Economic Area (“EEA”). Some of the jurisdictions outside the EEA might not guarantee the same level of Personal Data protection guaranteed within the EEA. In this case, the Data Controller undertakes to regulate the transfer and subsequent processing of the Personal Data through the Standard Contractual Clauses provided by the European Commission and to adopt every other safeguard required by article 46 GDPR if it is not possible to use one of the derogations listed in article 49 GDPR.

## 9. DATA RETENTION

The data will be kept for no longer than required for the purposes for which it has been collected or processed, in accordance with the applicable legislation.

In particular, the processing of your personal data for the purposes of profiling will stop one year after the end of the contractual relationship with you. Likewise, your personal data will stop being processed for marketing purposes two years after the termination of your contractual relationship.

Your data will be kept for ten years from the termination of the contractual relationship in order to allow the Company to defend itself against possible claims in relation to the contract. At the end of this period, all data will be deleted or otherwise irreversibly de-identified, unless the continued retention of some or all of the data is required by law.

## 10. RIGHTS OF DATA SUBJECTS

Where applicable, and within the limits set by the GDPR, Data Subjects are entitled to:

- obtain confirmation from the Data Controller as to whether or not their Personal Data are being processed, and, where that is the case, access to the information listed in article 15 GDPR;
- obtain from the Data Controller the rectification of inaccurate Personal Data, or, taking into account the purposes of the processing, have incomplete Personal Data completed in accordance with article 16 GDPR;
- obtain from the Data Controller the erasure of Personal Data, where one of the grounds listed in article 17 GDPR applies;
- obtain from the Data Controller the restriction of processing of Personal Data in the cases listed in article 18 GDPR;
- receive - in a structured, commonly used and machine-readable format - the Personal Data provided to the Data Controller, so that the Data Subject may transmit those data to another data controller without hindrance, in accordance with article 20 GDPR;
- object to the processing of their Personal Data on the basis of their particular situation, unless there are compelling legitimate grounds for the processing that override their interests, rights and freedoms or compelling legitimate grounds for the establishment, exercise or defence of legal claims, in accordance with article 21 GDPR.

These rights may be exercised by emailing the DPO at [dpo@eni.com](mailto:dpo@eni.com).

Without prejudice to their right to initiate other administrative or judicial proceedings, Data Subjects also have the right to lodge a complaint with the Austrian Data Protection Authority or to another data protection supervisory authority in the EU, in particular at your place of residence or work, if they believe that there has been a breach of their rights with regard to the protection of their Personal Data.