

Privacy policy and cookies

It is of great importance for us to protect the personal data you have entrusted to us. For this reason, we are doing our utmost in order to secure your privacy while you are using our services at www.innogy.pl, moje.innogy.pl as well as other internet and mobile platforms.

This document describes the manner in which we utilize and process your personal data (hereinafter referred as the data) as well as the way in which you can contact us in case you have questions concerning your data. Also, you will find here some important information on cookies and similar technologies which we apply.

All the information that you will come across in this document concern all of our websites, mobile applications and innogy Polska S.A. accounts presented on social media (hereinafter referred to as the “Websites”).

Importantly, should you not accept our “Privacy policy”, please discontinue using our Websites.

If you have any suggestions or comments regarding this document, please let us know by sending an email to the following address informacja@innogy.com.

Who is in charge of data processing on our Websites?

Data processing on our Websites is controlled by innogy Polska S.A. with its registered office in Warsaw, Poland, at ul. Wyrbrzeże Kościuszkowskie 41 (00-347 Warsaw).

What types of data do we collect?

- When you use our services on the Websites, we collect in particular: IP addresses, URL address, information concerning the pages visited on our Websites, information about your behavior on our Websites, clicks in page elements on our Websites, names of opened files, dates and Times of entries on the Websites, the name of your internet provider, the information on the type of your operating system as well as the type and version of your web browser;
- When you send us an inquiry concerning our offer via forms available on the Websites, depending on the type of form, we will also collect: your name and surname, contact details, data on the agreement which you have concluded with us, your PESEL or NIP numbers, preferred place of PV installation as well as a number of the trade partner (PG) in case he/she has been assigned to you;
- If you contact us via social media or a chat, we will also collect information such as photos and documents you have shared via social media or the chat;
- And if you register at the My innogy website (moje.innogy.pl), we will collect your email address.

How do we collect data?

- Using login data at the My innogy website (moje.innogy.pl);

- using [cookies](#) or analytical and research tools, in particular such as [Hotjar](#), [Medallia](#), [Google Analytics](#);
- from contact forms on our Websites;
- from communicators available on social media and a chat, if you choose to select such a form of contacting us.

What do we use your data for?

- To perform services rendered for you electronically, and in the case of My innogy, also to execute the agreement existing between us;
- To render the services you utilize;
- To deliver products or services ordered by you;
- To process your request, order, application or inquiry;
- For marketing activities, i.e. to send you notifications on products and services;
- For analytical purposes in order to improve the quality of the Websites;
- For the purpose of development, repair and testing of diverse functionalities on the Websites;
- Also, your data may be processed on our behalf by entities with whom we cooperate in order to:
 - Perform a service rendered by us and utilized by you;
 - Complete your order and deliver products or services;
 - Process the means of payment you have selected;
 - analyze the market and opinions;
 - conduct marketing activities.

How can you control the data which you have provided to us?

- You have the right to access the information about you stored on our Websites;
- At your request, we will provide you with a copy of your data subject to processing by us.
- You have the right to request rectification (correction, supplementation) of your data processed on the Websites, as well as to request that the processing is limited or that the data are deleted,
- You have the right to file an objection against the use of your data for the purposes of marketing, market and opinion research, as well as analyzing and monitoring on the Websites,
- You have the right to request that the data subject to processing by us are transferred, i.e. you may receive the data in a structured, commonly utilized format acceptable for machine learning and you have the right to send the said data to another data controller. If this is technically possible, you have the right to request that we send the personal data directly to another data controller.

In order to exercise the aforementioned rights, you may contact us in the manner described below.

How can you contact us?

- By telephone, using the following numbers:
 - Individual customers: **22 821 46 46**
 - Representatives of small and medium-sized enterprises: **22 821 46 40**
 - Representatives of major companies: **22 821 39 39**

- By email, using the following email addresses:
 - Individual customers: informacja@innogy.com
 - Representatives of small and medium-sized enterprises: infobiznes@innogy.com
 - Representatives of major companies: biznes@innogy.com
- Via the My innogy website (moje.innogy.pl);
- At innogy shops – if you are an individual customer or if you represent a small or a medium-sized enterprise;
- Through an account manager (if he/she has been assigned to you).

Cookies

When you use our Websites, we collect information about your visit and the way you navigate on our Websites. For this reason, we use files called cookies. A cookie contains data that can be found in the web browser of your PC or mobile device. Cookies used on the Websites are applied among others to save your preferences or to secure web pages, as well as in order to conduct an ongoing optimization of Websites for our Customers. Some functionalities of the Websites will not work if you have not expressed your consent to install cookies.

Installation of cookies or obtaining access to them does not cause any changes on your device or the software installed on your device. We utilize two types of cookies: session and persistent cookies. Session cookies expire after the end of a session, whereby the time of each session and precise parameters of its expiry are defined by the web browser which you use as well as our analytical systems. Persistent cookies in turn are not deleted when you close the window of your web browser. The main reason is that certain information about user choices are not lost. Cookies active in a long-term perspective are used in order to help use determine new and returning users of our Websites.

In addition, we utilize other technologies similar to cookies, including *web beacons* called *pixel tags*. These are small graphic files downloaded by your PC or mobile device after opening a web page on the Websites through an ad, email or a mobile application. We utilize them in order to save your preferences and for marketing purposes.

Some cookies are created by entities whose services we use. Cookies are applied for purposes indicated in brackets: Benhauer Sp. z o.o. sp. k. (Sales Manago), Google Inc. (Google Analytics, Double Click and Google Adwords), Facebook, Sare SA (newsletters and mailings), LiveChat Inc., Medallia (satisfaction surveys), Adform (traffic and advertising effectiveness analyses), rubiconproject.com (traffic analyses on subpages connected to the e-car sharing service).

What do we use cookies for?

- Mostly for statistical purposes, i.e. to check how frequently individual web pages on the Websites are visited. These data are utilized to optimize the Websites having in mind the visiting users;
- In order to save the manner in which you use the Websites and to facilitate browsing through them. As a result we are able to adjust presented content and functionalities to your needs;
- For marketing purposes, i.e. in order to adjust our marketing messages to your preferences;
 - On the My innogy website (moje.innogy.pl) to save the settings you have selected and to allow for autofilling the user name field on your device when you visit the website again.

More information on how we use cookies and what rights in this respect you may exercise can be found [here >>>](#)

How can you express the lack of consent for installing cookies using the settings of a web browser?

A vast majority of web browsers accepts cookies by default in order to ensure comfortable use of web pages and uninterrupted display of their content to their users.

If you do not want cookies to be installed on your device, you can express your lack of consent for cookies installation in the following manner:

1. Internet Explorer: from the main menu select the "Tools/Internet options" item, and in the "Privacy" section tick "Advanced" – there you may turn off cookies.
2. Mozilla Firefox: from menu select the "Tools" item, and then "Options" where you should define the level of privacy in the "Privacy" section.
3. Opera: from the menu select the "Tools" items, and in the "Preferences" select "Advanced", and then "Cookies".
4. Google Chrome: from the menu on the right-hand side select the "Options" item, then click on "For advanced users" and "Cookies settings".
5. Safari: in the Settings menu select "Safari" and then go to the Privacy and protection section and select the item called "Block cookies".

These are sample web browsers. On most such web browsers, information concerning cookies can be found in the "Tools" or "Options" menu.

Please bear in mind that by restricting the use of cookies, the utilization of the Websites may be hindered or made impossible.

Hotjar

On the Websites we use a tool called Hotjar, which monitors and saves user behavior on the Website. This tool will register such data as: navigation, web page scrolling, screen cursor movement. Also, information on location, device, operating system, web browser or cookies are collected.

Hotjar does not collect or store any other data. More information on the privacy policy of the Hotjar tool can be found under the following link: <https://www.hotjar.com/privacy>.

If you do not want your activity on the website to be measured by Hotjar, please use the following link: <https://www.hotjar.com/opt-out>. remember that by using this function, you will delete the cookies on your web browser and once you return to the Websites, Hotjar monitoring will be resumed.

Medallia

On our Websites we use a tool called Medallia to perform user satisfaction surveys. The tool collects opinions expressed in surveys; those opinions help us optimize the Websites as well as products and services. Medallia collects the data on your computer's IP, cookies, location, type of device and operating system you use.

Surveys are voluntary. If you are not interested in taking part in satisfaction surveys, you may object to running such surveys. For this end, please contact us using the contact data indicated above.

Google Analytics

On our Websites we also use a tool called Google Analytics in order to analyze user behavior. This tool collects data on cookies. We need them mostly for statistical purposes, i.e. to check the frequency of visiting individual Websites. The data are also utilized for optimization and development of the Websites.