

Privacy Notice Regarding the Processing of Personal Data

Edison S.p.A. ("Edison", the "Company" or the "Controller"), in its capacity as Data Controller, informs—pursuant to Article 13 of the EU General Data Protection Regulation No. 2016/679 ("Regulation" or "GDPR")—that the personal data provided by the data subjects identified below will be processed in accordance with this notice and applicable data protection laws, and strictly for the purposes outlined herein.

This notice applies to users of the Edison website who, during their navigation, submit accessibility reports via the e-mail address accessibility@edison.it, in order to be contacted through their preferred communication channel to receive support (collectively referred to as the "Data Subjects", or "Data Subject" in the singular).

1. Types and Sources of Personal Data

Le categorie di dati personali (di seguito, congiuntamente intese come "**Dati**") oggetto di trattamento sono:

- a) **Dati personali comuni**, tra cui dati anagrafici e dati di contatto (ad es. numero di telefono, fisso o mobile, e indirizzo e-mail);
- b) **Dati personali particolari**, tra cui dati relativi alla salute (ove comunicati volontariamente dall'Interessato).

The categories of personal data ("Data") processed include:

- Common personal data, such as identifying information and contact details (e.g., phone numbers and email address);
- Special categories of personal data, including health-related data (only if voluntarily provided).

These data are collected directly from the Data Subject when they report accessibility issues and request support. This may also include the Data Subject's preferred contact method.

2. Purpose and Legal Basis of Processing

The collected Data are processed for the following purposes:

i. i. Based on Legal Obligations:

- To respond to your specific request for support;
- To comply with legal obligations imposed on the Controller by laws, regulations, EU directives, or official requests from authorities;
- To fulfill obligations under sector-specific regulations, including EU laws and national legislation.

ii. ii. Based on Legitimate Interests:

- To defend rights in judicial, administrative, or extrajudicial proceedings arising from the support request.

3. Methods of Processing

Your Data will be processed using both digital and paper-based tools, ensuring appropriate security measures to safeguard confidentiality, integrity, and availability as required by the Regulation.

4. Data Retention Period

Your Data will be retained:

- For the time necessary to provide the requested support, and in any case no longer than **5 years** from your report;
- For the time necessary to protect legal rights, especially during any disputes;
- For the duration necessary to comply with legal obligations or official authority requests.

5. Data Recipients and Transfers Outside the EU

Your Data may be accessed, within the limits described above, by individuals authorized and properly instructed by the Data Controller. In addition, your Data may also be accessed by the Controller's controlled, controlling, or affiliated companies; parties acquiring the business or business units; companies resulting from potential mergers, demergers, or other corporate transformations of the Controller; external entities – appointed, where applicable, as data processors – including providers of technical and technological services, as well as services instrumental to the management/maintenance of the Website and/or the provision of web services; Public Security Authorities and Judicial Authorities, acting as independent data controllers.

In any case, the collected Data will be processed within the European Union ("EU") and the European Economic Area ("EEA") and, therefore, stored on servers located within the EU and the EEA. Should it become necessary to transfer your Data to countries outside the EU/EEA, such transfers will be carried out in compliance with Chapter V of Regulation (EU) 2016/679 of the European Parliament and of the Council of April 27, 2016.

6. Data Disclosure

Your Data will not be disclosed or published outside the company without your explicit consent, except where required by law.

7. Data Protection Officer (DPO)

Edison has appointed a **Data Protection Officer (DPO)** for the group companies controlled by or under the direction of Edison S.p.A. Contact information is provided below.

8. Exercising Your Rights

Pursuant to Articles 15 to 22 of the GDPR, you have the right to obtain from the Data Controller access to, rectification, completion, or deletion (so-called "right to be forgotten") of your Data, the right to obtain restriction of processing, as well as the right to object to the processing of your personal data. You may exercise your rights by writing to the attention of the Data Protection Officer (DPO) at



privacy@edison.it, or by sending a communication by regular mail to:
DPO c/o EDISON S.p.A., Foro Buonaparte 31 – 20121 Milan.

Furthermore, if you believe that the processing concerning you violates Regulation (EU) No. 2016/679, you have the right to lodge a complaint with the **Italian Data Protection Authority**, following the instructions available on the website www.garanteprivacy.it, and to pursue legal remedies before the competent courts.

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