

Norfolk Boreas Offshore Wind Farm

Consultation Report

Appendix 4.1 Vattenfall Privacy Policy

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Photo: Ormonde Offshore Wind Farm

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Privacy Policy

Personal data at Vattenfall AB

What is personal data?

In certain cases, personal data is disclosed in conjunction with contacts with the Vattenfall Group. "Personal data" means all type of information, which directly or indirectly can be related to a natural person who is alive. Vattenfall AB is controller and responsible for the handling of personal data provided via vattenfall.co.uk. Presented below is a description of the guidelines applied by Vattenfall AB and the Vattenfall Group with respect to the processing of personal data etc. Additional guidelines may apply in particular cases. The guidelines do not restrict the rights set forth pursuant to law or any other legally binding provisions.

Vattenfall's general provisions regarding personal data

The general provisions regarding the processing of personal data are set forth in Vattenfall's Group Management System. Thus, they apply to the entire Vattenfall Group. The general provisions entail that the Vattenfall Group shall at all times process personal data with respect for the person's integrity and that the Vattenfall Group endeavours to handle a person's personal data with approval from the person concerned. Personal data that may be regarded as sensitive (for instance personal ID numbers) are processed only if there are strong reasons to do so. The Vattenfall Group discloses personal data to parties outside the Vattenfall Group only where it is clear that the legal conditions for doing so have been met. Vattenfall companies also often have their own provisions that supplement the general Group provisions. The Vattenfall Group's national web sites may also contain supplementary provisions for the specific country.

Compilation of personal data

vattenfall.co.uk can normally be visited without personal data or similar information being collected. We then compile only information which is used for statistical purposes and the visitor remains anonymous. Examples of such information are the time of the visit, the length of the visit and which pages were visited. However, so-called cookies are used in conjunction with visits to www.vattenfall.co.uk. The visitor can also voluntarily provide his or her personal data to Vattenfall AB via the web site. Furthermore, Vattenfall AB can obtain access to personal data when a person provides his or her data to Vattenfall via letter, e-mail, telephone, etc. or through Vattenfall AB obtaining data from public registers, etc.

Information when data is collected

When personal data is provided to the Vattenfall Group, the person who provides his or her personal data will be informed as regards

- Which Vattenfall company is responsible for the processing of the personal data;
- The purposes for which the personal data is collected; and
- Other information which is required in order for the person who provides personal data to be able to safeguard his or her rights.

In the event the information is unclear, the person nevertheless retains his or her rights and is encouraged to contact the Vattenfall Group in order to obtain full information.

Purpose

Vattenfall AB compiles personal data only for certain determined purposes. The general purpose is normally to carry out a service (or equivalent) requested by the person in question. Vattenfall AB does not process personal data for purposes that are incompatible with the original purpose. Detailed information as to the purpose, for which personal data is used, is available when the personal data is provided, for instance in connection with e-mail forms or in contract terms and conditions.

Consent

The Vattenfall Group endeavours to handle a person's personal data with approval from the person concerned. Granted consent can at all times be withdrawn. In such case, Vattenfall AB will not process personal data further or update previously provided information regarding the person, where consent is a prerequisite for processing of the personal data.

Marketing

In those cases where personal data may be used for direct marketing (DM), this is stated in connection with the compilation of the personal data. A person who is opposed to personal data being used for DM is entitled to give written notice thereof to Vattenfall AB and thereby avoid receiving DM. In conjunction with all DM, Vattenfall AB matches personal data against a register of blocked DM access (by mail, e-mail, telephone or suchlike). Marketing by e-mail takes place only where the person in question has given his or her consent in advance. E-mail messages contain a link by which it is possible to register that one no longer wishes to receive marketing by e-mail.

Disclosure of personal data

Personal data may be disclosed to another company within the Vattenfall Group or to co-operation partners, for instance to enable the performance of services required by the person in question. When such disclosure takes place, Vattenfall AB issues a directive as to the manner in which the recipient party shall process the personal data and regarding confidentiality. Where disclosure takes place, Vattenfall companies take into consideration the specific laws and other provisions that govern the distinction between electricity trading companies and electricity network companies (so-called unbundling). Accordingly, personal data cannot at all times be disclosed to another Vattenfall company, even if desired by the

person affected. Personal data is normally not disclosed to companies in countries outside the EU or the EES. If such nevertheless takes place, a special study is first made that the legal requirements are met.

Security

Vattenfall AB takes technical and organisational measures to protect the personal data that is processed so that the data is not lost, distorted, manipulated or becomes available to unauthorised persons. The measures are aimed at achieving a security level which is sufficiently high, taking into consideration the technical possibilities available.

Removal

Vattenfall AB does not store personal data any longer than is necessary. Where personal data is no longer required, it is removed. This applies, for instance, where a question has been answered or where a contractual relationship has ceased and the dealings between the parties have been finally settled. In certain special cases, however, the information may need to be saved also thereafter, for instance for statistic or accounting purposes.

Right to obtain information and rectification

Any person is entitled, upon request and free of charge, once a year to obtain information as to the extent to which his or her personal data is processed by Vattenfall AB. Where such personal data is to be found at Vattenfall AB, the person concerned may, upon request, obtain information as to which personal data is processed, from where it has been obtained, the purpose or purposes for which processing takes place and the party or parties to whom the data is disclosed. A request for information concerning the processing of personal data must be made in writing by letter and must be signed by the person who requests information regarding his or her data. Vattenfall AB sends the answer to the address being registered by Vattenfall AB. Any person is entitled to request rectification, blocking or deletion of personal data which is incorrect or which has been processed in violation of governing law. Vattenfall AB is obliged to take such measures.

Cookies

Vattenfall AB uses so-called cookies to enable certain functions on vattenfall.co.uk. This means that information is transferred between different web pages, for example when a person enters into an agreement or contacts Vattenfall AB via the web site. Furthermore, cookies are used to create visitor statistics for the purpose of improving the design of vattenfall.co.uk and making it more convenient to visit. In no circumstances does Vattenfall AB use cookies to gather information on any individual person. Any person who does not accept the use of cookies can change the settings in the web browser so that it automatically rejects cookies. However, this may mean that vattenfall.co.uk cannot be used to its full extent. Read more about cookies on www.vattenfall.co.uk

Linking

The information on this page applies to Vattenfall AB and the web site www.vattenfall.com, unless otherwise stated. For further information regarding the processing of personal data etc within other Vattenfall companies, reference is made to each company and any web site of such company. In those cases where this web site contains links to other web sites within or outside the Vattenfall Group, the information does not apply to such web sites. Nor is Vattenfall AB otherwise responsible for the content of such web sites.

Amendments to the personal data provisions

In the event of amendments to the Vattenfall Group's provisions regarding the processing of personal data, such amendments will be announced on this page. The provisions may, for instance, be amended in the event of changes in legislation. Where the processing of personal data is governed by an agreement with the customer, the contract provisions will, however, remain in force until they are amended, unless they are incompatible with law or any other legally binding provision.

Contact – personal data protection officer

Every unit within the Vattenfall Group has a personal data protection officer (or equivalent). Queries concerning Vattenfall AB's or the Vattenfall Group's processing of personal data may be submitted to any of our personal data protection officers or via the general contact form.

General contact form