

Purpose of Data Processing	Legal Basis
To permit the use of all functions of the website	Execution of a contract
To check the proper functioning of the website	Execution of a contract
To ascertain responsibility in the event of computer crimes against the Site.	Legitimate interest
To respond to a question from the data subject.	Execution of pre-contractual measures adopted at the data subject's request Execution of a contract
To enable users to register for access to the reserved area and utilise the respective services.	Execution of pre-contractual measures adopted at the data subject's request Execution of a contract
To enable use of the apps made available by Enel Energia and any related services.	Execution of pre-contractual measures adopted at the data subject's request Execution of a contract
To execute the contracts signed with Enel Energia (e.g. regarding electricity and natural gas supply, applications for the measurement of energy consumption, etc.) and all consequent transactions of interest to the customer.	Execution of a contract
<p>To enable users to access the "Save and Continue" functions available on the Enel Energia website when concluding contracts online.</p> <p>In the event that you do not complete the procedure for signing the contract with Enel Energia, or the registration procedure for the website, your data will be used to contact you in order to facilitate the conclusion of the process. Enel Energia will be able to access the application form containing the data you submitted during the initial compilation phase, completing the compilation process by telephone contact and allowing you to finalise the application by accessing a link that Enel Energia will send to your e-mail inbox. Alternatively, access to partially compiled form may be enabled by sending a "One Time Password" (so-called "OTP") to the mobile number indicated during the application phase.</p> <p>If the user fails to use the link within five (5) calendar days of receiving it, the link will be disabled, and the data will be deleted.</p>	Execution of pre-contractual measures adopted at the data subject's request
To manage any purchase orders and related administrative activities.	Execution of pre-contractual measures adopted at the data subject's request Execution of a contract
To verify that the bank/postal data provided is correct, in the event that you have requested to make payments via bank or postal direct debit. For this purpose, Enel Energia may contact the Bank/Poste Italiane, or may contact you directly by telephone or through the digital channels made available by you for this purpose.	Execution of pre-contractual measures adopted at the data subject's request Execution of a contract
To permit the security checks required by law.	Legal obligation Legitimate interest

<p>To allow Enel Energia to comply with legal obligations, regulations or any requirements stipulated by Community legislation.</p>	<p>Legal obligation</p>
<p>To prepare measures aimed at protection against credit risk, including activities aimed at determining the economic reliability and/or solvency of the customer, before or during the course of the contractual relationship. For this purpose, information may be acquired by accessing the information systems belonging to authorised companies, as well as from Credit Information Systems and SCIPAFI, pursuant to Italian Law No. 124/2017. This information is processed, where necessary, exclusively for the purpose of verifying the reliability and punctuality of payments.</p>	<p>Legitimate interest</p>
<p>To detect, prevent, mitigate and identify fraudulent or illegal activities in relation to the services provided on the Site.</p>	<p>Legitimate interest Legal obligation</p>
<p>To carry out activities aimed at improving the quality of services provided relating to the contractual relationship (for example, by means of surveys to assess customer</p>	<p>Legitimate interest Legal obligation</p>
<p>To enable Enel Energia to carry out market research, direct sales, including telephone sales, the placement of products or services, commercial communications or marketing activities as well as the dissemination of advertising material. These activities may be carried out by traditional means (e.g. paper form in the post) or automated contact systems (e.g. SMS, e-mail).</p>	<p>Consent of data subject</p>
<p>To use the e-mail address and/or paper form postal address provided by the data subject within the framework of the contractual relationship stipulated with Enel Energia, to send commercial offers for products and/or services similar to those previously purchased (so-called Soft spam).</p>	<p>Legitimate interest</p>
<p>To allow Enel Group companies, parent companies, subsidiaries, affiliates or Enel Energia business partners to conduct market research, direct sales, including telephone sales, the placement of products or services, commercial communications or marketing activities and the dissemination of advertising material. These activities may be carried out using traditional methods (e.g. paper form in the post) or automated contact systems (e.g. SMS, e-mail).</p>	<p>Consent of data subject</p>
<p>To allow Enel Energia, or companies of the Enel Group, parent companies, subsidiaries, affiliates or Enel Energia business partners, to carry out profiling activities based on consumption habits, personal data and information acquired by observing the use of the products or services offered, in order to propose customised offers.</p>	<p>Consent of data subject</p>

<p>For the purposes of Art. 1, paragraphs 154 and 156 of Italian Law No. 208/2015 and in particular for the purposes of debiting the instalments relating to the RAI Television Licence fee in the invoice, or the reimbursement of the fee if not due, as well as transferring the payment of the sums relating to said licence fee to the Treasury. For these purposes, Enel Energia informs users that the methods available to Customers to update and correct their personal data, via communication sent to the usual contact channels on the "Contact Us" page of the website's homepage, are highlighted on the Web site.</p>	<p>Legal obligation</p>
<p>To provide commercial, technical and general <i>customer care services</i>.</p>	<p>Execution of the contract</p>
<p>Improve the customer experience through the association of the customer with the operator for the best management of the specific request.</p>	<p>Execution of contract Legitimate interest</p>
<p>To monitor the quality of the assistance services offered directly by Enel Energia, or by its commercial partners, to verify the effectiveness of the assistance service and improve the level of training provided to the Persons Authorised to Process.</p>	<p>Execution of contract Legitimate interest</p>

