

Vattenfall Eldistribution AB

Information to individuals – Privacy Notice

Your personal information at Vattenfall Eldistribution AB

In order for you to receive great service from us, we need to manage your personal information. In most cases, we collect your personal information directly from you, but sometimes the information is collected in other ways. Regardless of how it is collected, we always handle your personal information with the utmost care and respect for you and your privacy. Vattenfall Eldistribution AB takes our responsibility for your integrity very seriously, and you can count on us to meet the requirements of the new data protection regulation; the General Data Protection Regulation (GDPR).

In rare cases, our handling of your personal information involves sensitive private information. We process such information only when it is strictly necessary and supported by the General Data Protection Regulation. Personal information is always protected from unauthorized use, and it is only shared when needed and permitted by the General Data Protection Regulation.

Purpose and Legal basis for processing

We only collect your personal information when legally supported by the General Data Protection Regulation (GDPR). Examples of purposes for handling your personal information include delivering services that you have requested and other similar obligations that are part of our relationship with you as a customer, stakeholder, agent or supplier. The purpose for using personal information may also relate to information about power failures, compliance with legal requirements related to the Electricity Act, distribution of invoices, maintenance of IT security, or prevention of fraud. We only handle your personal information for purposes that are clearly defined and related to a specific purpose that is sanctioned by the GDPR.

Collection of Personal Information

You can share your personal information with us through the website and we can also receive your personal information when you provide information to us via mail, e-mail, and phone, as well as in connection with the signing of contracts or services.

When you visit our website www.vattenfalleldistribution.se we use cookies. These cookies are used as an aid to the visitor so that you can easily reach the correct information and customize the visit to your individual preferences. You can refuse cookies by setting your browser according to these requirements.

[You can read more about our use of cookies here.](#)

We conduct a credit check when you enter into a new contract with us. This is done by sending your social security number to the credit institution Bisnode so that they can complement our information about you. Your social security number is also sent to the Government Address Register, SPAR, to verify your name and address.

Information to individuals

When we receive your personal information we inform you of who is responsible for processing it, the purpose of processing your personal information, and other information that is useful for you to exercise your rights according to the GDPR.

The information usually falls into two categories:

Personal information is the information needed for you to become a customer or to establish any type of contract with us. Examples are name, address, apartment number, phone, email, credit score, customer number, and password.

Property information is primarily information about your installation. Examples are fuse size, electricity consumption, facility address, and choice of electricity supplier.

We will inform you if personal information is collected from a source other than you or the sources mentioned in this notice.

Security

We protect your personal information with a range of measures so that the information is not lost, distorted, manipulated, or accessible to unauthorized persons. Only those who need access to your personal information to perform a specific service has permission to access and manage your information. In cases where we cooperate with internal and external partners, the same demands on security applies to the partners.

Incidents are always treated according to strict protocol. If an incident involves serious consequences, it is reported to the Data Inspection Authority and any involved individual within 72 hours. Data hacking incidents are always reported to the police.

Sharing of personal information

Some of your personal information may be transferred to our partners in order to deliver services you have ordered, or to carry out installation work in your area. When this occurs, you are protected by the same legal standards and data protection rights as when your information is exclusively handled by us.

Examples of partners that can be provided with your personal information:

- Our customer service and PostNord Strålfors who print our invoices.
- Contractors and installers in our network areas.
- The electricity supplier of your choice.
- Technical consultants working on our behalf.
- Debt collection and service companies.
- IT vendors that develop and maintain our systems.

Your personal information is not normally accessible to companies located in countries outside the EU or EEA. However, when this occurs, we first conduct a special examination to ensure that all legal conditions are met so that your personal information is protected by the same standards as within the EU/EEA.

Please note that we, like all other companies, are required to provide personal information to the police for criminal investigation following a court decision.

Consent

We do not use your personal information in a way that requires consent.

Business offers and direct marketing

Personal information is only used for sending you necessary information about power outages, changes in contract terms, or other such important information that is relevant to your business relationship with us. For other type of messages, you have the choice to opt out by changing settings in My Pages (Mina Sidor) or contact our customer service.

We will not use your personal information for marketing. Therefore, personal information shared with us will not cause you to receive advertising.

Storage of personal information

We do not store your personal information longer than necessary by law. When personal information is no longer needed, it is permanently deleted. As an example, when a contract has ended and our internal investigations are completed, your personal information is deleted with the exception of some records for accounting purposes. In addition, once an agreement has ceased, certain personal information is stored for 7 years according to the law. If there is an ongoing investigation or dispute, the information may be stored for 10 years or as long as the case remains open.

The right to information

You have the right to obtain information about the extent to which information about you is processed by us. If we store your personal information, we will send you a conclusive list of the registered information, from where it has been collected, for what purpose and on what legal ground, and to which parties the information is disclosed. Requests for information concerning the processing of personal information must be made in writing by letter and signed by the requester to protect the information. The list will be sent to the address registered with us and consistent with SPAR within 1 month of your request.

The right of rectification

You have the right to request the correction, blocking, or deletion of your personal information if it is incorrect or processed in contradiction with applicable law. Please visit My Pages (Mina Sidor) to correct your information or contact our customer service.

The right to be deleted

We will delete your personal information immediately when a legal ground to retain information is no longer valid. Please note that invoices and supporting documents must be kept for 7 years in accordance with the Accounting Act.

You have the right to immediately have your personal information deleted if any of the following applies:

- The information is no longer needed for the purpose for which it was once processed.
- The information has not been processed in accordance with the General Data Protection Regulation.
- You oppose the information processing based on the grounds of balance of interests, where legitimate reasons does not outweigh your interest.
- A deletion is required to fulfill a legal obligation.

The right to restrict automated decision making

We do not use automated decision making for managing your personal information.

The right to data portability

You have the right to have your personal information exported in paper or electronic standard formats (Excel), to transfer them to another party. Electric consumption history can be exported to Excel in My Pages (Mina Sidor).

The right to restricted processing

Processing of your personal information may in some cases be limited at the request of you or the data controller, for example during a period when an investigation is conducted.

The right to object

You have the right to object to the processing of your personal information that we conduct based on balance of interests. To do this you need to specify what processing that you object to. If we are to continue with such processing, we must demonstrate that our interests are based on the law and outweighs your arguments.

Right to compensation

You have the right to compensation if our processing of your personal information has led to damage to you. Claims are made directly to Vattenfall Eldistribution AB.

Links

The information in this document applies to Vattenfall Eldistribution AB and the website www.vattenfalleldistribution.se, unless otherwise stated. We are not responsible for the content or the links to other websites external to Vattenfall Eldistribution AB.

Changes of rules and regulations

If there are changes in our regulations for the processing of personal information, we will announce it on this page. If processing of your personal information is specifically governed by an agreement between us, the contract provisions in compliance with laws and regulations will determine our practice.

Contacts

The legal entity responsible for your personal information is Vattenfall Eldistribution AB and the Data Protection Officer for Vattenfall Eldistribution AB can be reached via email at dpo.nordics@vattenfall.com, or telephone 08 – 739 50 00.

Questions regarding Vattenfall Eldistribution AB's privacy policy can be directed to our Data Protection Officer or via our general [contact form](#) on the website.

Letters with questions and requests for records are sent to:

Vattenfall Kundservice AB
Box 13
880 30 Näsåker

We collect personal information from SPAR (www.statenspersonadressregister.se/), and UC (www.uc.se/). Details about their legal responsibility and contact information to their Data Protection Officers are available on their websites.

Appeal

If you are unsatisfied with a decision following a complaint to Vattenfall Eldistribution AB, you may address the Vattenfall Customer Ombudsman at 08 – 739 70 31 or kundombudsmannen@vattenfall.com.

If you wish to address the Government Data Protection Authority, please click www.datainspektionen.se, (after the name change: www.integritetsskyddsmyndigheten.se).