

## **Privacy Notice – Electricity (Għall-verżjoni bil-Malti, ikklikkja [hawn](#))**

*Last updated on the 25th September 2018.*

We, namely **Enemalta plc** (“**Enemalta**”), a Maltese public limited company bearing registration number C 65836 and having its registered address at Triq Belt il-Hażna, Marsa, MRS 1571, Malta process your personal data for the purposes of providing you with electricity service.

We are committed to respecting your privacy.

If you have questions about our processing of your personal data, you may contact Enemalta at the address indicated above, or by email at [customercare.em@enemalta.com.mt](mailto:customercare.em@enemalta.com.mt) or by telephone on 8007 2224.

The Data Protection Officer is Ing. Sylvana Scicluna who may be contacted at Central Administration Offices, Church Wharf, Marsa MRS 1000, [dpo.em@enemalta.com.mt](mailto:dpo.em@enemalta.com.mt) and +356 2298 0583.

Note that we have appointed Automated Revenue Management Services Limited (“**ARMS Ltd**”), a company registered under the laws of Malta, bearing company registration number C 46054 and having its registered address at Gattard House, National Road, Blata l-Bajda, HMR 9010 as our processor of your personal data for the purposes of performing on our behalf meter-reading, account keeping and bill collection services and other functions ancillary to such services.

As our processor, ARMS Ltd exclusively processes your personal data on our behalf and on the basis of our instructions.

ARMS Ltd may be contacted at the address indicated above, or by email at [customercare@arms.com.mt](mailto:customercare@arms.com.mt) or by telephone on 8007 2222. ARMS Ltd’s Data Protection Officer may be contacted at ARMS Ltd offices, North Block, Luqa Road, Qormi, [dpo.arms@arms.com.mt](mailto:dpo.arms@arms.com.mt) and +356 2245 2767.

Please read this Privacy Notice carefully to understand our practices with respect to your personal data.

### **1. Updates**

We may update this Privacy Notice at our sole discretion including as a result of a change in applicable law or processing activities. Any such changes will be communicated to you prior to the commencement of the relevant processing activity.

### **2. What amounts to personal data?**

The term “personal data” refers to all information through which can render you personally identifiable, such as your name, surname, address and billing information and includes all information which may arise.

### **3. How do we collect personal data?**

As utility service provider, we regularly collect personal data as part of our services and legal obligations. We typically collect personal data:

- Through application forms filled and submitted to us or ARMS Ltd;
- Through our website and that of ARMS Ltd;
- Through calls received at our Customer Care Department and the Customer Care Department operated by ARMS Ltd.

Generally, you would have provided your personal data to us, directly or through our processor ARMS Ltd.

Third parties including but not limited to Local Councils may also have provided your personal data to us.

#### **4. What personal data do we process?**

The personal data of the customers we typically collect and process includes:

- Name
- Surname
- ID card/passport number
- Address
- Contact number
- Contact email
- Meter readings
- Billing information
- Account and meter number

More data could be collected for specific situations.

Personal data is also collected in relation to persons residing within the premises, persons who will provide access to the premises, persons inspecting and/or certifying the electricity installations and persons providing planning certification.

#### **5. How do we use your personal data?**

Irrespective of the manner that we have collected your personal data, we will only process such data for the purposes of the provision electricity service to you and purposes which are inherently related thereto, including the fulfilment of any legal obligation imposed on us.

Typically, in providing you with the service, your personal data will be processed for:

- Fault investigation and repairs
- Routine inspections
- Upgrades/updates to the service being provided
- Billing
- Temporary service requests
- Interruption notifications
- Claims investigation
- Theft and fraud investigation

## **6. Legal Basis**

We process your personal data on the basis of the following legal basis:

- Entering into and performing a contract – in particular to provide you with the services you have requested from us. The consequence for not doing such processing would be that we would be unable to perform our contract;
- Our legitimate interests – in particular legitimate interests which may arise directly or indirectly in relation to the services provided. When we process your personal data on the basis of our or a third party's legitimate interests, we ensure that the legitimate interests pursued are not overridden by your interests, rights and freedoms; and
- Compliance with legal obligations imposed on us – in particular obligations imposed on us as a result of the provision of electricity services to you.

On the basis of our legitimate interests or compliance with legal obligations, as applicable, we may also process your personal data for the purposes of establishing, exercising or defending legal proceedings.

Given that we process your personal data for the purposes of providing electricity in Malta, there may be instances where we may also rely on a public interest in processing your data.

We will ensure that we have additional grounds for processing your personal data if processing of special categories becomes envisaged. Note that special categories of personal data include data revealing your racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, genetic, biometric or health data, sexual orientation and data related to your conviction and offences. Processing special categories of your personal data is not envisaged unless we have reason to institute proceedings or investigations with respect to theft of our services.

## **7. Recipients**

The recipients of your personal data are:

- selected individuals within our companies, on a need to know basis;
- any service providers that may have access to your personal data in rendering us with their support services, including IT service providers; and
- third parties to whom disclosure may be required as a result of our relationship with you as our client; and
- third parties to whom disclosure may be required as a result of legal obligations imposed on Us.

We do not share your personal data with any entity located outside of the EU or EEA.

## **8. Automated Decision-Making and Profiling**

Your personal data will not be used for any decision solely taken on the basis of automated decision-making processes, including profiling.

In the interest of transparency, note that we use systems which could profile you. Such systems are used by us to monitor your electricity consumption and ensure that you receive a quality service. These systems could also be used to identify abnormal electricity consumption and irregular activities. No automated-decision will result from our use of such systems.

## **9. Data Retention**

We retain your personal data exclusively for the period in which we may lawfully retain your personal data. Thereafter, your personal data shall be immediately and irrevocably destroyed.

As a result of legal obligations imposed on us, we typically retain your personal data for up to ten (10) years from the closure of your file and you cease to be our client.

We may have a legitimate interest to hold your data for longer periods such as when your data is required for exercising or defending legal claims.

## **10. Your Rights**

For as long as We retain your personal data, you have certain rights in relation to your personal data including:

- *Right of access* – you have the right to ascertain the personal data We hold about you and to receive a copy of such personal data;
- *Right to Erasure* – in certain circumstances you may request that We delete the personal data that we hold on you;
- *Right to Object* – you have a right to object and request that we cease the processing of your personal data where we rely on our, or a third party's, legitimate interests for processing your personal data or a task carried out in the public interest;
- *Right to Portability* – you may request that We provide you with certain personal data which you have provided to Us in a structured, commonly used and machine-readable format. Where technically feasible, you may also request that we transmit such personal data to a third party controller indicated by you;
- *Right to Rectification* – you have the right to update or correct any inaccurate personal data which we hold about you;
- *Right to Restriction* – you have the right to request that we stop using your personal data in certain circumstances including if you believe that we are unlawfully processing your personal data or the personal data that We hold about you is inaccurate;
- *Right to withdraw your consent* – where Our processing is based on your consent, you have the right to withdraw your consent. Withdrawal of your consent shall not affect the lawfulness of the processing based on your consent prior to the withdrawal of your consent; and
- *Right to be informed of the source* – where the personal data we hold about you was not provided to us directly by you, you may also have the right to be informed of the source from which your personal data originates.

Your rights in relation to your personal data are not absolute.

If you intend to exercise one or more of your rights, you should approach Enemalta at the contact details indicated above. You may also contact ARMS Ltd who will be redirecting your request on your behalf to Enemalta.

You will not have to pay a fee to access your personal data (or to exercise any of the other rights specified above). However, we may charge a reasonable fee if your request is clearly unfounded, repetitive or excessive. Alternatively, we may refuse to comply with your request in these circumstances.

We may need to request specific information from you to help us confirm your identity and ensure your right to access your personal data (or to exercise any of your other rights). This is a security measure to ensure that personal data is not disclosed to any person who has no right to receive it. We may also contact you to ask you for further information in relation to your request to speed up our response.

#### **11. Keeping your data secure**

We take pride in keeping your data secure and will take appropriate technical and organisational measures to protect your data against unauthorised or unlawful processing, including against accidental loss, destruction, storage or access. Your personal data will be stored in paper files or electronically on our technology systems or on technology systems of our IT providers.

#### **12. Complaints**

If you have any complaints regarding our processing of your personal data, please note that you may contact us or our Data Protection Officer at the details indicated above. You also have a right to lodge a complaint with the Office of the Information and data Protection Commissioner in Malta ([www.idpc.gov.mt](http://www.idpc.gov.mt)).

## Avviż dwar il-privatezza – Elettriku

*Aġġornat l-aħħar fit-25 ta' Settembru, 2018.*

Aħna, **Enemalta plc** (“**Enemalta**”), kumpanija pubblika bin-numru ta' reġistrazzjoni C 65836 u bl-indirizz reġistrat Triq Belt il-Ħażna, Marsa, MRS 1571, Malta, nipproċessaw id-data personali tiegħek bl-għan li nipprovdlek is-servizz tal-elettriku.

Aħna nikkommettu ruħna li nirrispettaw il-privatezza tiegħek.

Jekk għandek xi mistoqsijiet dwar l-ipproċessar tad-data personali tiegħek inti mitlub/a tikkuntattja lill-Enemalta fuq l-indirizz indikat hawn fuq, jew permezz tal-indirizz elettroniku fuq [customercare.em@enemalta.com.mt](mailto:customercare.em@enemalta.com.mt) jew bit-telefown fuq 8007 2224.

L-Uffiċjal responsabbli mill-protezzjoni tad-data tal-Enemalta hija l-Ing. Sylvana Scicluna, li tista' tiġi kkuntattjata fl-indirizz Central Administration Offices, Church Wharf, Marsa MRS 1000, l-imejl [dpo.em@enemalta.com.mt](mailto:dpo.em@enemalta.com.mt) jew +356 2298 0583.

Ta' min jinnota li aħna ħtarna lill-Automated Revenue Management Services Limited (“**ARMS Ltd**”), kumpanija mwaqqfa skont il-liġijiet ta' Malta, bin-numru ta' reġistrazzjoni C 46054 u bl-indirizz reġistrat Gattard House, Triq Nazzjonali, Il-Blata l-Bajda, ĦMR 9010, bħala proċessur tad-data personali tiegħek bl-għan li tipprovdi l-qari tal-meters, iż-żamma tal-kontijiet, għas-servizzi tal-ġbir ta' pagamenti u funzjonijiet oħra anċillari ma' tali servizzi.

Bħala proċessur tagħna, ARMS Ltd tipproċessa biss id-data personali tiegħek għan-nom tagħna u fuq l-istruzzjonijiet tagħna.

ARMS Ltd tista' tiġi kkuntattjata fuq l-indirizz indikat hawn fuq, jew permezz tal-indirizz elettroniku [customercare@arms.com.mt](mailto:customercare@arms.com.mt) jew bit-telefown fuq 8007 2222. L-Uffiċjal responsabbli mill-protezzjoni tad-data ta' ARMS Ltd jista' jiġi kkuntattjat fl-indirizz ARMS Ltd offices, North Block, Luqa Road Qormi, fuq l-imejl [dpo.arms@arms.com.mt](mailto:dpo.arms@arms.com.mt) jew fuq +356 2245 2767.

Jekk jogħġbok aqra bir-reqqa l-Avviż dwar il-Privatezza sabiex tifhem il-prattici tagħna vis-à-vis id-data personali tiegħek.

### 1. Aġġornamenti

Aħna nistgħu naġġornaw dan l-Avviż dwar il-Privatezza fid-diskrezzjoni tagħna u b'riżultat ta' bidla fil-liġi applikabbli jew attivitajiet tal-ipproċessar. Bidliet bħal dawn jiġu mħabbrin lilek qabel il-bidu tal-attività tal-ipproċessar rilevanti.

### 2. Fiex tikkonsisti d-data personali?

It-terminu “data personali” jirreferi għal kull informazzjoni li biha persuna tista' tkun identifikata, bħal isem, kunjom, l-indirizz u informazzjoni ta' kontijiet li tinkludi kull informazzjoni li tista' tiġi mitluba.

### 3. Kif niġbru d-data personali?

Bħala entità li tipprovdu s-servizz tad-dawl, aħna regolarment niġbru data personali abbażi tas-servizzi tagħna u l-obbligi legali tagħna.

Tipikament, niġbru data personali:

- Minn formoli mimlija u mibgħuta lilna jew lill-ARMS Ltd;
- Mis-siti elettronici tagħna jew tal-ARMS Ltd;

- Mit-telefonati li jidhlu fid-Dipartiment tas-Servizzi għall-Konsumatur tagħna jew tal-ARMS Ltd.

Ġeneralment, int tkun ipprovdejt id-data personali tiegħek direttament lilna jew permezz tal-kumpanija ARMS Ltd.

Terzi persuni li jinkludu, iżda mhux limitati, għall-Kunsilli Lokali, jista' jkun li jipprovdu l-id-data personali tiegħek.

#### **4. X'tip ta' data personali nipproċessaw?**

Id-data personali tal-konsumaturi li ġeneralment niġbru u nipproċessaw tinkludi:

- Isem
- Kunjom
- Numru tal-Karta tal-Identità/numru tal-Passaport
- Indirizz
- Numru ta' kuntatt
- Indirizz elettroniku
- Qari tal-meter
- Informazzjoni dwar kontijiet
- Numru tal-kont u tal-meter

Jista jagħti każ li tingabar aktar informazzjoni għal sitwazzjonijiet speċifiċi.

Tingabar ukoll data personali ta' persuni li joqogħdu fl-istess residenza/binja, persuni li jistgħu jipprovdu aċċess għar-residenza/binja, persuni li jispezzjonaw u/jew jiċċertifikaw l-istallazzjonijiet tad-dawl u persuni li jipprovdu ċertifikazzjoni tal-ippjanar.

#### **5. Kif nużaw id-data personali tiegħek?**

Irrispettivament minn kif inkunu għarna l-informazzjoni personali tiegħek, nipproċessaw tali informazzjoni għal finijiet ta' provvista tas-servizz tad-dawl u għall-iskopijiet li huma relatati ma' dan is-servizz, li jinkludu kull obbligazzjoni legali imposta fuqna.

Ġeneralment, waqt li nkunu qedgħin nipprovdu l-id-data personali tiegħek tigi pproċessata għal:

- Investigazzjoni dwar ħsarat u tiswijiet
- Spezzjonijiet
- Titjib / aġġornamenti tas-servizz ipprovdut
- Kontijiet
- Talbiet għall-servizz temporanju
- Notifiki dwar interruzzjonijiet
- Investigazzjoni ta' claims
- Investigazzjoni dwar serq u frodi

#### **6. Bażi legali**

Aħna nipproċessaw id-data personali tiegħek fuq il-bażijiet legali msemmijin hawn taħt:

- L-eżekuzzjoni ta' kuntratt – b'mod partikolari biex niprovdu l-id-data personali tiegħek li tixtieq mingħandna. Jekk ma nipproċessawx abbażi ta' dan il-bażi legali jkun ifisser li ma nkunux nistgħu nonoraw l-kuntratt tagħna miegħek;
- L-interessi legittimi tagħna – interessi legittimi li partikolarment jistgħu jinqalgħu direttament jew indirettament relatati mas-servizzi pprovduti. Meta nipproċessaw id-data personali tiegħek

fuq il-baži ta' interessi legittimi tagħna jew ta' terzi persuni, aħna niżguraw li l-interessi u d-drittijiet tiegħek ma jiġux preġudikati; u

- Konformità mal-obbligi legali imposti fuqna – b'mod partikolari minħabba obbligi imposti fuqna bħala riżultat tal-provvista tas-servizzi tal-elettriku.

Fuq il-baži tal-interessi legittimi tagħna jew konformità ma' obbligi legali, kif applikabbli, nistgħu ukoll nipproċessaw id-data personali tiegħek bl-għan li nistabbilixxu, neżerċitaw jew niddefendu proċeduri ġudizzjarji.

Minħabba li aħna nipproċessaw id-data personali tiegħek bl-għan li nipprovdu s-servizz tal-elettriku fuq baži nazzjonali, jista' jkun hemm każijiet fejn nistgħu ukoll niddependu fuq l-interess pubbliku fl-ipproċessar tad-data tiegħek.

Aħna se niżguraw li jkollna raġunijiet validi u addizzjonali, għall-ipproċessar tad-data personali tiegħek f'kaz li niġu affaċċjati bl-ipproċessar ta' data li tiġi kklassifikata bħala kategorija speċjali. Ta' min jinnota li kategoriji speċjali tad-data personali jinkludu data li tiżvela l-orijini ta' razza jew etniċità tiegħek, opinjonijiet politiċi, twemmin reliġjuż jew filosofiku, sħubija fi trade unions, data ġenetika, bijometrika jew ta' saħħa, orjentazzjoni sesswali u data rigward kundanni kriminali u reati jew miżuri ta' sigurtà relatati. L-ipproċessar ta' kategoriji speċjali tad-data personali tiegħek mhux previst sakemm ma jkollniex raġuni sabiex nibdew/nistitwixxu proċedimenti jew investigazzjonijiet fir-rigward tas-serq tas-servizz tagħna.

## **7. Riċevituri**

Ir-riċevituri tad-data personali tiegħek huma:

- individwi magħżulin fi ħdan il-kumpaniji tagħna, fuq baži need-to-know;
- kwalunkwe entità li tgħina sabiex nipprovdu s-servizzi tagħna inklużi l-fornituri tas-servizzi tal-IT;
- Terzi persuni li jkollna niżvelaw l-informazzjoni magħhom b'riżultat tar-relazzjoni tagħna miegħek bħala l-klijent tagħna; u
- Terzi persuni li jista' jkollna niżvelaw l-informazzjoni magħhom b'konsegwenza ta' obbligi legali imposti fuqna.

Aħna ma niżvelawx id-data personali tiegħek ma' entitajiet li jinsabu barra mill-UE jew miż-Żona Ekonomika Ewropea.

## **8. Teħid ta' deċiżjonijiet awtomatizzati, inkluż tfassil ta' profili**

Id-data personali tiegħek ma tintużax sabiex tittieħed deċiżjoni biss fuq il-baži ta' proċessi awtomatizzati, inkluż tfassil ta' profili.

Fl-interess tat-trasparenza, ta' min jinnota li aħna nużaw sistemi li jistgħu joħolqu profil fuqek. L-iskop ta' sistemi bħal dawn huwa li jiġi analizzat l-konsum tal-elettriku tiegħek sabiex niżguraw li tirċievi servizz ta' kwalità. Dawn is-sistemi jistgħu jintużaw ukoll sabiex jiġi identifikat konsum anormali tal-elettriku u attivitajiet irregolari. L-ebda deċiżjoni awtomatizzata m'hi se tirriżulta mill-użu ta' dawn is-sistemi.

## **9. Żamma ta' data**

Aħna nzommu d-data personali tiegħek biss għall-perjodu li matulu aħna legalment nistgħu nagħmlu dan. Mid-data tal-iskadenza `l quddiem, id-data personali tiegħek tinqered immedjatament u b'mod irrevokabbli.



Bħala riżultat tal-obbligi legali imposti fuqna, ġeneralment inżommu d-data personali tiegħek sa għaxar (10) snin mid-data tal-għeluq tal-file tiegħek mil-liema data inti ma tibqax klijent tagħna.

Jista' jkollna interess legittimu li nżommu d-data tiegħek għal perjodi itwal bħal meta d-data tiegħek hija meħtieġa għall-eżercizzju jew għad-difiza ta' pretensjonijiet legali.

## **10. Id-drittijiet tiegħek**

Sakemm aħna nżommu d-data personali tiegħek, id-drittijiet fir-rigward tad-data personali tiegħek huma s-segwenti:

- Id-dritt ta' aċċess mis-sugġett tad-data – għandek id-dritt li tivverifika d-data personali li aħna nżommu dwarek u li tirċievi kopja ta' din id-data personali;
- Id-dritt għal tħassir – f'ċerti ċirkostanzi tista' titlobna li nħassru d-data personali li għandna dwarek;
- Id-dritt ta' oġġezzjoni – għandek id-dritt li toġġezzjona u li titlob li nwaqqfu l-ipproċessar tad-data personali tiegħek fejn aħna niddependu fuq l-interessi legittimi tagħna jew ta' terzi persuni għall-ipproċessar tad-data personali tiegħek jew ta' kompitu mwettaq fl-interess pubbliku;
- Id-dritt għall-portabilità tad-data – tista' titlob li aħna nipprovdulek ċerta data personali li stajt għaddejt lilna, f'format strutturat, li huwa komuni u li jista' jinqara minn magna. Fejn teknikament fattibbli, tista' ukoll titlob li nittrażmettu tali data personali lill-kontrollur ta' terzi persuni indikat minnek;
- Id-dritt għar-rettifika – għandek id-dritt li taġġorna jew tikkoreġi kwalunkwe data personali li mhix preċiża li aħna nżommu dwarek;
- Id-dritt għar-restrizzjoni tal-ipproċessar – għandek id-dritt li titlob li nwaqqfu l-użu tad-data personali tiegħek f'ċerti ċirkostanzi inkluż jekk inti temmen li aħna qed nipproċessaw tali data illegalment jew jekk id-data personali li għandna dwarek mhix preċiża;
- Id-dritt li tirtira l-kunsens tiegħek – fejn l-ipproċessar tagħna huwa bbażat fuq il-kunsens tiegħek, għandek id-dritt li tirtira l-kunsens tiegħek. L-irtirar tal-kunsens tiegħek m'għandux jaffettwa l-legalità tal-ipproċessar ibbażat fuq il-kunsens tiegħek qabel l-irtirar tal-kunsens tiegħek; u
- Id-dritt li tkun infurmat dwar is-sors – fejn id-data personali li għandna dwarek ma ġietx ipprovduta lilna direttament minnek, jista' jkolluk ukoll id-dritt li tkun infurmat dwar is-sors li minnu toriġina d-data personali tiegħek.

Id-drittijiet tiegħek fir-rigward tad-data personali tiegħek m'humix assoluti.

Jekk beħsiebek teżercita wieħed jew aktar mid-drittijiet tiegħek, għandek tavviċina lill-Enemalta fuq il-kuntatti imsemmija iżjed qabel. Tista' wkoll tikkuntattja lill-ARMS Ltd, li tidderiegi t-talba tiegħek lill-Enemalta.

M'għandekx għalfejn tħallas tariffa biex ikollok aċċess għad-data personali tiegħek (jew biex teżercita xi drittijiet oħra speċifikati hawn fuq). Madankollu, aħna nistgħu nitolbu ħlas raġonevoli jekk it-talba tiegħek tkun manifestament bla bażi jew eċċessiva, b'mod partikolari minħabba natura ripetittiva. F'dawn iċ-ċirkostanzi, aħna nirriżervaw id-dritt li nirrifjutaw li nilqgħu t-talba tiegħek.

Nistgħu nitolbu informazzjoni speċifika mingħandek sabiex tgħinna nikkonfermaw l-identità tiegħek u nassiguraw id-dritt tiegħek li jkollok aċċess għad-data personali tiegħek (jew li teżercita kwalunkwe drittijiet oħra tiegħek). Din hija miżura ta' sigurtà biex tiżgura li d-data personali ma tiġix żvelata lil kwalunkwe persuna li m'għandhiex dritt li tirċeviha. Nistgħu ukoll nikkuntattjawk biex nitolbuk aktar informazzjoni fir-rigward tat-talba tiegħek biex tħaffef it-twegiba tagħna.

## **11. Is-Sigurtà taż-Żamma tad-data tiegħek**

Aħna kburin li nżommu d-data tiegħek sigura u se nieħdu l-miżuri tekniċi u organizzattivi xierqa biex niproteġu d-data tiegħek kontra l-ipproċessar mhux awtorizzat jew illegali, inkluż kontra telf aċċidentali, qerda, ħażna jew aċċess. Id-data personali tiegħek tinżamm f'files tal-karti jew elettronikament fuq is-sistemi tat-teknoloġija tagħna jew fuq is-sistemi tat-teknoloġija tal-fornituri tal-IT tagħna.

## **12. Imenti**

Jekk għandek xi Imenti dwar l-ipproċessar tad-data personali tiegħek, inti għentiment mitlub/a li tikkuntattjana jew tikkuntattja l-Uffiċċjal tal-Protezzjoni tad-Data tagħna fid-dettalji indikati f'itit qabel. Int għandek ukoll id-dritt li tippreżenta Iment mal-Uffiċċju tal-Kummissarju għall-Infommazzjoni u l-Protezzjoni tad-Data f'Malta ([www.idpc.gov.mt](http://www.idpc.gov.mt)).