

Appendix: Personal data protection policy

This document summarises the processing, purposes, legal basis and categories of personal data processed by Dalkia.

Processing	Purposes	Legal basis	Categories of personal data processed
Customer database management	Management of our relationship	Contract performance	Professional data
Service delivery	Monitoring and delivery of your services	Contract performance	Identification and professional data
Customer database management	Management of your account in the Customer Area	Contract performance	Identification, professional, log-in and log-out data
Customer database management Sales canvassing campaign	Responding to your requests for information	Pre-contractual actions following a request	Identification and professional data
Customer database management, Sales canvassing campaign	Keeping you informed	Pre-contractual actions following a request and consent	Identification and professional data
Customer database management	Service improvement and dispute prevention	Contract performance and legitimate interest	Identification and professional data
Customer database management (call recording)	Employee training, Service improvement	Legitimate interest	Identification and professional data
Internal communication actions	Presenting the features of our services recognised by our customers	Legitimate interest, consent	Identification and professional data
Event organisation	Managing your participation in our events	Legitimate interest, consent	Identification and professional data
Whistleblowing procedure	Managing a whistleblowing	Legal obligation – Sapin Act 2	Identification and all categories of personal data that the person wishes to communicate to Dalkia
Management of requests for exercise of rights	Responding to your requests regarding your personal data	Legal obligation – General Data Protection Regulation and the French Data Protection Act	Identification and professional data