



PRIVACY POLICY – UNIQUE CUSTOMER ACCOUNT

Pursuant to Article 13 of the EU Regulation 2016/679 (“**GDPR**”), Enilive S.p.A. and Eni Plenitude S.p.A. Benefit Company, as joint data controllers (“**Joint Data Controllers**”), provide this policy regarding the processing of personal data of the users of the “Unique Account” service (“**Unique Account**” or “**Service**”), intended to enable users (“**Users**”) to create a unique account to easily access – with the same set of credentials – all the services offered by the Eni Group through mobile applications and the website; in particular:

- the services of the Enjoy and Enlive S.p.A. Eni Live apps; and
- access to the personal area of Eni Plenitude S.p.A. Benefit Company through the website and/or the mobile application (jointly the “**App**” and the “**Website**”).

1. Joint Data Controllers

The Joint Data Controllers are:

- Enilive S.p.A. (Tax Code and VAT Number 11403240960), with registered office in Rome, Viale Giorgio Ribotta 51 (“**Enilive**”)
- Eni Plenitude S.p.A. Benefit Company (Tax Code and VAT Number 12300020158), with registered office in San Donato Milanese (MI), piazza Vanoni 1, Postal Code 20097 (“**Plenitude**”).

2. Data Protection Officer (DPO)

The Eni Group DPO can be contacted at the following e-mail address: dpo@eni.com

3. Personal data processing features

Processing purposes	Legal basis for the processing	Data categories	Data retention	Data provision
Checking whether a User who wants to create the Unique Account is already a customer of one of the two Joint Data Controllers	Legitimate interest of Enilive and Plenitude in the proper operation of the Unique Account	<ul style="list-style-type: none">• Personal data (e.g. tax code or VAT number; customer number);• Contact data: e-mail address	The data will not be retained	The provision of data is necessary. If not provided, it will not be possible to access and use the Service



Respond to requests for assistance related to the creation of the Unique Account sent by Users to Enilive and Plenitude customer care	Execution of the Service	<ul style="list-style-type: none"> • Personal data (e.g. name and surname, tax code or VAT number; customer ID); • Contact data: e-mail address. • Registration platform 	The data will be stored for six (6) months after receipt of the request for assistance.	The provision of data is necessary. If not provided, it will not be possible to access and use the requested service.
Managing the Unique Account credentials	Provision of the Service	<ul style="list-style-type: none"> • Personal data (name and surname); • Unique Account credentials: e-mail address 	The data processed will be retained for as long as the Unique Account is active. The data will be deleted if the Unique Account is deactivated or deleted. The data processed will be retained for seven (7) days in the event of non-subscription to one of the Apps or the Website following the creation of a Unique Account.	The provision of data is necessary. If not provided, it will not be possible to access and use the Service.

4. Scope and recipients of personal data

Your personal data will be processed exclusively by authorised personnel, who will be given specific instructions on the methods and purposes of processing. Your data may be communicated by the Joint Data Controllers to the following categories of recipients, exclusively for the purposes indicated in section 3 above:

- companies that manage and provide the Service that can be used through the Apps



and the Website, such as data processors (for example, companies that provide IT services, including IT support for the provision of the Service; third party companies or other entities that perform authentication of Users in outsourcing on behalf of Enilive and Plenitude);

- subjects carrying out activities strictly related to the execution of the contract (e.g. companies performing customer care activities), as data processors;
- companies belonging to the Eni Group for administrative and/or accounting purposes and for internal control purposes;
- public or private entities (e.g. insurance companies, banks, legal advisers, public authorities, judicial bodies, revenue agency), as autonomous data controllers.

Your data will not be disseminated.

5. Rights of data subjects

As data subject, you have the following rights with regard to personal data collected and processed by the Joint Data Controllers for the purposes indicated in section 3:

- obtain confirmation from the Joint Data Controllers that the personal data is or is not being processed and if so, to obtain access to the following information: (i) the purposes of the processing; (ii) the categories of personal data processed; (iii) the recipients or categories of recipients to whom the personal data have been or will be disclosed, particularly if they are recipients in third countries or international organisations; (iv) whenever possible, the expected retention period of the personal data or, if not possible, the criteria used to determine such period (v) the right to lodge a complaint with a supervisory authority; (vi) if the data is not collected from the User, all available information about its origins; (vii) the existence of automated decision-making, including profiling, as well as information about the logic used and the expected consequences of the processing;
- obtain the rectification of inaccurate data or, taking into account the purposes of the processing, to integration of incomplete personal data;
- obtain the deletion of your personal data if one of the following applies: (i) the data is no longer necessary in relation to the purposes for which it was collected or otherwise processed; (ii) the data is being processed unlawfully; (iii) a consent on the basis of which the Joint Data Controllers had the right to process the data has been withdrawn and there is no other legal basis for the Joint Data Controllers to process the data; (iv) the processing activity has been opposed to and there is no overriding legitimate reason; (v) the personal data must be erased in order to comply with a legal obligation. However, the Joint Data Controllers shall have the right to disregard the request to exercise the above-mentioned deletion rights if this is necessary for (a) the exercise of a legal obligation or the performance of a task carried out in the public interest; or (b) to defend their own right in court;
- obtain the restriction of the processing of personal data when one of the following cases occurs: (i) if the User has disputed the accuracy of the personal data for the



time necessary for the Joint Data Controllers to verify the accuracy of the personal data; (ii) in the event of unlawful personal data processing, if the User objects to its deletion; (iii) where it is necessary for the establishment, exercise or defence of a right in a court of law; (iv) for the time necessary to verify whether the Joint Data Controllers' legitimate reasons prevail over the User's request to object to the processing;

- receive the personal data provided to the Company and processed by it on the basis of consent or contract with the User in a structured, commonly used and readable format, as well as the right to transmit such data to another data controller without hindrance;
- object, on grounds related to a particular situation, to the processing (including minimum segmentation and profiling) of data carried out on the basis of the Joint Data Controllers' legitimate interest.

The User has the right to revoke any consent that may have been given.

This revocation shall not affect the lawfulness of the processing based on the consent given before the revocation.

These rights may be exercised by contacting the Eni Group DPO at the following e-mail address dpo@eni.com.

Without prejudice to any other administrative or judicial remedy, the User also has the right to lodge a complaint with the Data Protection Authority (www.garanteprivacy.it) if the data subject believes that there has been a violation of his or her data protection rights.

Privacy Policy updated on 23 January 2024