



PRIVACY NOTICE – SINGLE CUSTOMER ACCOUNT

In accordance with Articles 13 and 14 of the EU Regulation 2016/679 (“GDPR”), Enilive S.p.A. and Eni Plenitude S.p.A. Benefit Companies, as joint data controllers (“Controllers”), provide this privacy notice regarding the processing of personal data of users of the “Single Account” service (“Single Account” or “Service”), aimed at offering users (“Users”) the possibility to create a single account to easily access all services offered by the Eni Group through mobile applications and website; in particular:

- The services of the Enjoy and Eni Live apps by Enilive S.p.A.; and
- Access to the personal area of Eni Plenitude S.p.A. Benefit Company through the website and/or the mobile application (together the “Apps” and the “Website”).

1. Joint Controllers

The Joint 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 Milan, Via Giovanni Lorenzini 4 (“**Plenitude**”).

2. Data Protection Officer (DPO)

The Eni Group's DPO can be contacted at the following email address: dpo@eni.com

3. Characteristics of the Personal Data Processing

Purpose of processing	Base legal of processing data	Data categories	Data retention	Data Provision
Check if a User who wants to create the Single Account is already a customer of one of the two Controllers	Legitimate interest of Enilive and Plenitude in the proper management of the Single Account	<ul style="list-style-type: none">• Personal data (e.g., tax code or VAT number; customer code);	The data will not be stored	Data provision is necessary. Failure to provide data will result in inability to access and use the Service.



		<ul style="list-style-type: none">• Contact data: email address		
Responding to assistance requests related to the creation of the Single Account sent by Users to the customer care of Enilive and Plenitude	Service Execution	<ul style="list-style-type: none">• Personal data (e.g., name, surname, tax code or VAT number; customer code);• Contact data: email address.• Registration platform	The data will be stored for six (6) months from the receipt of the assistance request	Data provision is necessary. Failure to provide data will result in inability to access and use the requested assistance service
Management of Single Account credentials	Service Provision	<ul style="list-style-type: none">• Personal data (name and surname);• Single Account credentials: email address	The processed data will be retained for the entire duration of the Single Account's activation. In case of deactivation or deletion of the Single Account, the data will be erased. If no registration to one of the Apps or the Website follows the creation of a Single Account, the processed data will be retained for seven (7) days.	Data provision is necessary. Failure to provide data will result in inability to access and use the Service

Some of the personal data processed for the purposes mentioned above, and in particular, name, surname, and email, may be provided to the Joint Data Controllers also by third parties such as Apple, Google, or Facebook (collectively, the "Social") in case of registration and/or access to the Apps and the Site through Social. In these cases, obviously, the data related to the originating Social is also collected.

4. Scope of communication and recipients of personal data

Your personal data will be processed exclusively by authorized personnel, who will be provided with specific instructions on the methods and purposes of the processing. Your data may be disclosed by



the Controllers to the following categories of recipients, exclusively for the purposes indicated in the preceding paragraph 3:

- Companies managing and providing the Service accessible through the Apps and the Website, as data processors (e.g., companies providing IT services, including IT support for Service provision; third-party companies or other entities performing user authentication activities on behalf of Enilive and Plenitude);
- Entities performing activities strictly related to contract execution (e.g., companies providing customer care services), 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 consultants, public authorities, judicial authorities, tax authorities), as independent data controllers.

Your data will not be disclosed.

5. Data Subjects' Rights

As a data subject, you have the following rights regarding the personal data collected and processed by the Controllers for the purposes indicated in paragraph 3:

- Obtain from the Controllers confirmation as to whether or not personal data concerning you are being processed and, if so, access to the following information: (i) the purposes of the processing; (ii) the categories of personal data concerned; (iii) the recipients or categories of recipients to whom the personal data have been or will be disclosed, in particular recipients in third countries or international organizations; (iv) where possible, the envisaged period for which the personal data will be stored or, if not possible, the criteria used to determine that period; (v) the right to lodge a complaint with a supervisory authority; (vi) if the data are not collected from you, any available information as to their source; (vii) the existence of automated decision-making, including profiling, and meaningful information about the logic involved, as well as the envisaged consequences of such processing;
- Obtain rectification of inaccurate personal data concerning you or the completion of incomplete personal data, considering the purposes of the processing;
- Obtain erasure of your personal data if one of the following grounds applies: (i) the data are no longer necessary in relation to the purposes for which they were collected or otherwise processed; (ii) the data have been unlawfully processed; (iii) you have withdrawn your consent upon which the Controllers relied and there is no other legal ground for the processing activity; (iv) you have objected to the processing activity, and there are no overriding legitimate grounds for the processing; (v) the personal data have to be erased for compliance with a legal obligation. However, the Controllers have the right to refuse the request for erasure 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) the establishment, exercise, or defense of legal claims;
- Obtain restriction of processing of your personal data where one of the following applies: (i) you contest the accuracy of the personal data concerning you, for a period enabling the Controllers to verify the accuracy of such personal data; (ii) the processing is unlawful, and you oppose the erasure of the personal data; (iii) the Controllers no longer need the personal data for the purposes of the processing, but they are required by you for the establishment, exercise, or defense of legal claims; (iv) pending verification of whether the legitimate grounds of the Controllers override your objection to the processing;



- Receive your personal data provided to the Company in a structured, commonly used, and machine-readable format, and have the right to transmit those data to another controller without hindrance;
- Object, on grounds relating to your particular situation, to the processing (including profiling and minimal segmentation) of your data based on the legitimate interest of the Controllers.

You have the right to withdraw any consent given. Such withdrawal shall not affect the lawfulness of processing based on consent before its withdrawal.

These rights may be exercised by writing to the Eni Group's DPO at the email address dpo@eni.com.

Without prejudice to any other administrative or judicial remedy, you also have the right to lodge a complaint with the Italian Data Protection Authority (www.garanteprivacy.it) if you believe that your rights concerning personal data protection have been violated.

Latest Update on 5 June 2024.