

CLAIM FORM CUSTOMER COUNSEL OFFICE

DETAILS OF THE SUPPLY CONTRACT HOLDER			
First name*:		Surnames*:	
Address*:		ID Card/Foreigner ID No.*:	
Town*:		Province*:	
E-mail*:		Company in question*:	
Phone no.*:		Contract number*:	

(*) You need to complete the sections indicated with an asterisk for us to handle your request.

DETAILS OF THE REPRESENTATIVE OF THE SUPPLY CONTRACT HOLDER. It is essential to attach authorization accrediting the representation and photocopy of the ID Card/Foreigner ID No. of the contract holder and representative			
First name*:		Surnames*:	
Address for notifications*:		ID Card/Foreigner ID No.*:	
Town*:		Province*:	
E-mail for notifications*:		Company in question*:	
Phone no.*:		Contract number*:	

(*) You need to complete the sections indicated with an asterisk for us to handle your request.

REASON FOR THE CLAIM AND DESCRIPTION OF THE INCIDENTS

REQUEST (SPECIFY YOUR REQUEST DETERMINING, IF APPROPRIATE, AMOUNT, BASIS AND DOCUMENTATION)

CITY, DATE

(**) Before signing this form, you must read the basic data protection information presented below this document.

CONTRACT HOLDER SIGNATURE ()**

(***) The submission of the claim to the Customer Counsel Office (OCC) implies that you authorize the aforementioned OCC to request, from the company to which the claim refers, the information strictly necessary to handle and resolve the claim. This form will likewise be provided to the company in question for the sole purpose of handling your request.

1. Basic personal data protection information:

Basic personal data protection information:	
Data controller	SUEZ SPAIN, S.L.
Purpose	Handle and resolve the claim submitted on the form.
Legitimacy	Consent of the individual.
Addressees	<ul style="list-style-type: none">• To handle the claim your personal data must be communicated to the “Company in question” that you identified on the form.• Data processors located within the European Union.• SUEZ SPAIN, S.L. hires data storage services from Microsoft Ireland, which subcontracts to Microsoft Corporation, located in the USA. Therefore, your data could be transferred to the USA, under the protection of the Privacy Shield and of the decision of the Spanish Data Protection Agency on the legality, under certain conditions, of the transfers made to this entity.
Rights of the individuals	You are entitled to access, rectify and delete your data, and to exercise other rights, as detailed in the additional information on personal data protection.
Additional information	You may obtain additional information on the processing of your personal data below.

2. Additional information on data protection:

Who is the data controller in relation to your personal data?

The processing of the personal data collected on the form, in addition to those which are collected as a result of the handling of the claim, shall be the responsibility of SUEZ SPAIN, S.L. (hereinafter, "SUEZ"), with registered address located in Madrid, Calle Santa Leonor, number 39, and Tax Identification Number B-63152664. If you have any query concerning the processing of your personal information, you may contact the Data Protection Officer of SUEZ using the following contact information:

- e-mail: dpo.es@suez.com
- Postal address: Paseo de la Zona Franca, 48, planta 6 (08038) Barcelona, for the attention of the Data Protection Officer

For what purpose will your personal data be processed? For how long?

SUEZ shall process data provided in this document, and those which are collected as a result of the handling of the claim, for the sole purpose of correctly undertaking the handling and resolution of the claim.

Your personal data shall be processed by SUEZ for the time necessary for the handling and resolution of the claim. When the period indicated ends, SUEZ shall maintain your personal data blocked for the period during which liabilities could arise from the handling of the claim. When these liabilities expire, your personal data shall be completely eliminated.

What is the legitimacy for the processing of your data?

The legal basis for the processing of your personal data is consent, which shall be expressed on signing the form.

What security measures have been introduced to protect your personal data?

SUEZ shall process your personal data in an absolutely confidential manner. Adequate technical and organizational measures have likewise been introduced to guarantee your security and to prevent their destruction, loss, unlawful access or unlawful alteration. On determining these measures, criteria were taken into account such as the scope, context and purposes of the processing, the state of the art and the risks existing.

Are there other entities which may have access to your personal data to help SUEZ with any of the tasks included in the handling and resolution of the claim?

SUEZ hires the services of Microsoft Ireland Operations Limited to store different information on Microsoft Azure which may include your personal data. Microsoft Ireland Operations Limited could subcontract part of these tasks to Microsoft Corporation, located in the USA. However, if

there is an international transfer of data to Microsoft Corporation, this is legal since adequate guarantees have been established to protect your personal data. In this respect, (i) Microsoft Corporation adheres to the Privacy Shield and (ii) the Spanish Data Protection Agency has considered that the transfers made to this entity are legal given certain conditions.

Does SUEZ assign your personal data to third parties?

SUEZ shall communicate your personal data to third parties if this is necessary to comply with the corresponding legal obligations in each case.

Likewise, for the purpose of requesting the information strictly necessary to handle and resolve the claim, SUEZ needs to communicate your personal data to the company to which the claim is addressed. In this respect, this company shall be the one that you identify as “Company in question” in the section “Details of the supply contract holder” on the form.

What are your rights?

You have the following rights in relation to data protection:

Right	What does it consist of?
Right of access	Consult what personal data we have about you.
Right of rectification	Modify the personal data that we have about you when they are inaccurate.
Right of opposition	Request us not to process your personal data for some specific purposes.
Right of deletion	Request us to delete your personal data.
Right of limitation	Request us to limit the processing of your personal data.
Right of portability	Request us to provide you, in an electronic format, with the information that we have about you.
Right to submit a claim before the competent authority	Submit a claim before the competent authority to defend your rights, through the website www.agpd.es .

To exercise these rights, you simply need to send a communication to SUEZ SPAIN, S.L., either by e-mail to the address customercounsel@customercounsel.com or by postal mail to the address Calle Santa Leonor, number 39, postcode 28037, in Madrid, with the reference “Data protection”. The request must contain a copy of your ID card or other equivalent identity document, in addition to the minimum content established in the applicable regulations. If the request does not meet the requirements specified, SUEZ may request you to rectify it. The exercising of these rights is free of charge, although a fee may be charged when the requests are unfounded, excessive or repetitive.

Model of authorization

I, Mr/Mrs..... with ID card number
.....

and address in
no.

Authorize:

Mr/Mrs.....
with ID card number.....

to handle on my behalf the claim submitted to the Customer Counsel and to provide it with the information necessary to resolve it.

In, on the of, 20....

Signature of authorized representative

Signature of the person authorizing

NOTE: The ID card of the contract holder and of the person authorized shall be attached to this form. The signature of both on this document authorizes the Customer Counsel to transfer the information provided to the supply company, so that the latter can deliver the information which shall be communicated to the designated contact person.