

**TRANSPARENCY NOTICE  
ON PROCESSING PERSONAL DATA OF PEOPLE WHO HAVE SENT SIGNALS  
TO  
BULGARIAN ENERGY HOLDING EAD**

**1. On this transparency notice**

1.1 **BULGARIAN ENERGY HOLDING EAD**, UIC 831373560, having its seat and registered address in the city of Sofia, 1000 16 Veslets Street, (hereinafter referred to as **BEH** or the **Company**) is a data controller and as such it complies with the rules and requirements of Bulgarian and European personal data protection legislation.

1.2 The transparency notice on processing personal data of natural persons who have sent signal/s for corruption and/or conflict of interest as well as any signals of general nature to Bulgarian Energy Holding EAD (hereinafter referred to as **Transparency notice** or **Notice**) aims at providing transparent, complete and clear information on the processing of data of natural persons (also referred to as data subjects) who have sent signal/s to BEH via one or more of the means listed on the website of the company (<http://www.bgenh.com>) described in the Anti-corruption and signals section, namely:

- A specially dedicated postbox at the registered seat of the Company in Sofia 16 Veslets Street,
- Sending an e-mail to: [signal@bgenh.com](mailto:signal@bgenh.com),
- Filing the signal in person at the registry office of BEH,
- Sending by fax,
- Phone call to the telephone number dedicated for this ('hotline').

1.2. In accordance with the Internal rules adopted at BEH on registration and processing of signals for corruption and/or conflict of interest, signals of general nature and protection of the persons that have sent such signals, the Company does not process anonymous signal/s for corruption and/or conflict of interest as well as any other signals of general nature (hereinafter referred to as **Signal**).

1.3. Persons who want to send a signal to BEH shall submit to the Company certain information which, inter alia, also includes their personal data whereby they can be identified by BEH. By sending a Signal to the Company you submit information which also contains your personal data.

1.4. Being senders of Signals to BEH you are entitled to be informed how and why BEH in its capacity of data controller collects, processes, stores and protects your personal data that you have provided to the Company in connection with the Signals sent by you.

- 1.5. This Notice is published and available in the specially dedicated part of the website of BEH: <http://www.bgenh.com>. The Notice may be amended and/or supplemented at any time by BEH, if required. By sending a Signal addressed to BEH you declare and state that you are familiar with the provisions of the Transparency notice. Should you need further information and/or you have any questions, you may contact the Company using the contact details below.
- 1.6. This Notice in no way restricts or affects your rights related to processing of your personal data by BEH. The Notice aims at providing you information which guarantees that your data are processed in a transparent and fair manner.

## 2. Main terms used in the Transparency notice

2.1 Some main terms used in this Transparency notice are explained below:

- **Personal Data Protection Act** shall mean Bulgarian and European personal data protection legislation which BEH is obliged to comply with when processing personal data of natural persons (data subjects), including your Personal data in you capacity of natural persons- senders of Signals to BEH, such as the Bulgarian Personal Data Protection Act and the by-laws on its application ( ordinances, rulebooks, mandatory instructions and guidelines of the competent supervisory authority), including the General Data Protection Regulation (**GDPR**).
- **Data controller** shall mean any person that individually sets the purposes and means for personal data processing. In the relations between BEH and natural persons who send Signals the company is a data controller.
- **Personal data** shall be any information related to a natural person who has been identified or can be identified via one or more specific features. This information can be of various kinds and to be related to different aspects concerning the natural person, for example data related to physical, physiological, psychic, intellectual, economic, cultural and/or social identity of this natural person.
- **Personal data processing** is a very general term and in practice it may include different operations that may be performed with personal data. For example collecting ( receiving), recording or storing personal data; including organizing them per some criterion or for the needs of the company; change in personal data; availability and use of personal data; disclosure by transmission, dissemination or in any other way whereby the personal data become available; erasure or destruction of personal data.

## 3. What personal data does BEH EAD process

- 3.1 BEH processes the personal data provided by you in its capacity of a data controller.
- 3.2 The Company collects and processes only such categories of personal data which have been provided to it in the course of the procedure for sending, processing and handling a Signal sent. BEH processes the personal data of senders in strict preservation of their confidentiality with a view to protection of their rights and interests as well as the interests of the Company. The Company collects and processes your Personal data via one of the means referred to in item 1.2 above, including electronically via the e-mail referred to in this Transparency notice above.

3.3 BEH processes the following main categories of personal data which the Company needs to identify the sender of the Signal, take measures and steps on processing, handling, investigating and coming out with a decision on the Signal as well as communicate with the sender of the Signal:

- ✓ Identification data- names of the sender of the Signal, contact details as well as an e-mail, actual address- company/permanent residence;
- ✓ Other personal data which you have voluntarily provided such as phone number (company/personal); employer, institution or another body that you represent or where you work; position held/title or other data related to your physical, financial and economic , social or other identity;

BEH does not require and does not process your special (sensitive) personal data unless they have been voluntarily provided by you in connection with the Signal sent to the Company. In the event that such have been provided voluntarily and they are not required by BEH to examine, investigate and assess the Signal sent and /or there is no legal basis to process them, this category of personal data will be erased/ destroyed without undue delay.

#### **4. For what purposes does BEH process your personal data**

4.1 BEH processes your personal data only and to the extent that they are required by the Company to take measures and steps on processing, handling, investigating and assessing the Signal as well as to communicate with the sender of the Signal. In particular, BEH processes the personal data provided by you for the following purposes:

- Administrating, processing and managing the Signal sent;
- Identification of the sender of the Signal;
- Taking steps and measures on investigating, analyzing and assessing the Signal, including drafting various documents, comprising an analysis, report, opinions and notices and other documents drafted in the course of the process on studying and investigating the Signal sent;
- Communication and correspondence with the sender of the Signal.

4.2 **BEH can process your personal data if at least one of the following legal grounds stipulated in the General Data Protection Regulation applies:**

- ✓ Protect the legitimate interest of the Company in its capacity of an addressee of the Signal;
- ✓ If you have agreed personal data related to you to be processed ( when no other legal basis to process your personal data by BEH is applicable);
- ✓ Processing is required to establish, make or defend legal claims, regardless whether in court, administrative or other out-of-court procedure;

#### **5. Period for storing your personal data**

5.1 BEH will store and process your personal data only for the period required to achieve the purposes of processing personal data referred to above. Your personal data will

be stored for the period from receiving the Signal until completion of all steps and measures taken by BEH in connection with the signal sent. Pursuant to the internal rules of BEH a specially dedicated file shall be compiled for the Signal sent which shall be stored for a period of 5 (five) years.

## **6. Who your personal data may be disclosed to**

6.1 In connection with the purposes referred to above your personal data may be disclosed to a certain category of recipients but in strict compliance with the requirements of the personal data protection legislation and to the extent this is required to achieve these purposes.

Recipients of your personal data may be:

- Employees of BEH nominated to participate in the process of processing, managing and administrating the Signal sent as well as employees who directly participate in the process of studying, investigating, analyzing and assessing the Signal. Your personal data are disclosed to employees of BEH in compliance with the 'need to know' principle in view of the nature of the signal and to the extent this is required to perform their duties.
- Based on the investigation conducted and assessment of the signal sent the personal data provided by you may be provided (disclosed) to state bodies, institutions, agencies and other administrative bodies when this is stipulated in a law or a regulation, the Signal sent is not in the competence of BEH or this is required in view of the specific operations BEH performs and protection of its interests.
- Other persons or bodies but only when this is stipulated in a law or a regulation or when required in view of the specific operations BEH performs in the energy sector.

6.2 BEH will provide (disclose) your personal data to the personal data recipients referred to above only when this is required and to the extent required to take the necessary steps and measures with respect to the Signal sent.

6.3 BEH shall not provide (disclose) your personal data to persons not established in the European Union or the European Economic Area (third parties).

## **7. Your rights related to protection of your personal data and further information**

7.1 With a view to complying with the regulatory obligations of BEH in its capacity of data controller it is important for the Company to process and keep your personal data correct and up-to-date; if required, you can request your personal data to be updated, revised and/or supplemented by sending a request for this to the Company in compliance with the terms and procedure stipulated in the personal data protection act.

7.2 You have certain rights stipulated in the Personal Data Protection Act related to your personal data being processed, including:

- ✓ Right to information and access to your personal data, right to request a copy of your personal data stored or otherwise processed by BEH and
- ✓ Right to request your personal data to be revised in the event that they are not correct, up-to-date or complete and

- ✓ In the event that you suspect that your personal data is not processed lawfully, you are entitled to file a complaint to the competent supervisory personal data protection authority referred to in item 9 below in this Notice and
- ✓ Where the provisions and conditions stipulated in the Personal Data Protection Act apply, you shall also have the right to request that your personal data be erased or to request that their processing be restricted as well the right of portability of your personal data.

Please note that the terms and procedure to exercise your rights related to personal data protection are regulated in detail in the General Data Protection Regulation and the Bulgarian Personal Data Protection Act. BEH will provide the assistance required to exercise the rights conferred to you by the law.

- 7.3 If you wish to obtain further information on how BEH processes your personal data or have questions related to the effect and application of this Transparency notice, you can contact the Company at the following e-mail: [hq@bgenh.com](mailto:hq@bgenh.com) or the registered address of BEH in Sofia city, 1000, 16 Veslets Street.

## 8. Protection of your personal data

BEH seeks to guarantee the protection and security of your personal data by providing appropriate technical and organizational means for personal data protection. The Company has adopted and implemented personal data protection policies which aim at protecting your personal data from unauthorized access and unlawful use; securing information systems and information protection, including encrypting.

Protection of the persons who have sent a Signal is provided, inter alia, by taking the following measures:

- ✓ Control during the overall process from the Signal being received until a decision has been taken on it;
- ✓ Non-disclosure of personal data and the identity of the person who has sent the Signal, which have become known to the employees of BEH in the course of performing their obligations in connection with registering, processing, handling and coming out with a decision on the Signal;
- ✓ Non-disclosure and restricting the access to all documents filed in connection with the Signal and/or drafted in the course of or on the occasion of checking the Signal.

## 9. Competent supervisory body on personal data protection

### **Commission for Personal Data Protection (CPDP)**

Address: 2 Profesor Tsvetan Lazarov Blvd., Sofia 1592

Phone number: +3592/ 91 -53 -594

e-mail: [kzld@cpdp.bg](mailto:kzld@cpdp.bg)

Website: [www.cdpd.bg](http://www.cdpd.bg)