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CROATIAN POWER EXCHANGE

DATA PROTECTION POLICY

In Zagreb, 21 November 2024.

Contents:

Pursuant to Article 23 of the Articles of Association of HRVATSKA BURZA ELEKTRIČNE ENERGIJE d.o.o. from Zagreb, Slavonska avenija 6/A, VAT ID: HR14645347149 (hereinafter: the **Company**) represented by director Ante Mikulić and Regulation (EU) 2016/679 of the European Parliament and of the Council, of 27 April 2016, on the protection of individuals with regard to the processing of Personal Data and the movement of such data and repealing of Directive 95/46/EC with subsequent amendments (hereinafter: the **General Regulation**)

on 21st November 2024, issues

DATA PROTECTION POLICY

Article 1

DEFINITIONS

Personal Data – any data relating to an identified or identifiable natural person ("data subject").

Data Subject – natural person who can be identified directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person.

Processing – any operation or set of operations which is performed on Personal Data or on sets of Personal Data, whether or not by automated means, such as collection, recording, organisation, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction.

Controller – means the natural or legal person which, alone or jointly with others, determines the purposes and means of the processing of Personal Data.

Processor – means a natural or legal person which processes Personal Data on behalf of the controller.

Information System – comprehensiveness of technological infrastructure, people and procedures for collecting, processing, generating, storing, transferring, displaying and distributing of information as well as disposing of it. Information system can be defined as the interaction of information technology, data and procedures for data processing, and people who collect and use the data.

Supervisory Authority – an independent public authority which is established by the Republic of Croatia for the purposes of controlling and ensuring the implementation of the Regulation – Personal Data Protection Agency.

Confidentiality – the property that information (data) are not made available or disclosed to unauthorized persons or processes.

Integrity – the property that information (data) have not been altered in an unauthorized or unpredicted manner.

Consent – any freely given, specific, informed and unambiguous indication of the data subject's wishes by which he or she, by a statement or by a clear affirmative action, signifies agreement to the processing of Personal Data relating to him or her.

Pseudonymisation – the processing of Personal Data in such a manner that the Personal Data can no longer be attributed to a specific data subject without the use of additional information, provided that such additional information is kept separately and is subject to technical and organisational measures to ensure that the Personal Data are not attributed to an identified or identifiable natural person.

Personal Data Breach – means a breach of security leading to the accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to, Personal Data transmitted, stored or otherwise processed.

Profiling – any form of automated processing of Personal Data consisting of the use of Personal Data to evaluate certain personal aspects relating to a natural person, in particular to analyse or predict aspects concerning that natural person's performance at work, economic situation, health, personal preferences, interests, reliability, behaviour, location or movements.

Third Party – a natural or legal person, public authority, agency or body other than the data subject, controller, processor and persons who, under the direct authority of the controller or processor, are authorised to process Personal Data.

Article 2
GENERAL PROVISIONS

Personal Data protection takes a significant place in the business of the Company that collects and processes your personal information in its daily business.

This Data Protection Policy (hereinafter referred to as: **Policy**) lays down the basic principles and rules of Personal Data protection in accordance with business and security requirements of the Company, as well as legislative regulations, best practices and internationally recognized standards.

The Policy is a fundamental act for the purpose of establishing a Personal Dana protection framework in accordance with the General Regulation. This Policy represents a statement on dana protection through which the Company wishes to provide, in a transparent manner, information about the nature, scope, purpose and conditions of collection, Processing and management of your Personal Dana within the Company.

Article 3
DATA PROTECTION CONTROLLER

Within the meaning of the General Regulation, your Data Protection Controller is HRVATSKA BURZA ELEKTRIČNE ENERGIJE from Zagreb, Slavonska avenija 6/A, VAT ID: HR14645347149.

If you have any questions regarding your Personal Data or our procedures pertaining to the Personal Data protection, feel free to contact us via the following email:

dpo@cropex.hr.

Article 4
PRINCIPLES OF PROCESSING OF PERSONAL DATA

The Company has adopted the following principles to govern its collection, use, storage, transfer, disclosure and destruction of your Personal Data:

Personal Data shall be:

a. processed lawfully, fairly and in a transparent manner in relation to the Data Subject ("lawfulness, fairness and transparency");

b. collected for specified, explicit and legitimate purposes and not further processed in a manner that is incompatible with those purposes; further Processing for archiving purposes in the public interest, scientific or historical research shall, in accordance with Article 89 (1) of the General Regulation, not be considered to be incompatible with the initial purposes ("purpose limitation");

c. adequate, relevant and limited to what is necessary in relation to the purposes for which they are processed ("data minimisation");

d. accurate and, where necessary, kept up to date; every reasonable step must be taken to ensure that Personal Data that are inaccurate, having regard to the purposes for which they are processed, are erased or rectified without delay ("accuracy");

e. kept in a form which permits identification of data subjects for no longer than is necessary for the purposes for which the Personal Data are processed; Personal Data may be stored for longer periods insofar as the Personal Data will be processed solely for achieving purposes in the public interest, scientific or historical research purposes or statistical purposes in accordance with Article 89 (1) of the General Regulation, subject to implementation of the appropriate technical and organisational measures required by this General Regulation in order to safeguard the rights and freedoms of the Data Subject ("storage limitation");

f. processed in a manner that ensures appropriate security of the Personal Data, including protection against unauthorised or unlawful Processing and against accidental loss, destruction or damage, using appropriate technical or organisational measures ("integrity and confidentiality").

Article 5

LAWFULNESS OF PROCESSING

The Company shall deem your Personal Data your property and shall treat them in such way.

Processing of your Personal Data by the Company is based on a specific legal basis.

In order for the Company to enter into contractual relationships with you, it is necessary to process a minimum set of data otherwise, if you refuse to submit the required set of data, the Company will not be able to enter into a contract with you.

Other than entering into a contract with you, the Company will process your Personal Data only if one of the following conditions is met:

a) Processing is necessary for the performance of a contract to which you are party,

b) Processing is necessary for compliance with legal obligations of the Company (applicable laws that the Company is obliged to comply with),

c) Processing is necessary for the purposes of the legitimate interests pursued by the Company or by a third party,

d) you have given consent to the Processing of your Personal Data for one or more specific purposes,

e) Processing is necessary in order to protect your vital interests or the vital interests of another natural person, or

f) Processing is necessary for the performance of tasks carried out in the public interest or in the exercise of official authority vested in the Controller.

Article 6

DATA THAT THE COMPANY COLLECTS AND THE PURPOSE

For the purpose of carrying out the Company's core business, managing power exchange market and organised trading of products bought and sold through the power exchange, as well as carrying out other ancillary activities (including educational workshops), the Company collects the following Personal Data:

- First name and last name;
- Job position;
- Title;
- E-mail;
- Telephone;
- Mobile phone;
- Personal identification number (PIN);
- Copy of identity card or passport.

The Company collects these Personal Data through the following documentation:

- Membership Agreement and its annexes;
- Agreement on Data Submission and Reporting Services under the REMIT Regulation and its annex;
- Application for the Use of Internet Banking;
- Agreement for Provision of API Service;
- Participation Agreement in Guarantees of Origin Auction;
- Self-Invoicing Agreement;
- Agreement on Direct Use of Deposit Account;
- Agreement on Mutual Rights and Obligations Relating to Sale of the Guarantees of Origin;
- Agreement for Read-Only Access to Intraday Market;
- Agreement on Use of Trading Data;
- Application drafts for entering into the previously mentioned agreements and
- Application drafts for educational workshops organised by the Company.

The Company does not process the data revealing racial or ethnical background, political opinions, religious or philosophical beliefs, union memberships or sexual orientation of the Data Subject.

Article 7

DATA QUALITY

The Company will provide you with all the necessary and reasonable measures to ensure that your collected Personal Data are complete and accurate and updated in a way that they reflect the current situation.

The measures adopted by the Company for ensuring the quality of your data include:

- Correcting Personal Data known to be incorrect, incomplete, ambiguous, misleading or outdated, even if you do not request rectification;
- Keeping your Personal Data only for the period necessary to comply with the permitted use or applicable statutory retention period;
- Removing your Personal Data if any data protection principle is violated or if it is no longer necessary;
- Restriction of Processing, rather than deletion of your Personal Data, insofar as:
  - a law prohibits erasure
  - erasure would impair your legitimate interests
  - you dispute that your Personal Data are correct and it cannot be clearly ascertained whether your information is correct or incorrect.

Article 8

DATA PROTECTION

The Company shall adopt physical, technical and organisational measures in order to ensure the security of your Personal Data. This includes the prevention of loss or damage, unauthorised alteration, access or Processing, and other risks to which it may be exposed by virtue of human action or the physical or natural environment.

The minimum set of security measures to be adopted by the Company is provided below:

- Prevent unauthorised persons from gaining access to data processing systems in which Personal Data are processed;
- Prevent persons entitled to use a data processing system from accessing Personal Data beyond their needs and authorisations;
- Ensure that Personal Data in the course of electronic transmission or during transport cannot be read, copied, modified or removed without authorisation;
- Ensure that access logs are in place to establish whether, and by whom, the Personal Data were entered into, modified on or removed from a data processing system;
- Ensure that in case where Processing is carried out by a Data Processor, the data can be processed only in accordance with the instructions of the Data Controller;
- Ensure that Personal Data are protected against undesired destruction or loss;
- Ensured that Personal Data collected for different purposes can and are processed separately;
- Ensure that Personal Data are not kept longer than necessary.

In the event that despite all the security measures taken, the confidentiality or availability of your Personal Data is in any way compromised, we will immediately notify the competent Supervisory Authority and/or you as the Data Subject, in accordance with applicable European and national regulations.

Article 9

DATA RETENTION

The Company takes seriously and understands and applies the principle of reducing the amount of data, limiting the purpose and the limited period of Personal Data storage in the General Regulation.

The Company will not retain your Personal Data for longer than necessary in relation to the purposes for which it was originally collected, or for which it was further processed, usually during the duration of the contract and within a certain further period following its termination.

The rules and deadlines for data retention reflect the legitimate business needs of the Company, applicable statutes of limitations and deadlines for exercise of legal claims. Upon

expiration of the prescribed deadlines or when the purpose of Processing ceases to exist, your Personal Data will be safely deleted or anonymized.

Article 10

RIGHTS OF THE DATA SUBJECT

Pursuant to General Regulation, you may exercise the following rights:

- RIGHT OF ACCESS

You have the right, on the basis of a written request for information on your Personal Data, as follows:

- the purposes of collecting, Processing, using and storing of your Personal Data;
- the source of Personal Data, if it was not obtained from you;
- the categories of your Personal Data;
- the recipients or categories of recipients to whom your Personal Data has been or may be transmitted, along with the location of those recipients;
- the envisaged period for which the Personal Data will be stored, or the rationale for determining the storage period;
- the use of any automated decision-making, including Profiling;
- the right of the Data Subject to:
    - o object to Processing of your Personal Data
    - o lodge a complaint with a Supervisory Authority
    - o request rectification or erasure of your Personal Data
    - o request restriction of Processing of your Personal Data.

- RIGHT TO RECTIFICATION

You have the right to request from the Company to rectify or complete incorrect, misleading, outdated or incomplete Personal Data.

- RIGHT TO ERASURE

You have the right to request from the Company to erase your Personal Data if one of the following conditions applies:

- where the Personal Data are no longer necessary to achieve the purposes for which they are collected/processed;
- where you withdraw your consent;
- where you object to Processing of your Personal Data, and there is no legitimate reason to continue Processing;
- where Personal Data is processed unlawfully;
- where Personal Data must be erased to comply with a legal obligation;
- where Personal Data is processed in relation to the offer of information society services directly to children

- RIGHT TO RESTRICTION OF PROCESSING

You have the right to obtain from the Company restriction of Processing of your Personal Data where one of the following applies:

- you contest the accuracy of the Personal Data, for a period enabling the Company to verify the accuracy of the Personal Data;

- the Processing is unlawful and you oppose the erasure of the Personal Data and request the restriction of their use instead;
- the Company no longer needs the Personal Data for the purposes of Processing, but you require them for the establishment exercise or defence of legal claims;
- where you objected to Processing, pending the verification whether the legitimate grounds of the Company override your grounds.

- RIGHT TO OBJECT

You have a right to object, on grounds relating to your particular situation, at any time to Processing of your Personal Data and request that the Company ceases Processing your Personal Data for which a complaint has been filed.

- RIGHT TO DATA TRANSFER

You have a right to request from the Company to provide to you the Personal Data concerning you, which you have provided to the Company, in a structured, commonly used and machine-readable format and you have the right to transmit those data to another controller without hindrance from the Company, where:

- the Processing is based on your Consent or on a contract;
- the Processing is carried out by automated means.

The Company will transmit the Personal Data directly to the other controller, where technically feasible. Determination of the transfer mechanism will be arranged directly with the other Data Protection Controller.

- RIGHT TO WITHDRAW CONSENT

Where Processing is based on your Consent, you have the right to withdraw your Consent at any time, but such withdrawal of Consent shall not affect the lawfulness of Processing based on the Consent before its withdrawal.

In case of the withdrawal of Consent, the Company is no longer authorised to process your Personal Data, but this does not affect the results of Processing that occurred prior to the withdrawal of Consent.

EXERCISING DATA SUBJECT RIGHTS

To exercise any of the above-mentioned rights, please contact us via the following email: dpo@cropex.hr

A response to each request will be provided within 30 days of the receipt of the written request, except in case of extraordinary circumstances of which you will be timely notified. In order for the Company to act upon a request, the Company must establish the identity of the person filing the request and may, for that purpose, request you to provide additional information necessary to validate the identity.

If the Company cannot respond fully to the request within 30 days, the following information shall be provided within the specified time:

- an acknowledgement of receipt of request.
- all information located to date

    - details of any requested information or modifications which will not be provided, the reason for the refusal and any procedures available for appealing the decision.
- an estimated date by which any remaining responses will be provided

    - an estimate of costs to be paid (e.g. where the request is excessive in nature).
    - the name and contact information of the individual who you should contact for follow up.

It should be noted that situations may arise where providing the requested information would disclose Personal Data about another individual. In such cases, information must be redacted or withheld as may be necessary or appropriate to protect that person's rights.

The Company has the right to charge a reasonable fee based on administrative costs or refuse to act upon a request if your requests are manifestly unfounded or excessive, and in particular due to their frequent repetition.

Article 11

LAW ENFORCEMENT REQUESTS AND DISCLOSURES

In certain circumstances, it is permitted that your Personal Data are shared without the knowledge or Consent when this is necessary for any of the following purposes:

- The prevention or detection of crime;
- The apprehension or prosecution of offenders;
- The assessment or collection of a tax or duty;
- By the order of a court or by any rule of law.

Article 12

DATA TRANSFERS

The Company does not transfer your Personal Data to recipients located in another country. Where transfers need to be made, the Company may transfer your Personal Data to recipients located in another country if that country has adequate level of legal protection of Personal Data. Transfers to countries lacking an adequate level of legal protection (i.e. Third Countries) must be made in compliance with an approved transfer mechanism.

The Company may only transfer your Personal Data where one of the transfer scenarios listed below applies:

- You have given Consent to the proposed transfer;
- The transfer is necessary for the performance of a contract;
- The transfer is necessary for the implementation of pre-contractual measures taken in response to your request;
- The transfer is necessary for the conclusion or performance of a contract concluded with a Third Party in your interest;
- The transfer is legally required on important public interest grounds;
- The transfer is necessary for the establishment, exercise or defence of legal claims;
- The transfer is necessary in order to protect your vital interests.

Article 13

TRANSFERS TO THIRD PARTIES

For the purposes of running our business and aligning with our legal obligations, the Company may transfer your Personal Data to public bodies, IT administrators, external IT maintenance

associates, and service contract providers (to CROPEX Settlement Bank for the purpose of enabling access and use of Internet banking).

The Company will only transfer your Personal Data to Third Parties when it is assured that the information will be processed legitimately and protected appropriately by the recipient. The Company will first identify if, under applicable law, the Third Party is considered a Data Controller or a Data Processor of the Personal Data being transferred.

Where the Third Party is deemed to be a Data Controller, the Company will enter into, in cooperation with the Third Party, an appropriate agreement to clarify each party's responsibilities in respect to the Personal Data transferred.

Where the Third Party is deemed to be a Data Processor, the Company will enter into, in cooperation with the Third Party, an adequate Processing Agreement. The Agreement must require from the Data Processor to protect the Personal Data from further disclosure and to only process Personal Data in compliance with the instructions of the Company. In addition, the Agreement will require from the Data Processor to implement appropriate technical and organisational measures to protect the Personal Data as well as procedures for providing notification of Personal Data Breaches.

Article 14
TRAINING AND PROCEDURAL GUIDANCE

All Company employees that have access to your Personal Data will have their responsibilities under this Policy, outlined to them as part of their staff training. In addition, the Company will provide Data Protection training and procedural guidance for its employees.

The training and procedural guidance set forth will consist of, at a minimum, the following elements:

- The Data Protection Principles set forth in this document;
- Each Employee's duty to use and permit the use of Personal Data only by authorised persons and for authorised purposes;
- The correct use of passwords, security tokens and other access mechanisms;
- The importance of limiting access to Personal Data, such as by using password protected screen savers and logging out when systems are not being attended by an authorised person;
- Securely storing manual files, print outs and electronic storage media;
- The need to obtain appropriate authorisation and utilise appropriate safeguards for all transfers of Personal Data outside the internal network and physical office premises;
- Proper disposal of Personal Data by using secure shredding facilities;
- Any special risk associated with particular departmental activities or duties.

Article 15
BREACH REPORTING/DATA LEAKAGE AND COMPLAINTS HANDLING

If you suspect that a Personal Data Breach has occurred due to the theft or exposure of Personal Data, immediately notify us of the breach providing a description of what occurred. Notification of the incident can be made via email: dpo@cropex.hr.

Article 16

REVISIONS OF DATA PROTECTION POLICY

The Company reserves the right at any time to amend and/or supplement this Policy if it is necessary to introduce changes in the Company's business and to comply with applicable laws.

Amended and/or supplemented Policy will be published on the official website of the Company.

Article 17

FINAL PROVISIONS

All participants in the business process of the Company or the information system are obliged to comply with the provisions of this Policy in the part that relates to them.

This Policy is effective as of 21st November 2024.

By entering this Policy into force, the Data Protection Policy as of 25th May 2018 shall cease to apply.

DIRECTOR:

Ante Mikulić