



Frontline Energy and Environmental Ltd is always committed to keep your data safe and secure. On May 25th of 2018, the General Data Protection Regulation 2016/679 (GDPR) came into place; this amended the previously existing data protection law and placed enhanced accountability and transparency obligations on organisations when using your information. The changes introduced by the GDPR give you greater control over your personal information, including a right to object to processing of your personal information where that processing is carried out for our business purposes.

As a result of the changes occurred with the new General Data Protection Regulation 2016/679, we provided a brief summary that explains the most important aspects of how we use your information and what rights you have in relation to your personal information.

1. Information we collect

We will hold:

- Data to identify you, including your contact information;
- Information about you provided by others;
- Information which you have consented to us using; and
- Other personal information and information provided when exercising your rights under Section 6 below.

2. How we use your information and the legal basis

- You have agreed or explicitly consented to the using of your data in a specific way (you may withdraw your consent at any time);
- Use is necessary in relation to the provision of service by Frontline Energy and Environmental

- Use is necessary because we have to comply with a legal obligation, reporting to regulatory authorities and law enforcement;
- Use for our legitimate interests (which you may object to) such as managing our business including credit risk management, providing service information, training and quality assurance, portfolio management and strategic planning and purchase or sale of assets.

3. Who we share your information with

When providing services to you, we may share your information with:

- Your authorised representatives;
- Third parties with whom: (i) we need to share your information to facilitate transactions you have requested; and (ii) you ask us to share your information.
- Service providers (Vendors) who provide us with support services;

4. How long we hold your data

How long we hold your data for is subject to legislation and regulatory rules we must follow.

5. Implications of not providing your data

If you do not provide information, we may not be able to:

- Provide requested services to you;
- To continue to provide and/or renew existing services.

We will tell you when we ask for information which is not a contractual requirement or is not needed to comply with our legal obligations.

6. How to exercise your information rights including the right to object

From 25 May 2018 you have several enhanced rights in relation to how we use your information, including the right, without undue delay, to:

- Find out if we use your information, access your information and receive copies of your information;
- Have inaccurate/incomplete information corrected and updated;
- Object to particular use of your personal data for our legitimate business interest or direct marketing purposes;
- In certain circumstances to have your information deleted or our use of your data restricted;
- Exercise the right to data portability (i.e. obtain a transferrable copy of your information we hold to transfer to another provider); and
- To withdraw consent at any time where processing is based on consent.

If you wish to exercise any of your data rights, you can contact us at +353 1 643 2100 or e-mail us at gdpr@frontlineenergy.ie

If we are unable to deal with your request fully within a calendar month (due to the complexity or number of requests) we may extend this period by a further two calendar months and shall explain the reason why.

You have the right to complain to the Data Protection Commissioner or another supervisory authority. You can contact the Office of the Data Protection Commissioner at:

Telephone: 1890 252 231 E-mail: info@dataprotection.ie