



Personal Data Charter

Last updated on 29 August 2025

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YOUR PERSONAL DATA

Need to know more about how we collect, manage, and process your personal data? Would you like to contact us about this? All our answers to your questions are in this Data Protection Charter. Here you will find details on:

The collection and use of your data

Find out why, when, and how we collect your personal data, and the services that this data allows us to offer you.

The means at your disposal to exercise your rights

Remain an active player in the personal data you provide to us. At any time, two solutions, which are described in this Charter, are available to you: the form for exercising your rights (the form is accessible via your EDF customer space) and our dedicated contacts by e-mail or by post.

Please note that your Charter has recently changed.

The main changes relate to the description of data processed (paragraph 2.14 and 2.15).

PERSONAL DATA PROTECTION CHARTER

As a data controller within the meaning of the French Data Protection Act¹, EDF attaches great **importance to the protection of your personal data**.

In reading this Charter, you will discover how we collect, manage, and process this information. We also inform you of your rights regarding your **personal data** and how you can exercise these rights.

¹ "Data Protection" Act no. 78-17 of 6 January 1978 as amended relating to data processing, files and freedoms and EU Regulation no. 2016/679 of 27 April 2016 of the European Parliament and of the Council on the protection of natural persons with regard to the processing of Personal Data and on the free movement of such data (known as "GDPR").

1. What is personal data?

According to the regulations, personal data is "information relating to an identified or identifiable natural person", such as your name, e-mail, or telephone number.

2. What types of personal data do we hold and how do we use it?

In the course of our activities, we collect and process several types of personal data depending on the offers and services you have subscribed to and the forms you have filled in. This processing is based on one of the following legal principles:

- **Contract:** the processing of personal data is necessary for the performance of the contract you have signed with EDF or in the context of pre-contractual measures.
- **Consent:** you agree to the processing of your personal data by means of an express consent (tick box, click...). You can withdraw this consent at any time.
- **Legitimate interest pursued by EDF:** this refers to processing carried out in our interests, which you can reasonably expect in your interactions with us, and which do not result from any other legal basis. We ensure that in doing so we balance your rights against the interests we are pursuing.
- **Legal obligation:** the processing of your personal data is required by law or regulations.

Below we detail (i) the categories of personal data about you that we collect and process, (ii) the purposes/reasons for which we process such data and (iii) the legal basis associated with each purpose.

2.1 Data that enables us to identify you, to identify your home and to contact you

This relates to your contact details (surname, given name(s), address, email, telephone number(s)), or numbers which enable us to identify your energy meters. For insurance services, your date and place of birth are also collected.

We use this data to:

- **Register your subscription and provide you with the services you have requested,** as part of the **fulfilment of the contract**.
- **Enable us to communicate with you, follow up your requests and complaints, enable you to receive faster responses from us, and send you information by post, e-mail, SMS, via your customer space or the EDF & MOI mobile application** (sending invoices, receipts, contractual changes, etc.), as part of the **fulfilment of the contract**.
- **Send invoices for the energy and services subscribed to, collect, and monitor their payment,** as part of the **fulfilment of the contract**.

- **Undertake collection proceedings**, on the basis of our **legitimate interest in enforcing our rights and defending our interests**.
- **Enable you to monitor your consumption**, as part of the **fulfilment of the contract**.
- **Send you customised messages** to communicate, according to your preferences, information relating to your contracts and their management, or information relating to the latest EDF news (newsletters, information on new offers, etc.), on the basis of our **legitimate economic commercial interest**.

To find out more about how we customise our communications, please go to the dedicated section on “**2.14 Use of data to customise messages that we send to you**”.

- **Carry out commercial prospecting actions**, in compliance with the regulations, on the basis of our **legitimate economic and commercial interest**, with the exception of commercial prospecting actions by electronic means (e-mail or SMS) which are based on your **consent**.

To find out more about our commercial prospecting actions, please consult the dedicated section on “**2.15. Use of data for commercial prospecting purposes**”

You have the option to change your contact and communication preferences, to accept or decline these solicitations at any time as indicated in section “**7. How to manage your communication preferences and consents?**” of this Charter.

- **Collect information about your satisfaction and expectations regarding our services** through telephone or email surveys, based on our **legitimate economic and commercial interest**.
- **Meet our regulatory obligations** (manage the energy cheque, make regulatory communications to the Housing Solidarity Fund (FSL), take into account requests for payment assistance, etc.), **in compliance with our legal and regulatory obligations**.
- Fight against fraud, based on our legitimate economic and commercial interest.

2.2 Data relating to the management and monitoring of our contractual and commercial relationship with you

This refers to:

- **your contractual data:** customer, account and contract numbers, product (energy supply or service), option, power subscribed to, duration, effective date, price, technical specifications of the energy meter, payment methods, existence of a customer space,
- **information relating to our communications with you** (by post, email, internet, mobile application or phone): your requests or complaints, our commercial communications, our communications relating to your customer account (tariff estimates, commercial offers, invoices, management letters/emails, information letters/emails).

We use this data to:

- **Register your subscription and provide you with the services you have requested**, as part of the **fulfilment of the contract**.
- **Enable us to communicate with you, follow up your requests and complaints, enable you to receive faster responses from us, and send you information by post, e-mail, SMS, via your customer space or the EDF & MOI mobile application** (sending invoices, receipts, contractual changes, etc.), as part of the **fulfilment of the contract**.

- **Send invoices for the energy** and services subscribed to, collect and monitor their payment, as part of the **fulfilment of the contract**.
- **Undertake collection proceedings**, on the basis of our **legitimate interest in enforcing our rights and defending our interests**.
- **Enable you to monitor your consumption**, as part of the **fulfilment of the contract**.
- **Send you customised messages** to communicate, according to your preferences, information relating to your contracts and their management, or information relating to the latest EDF news (newsletters, information on new offers, etc.), on the basis of our **legitimate economic commercial interest**.

To find out more about how we customise our communications, please go to the dedicated section on “**2.14 Use of data to customise messages that we send to you**”.

- **Carry out commercial prospecting actions**, in compliance with the regulations, on the basis of our **legitimate economic and commercial interest**, with the exception of commercial prospecting actions by electronic means (e-mail or SMS) which are based on your **consent**.

To find out more about our commercial prospecting actions, please consult the dedicated section on “**2.15. Use of data for commercial prospecting purposes**”

You have the option to change your contact and communication preferences, to accept or decline these solicitations at any time as indicated in section “**7. How to manage your communication preferences and consents?**” of this Charter.

- **Meet our regulatory obligations** (manage the energy cheque, make regulatory communications to the Housing Solidarity Fund (FSL), take into account requests for payment assistance, etc.), **in compliance with our legal and regulatory obligations**.
- **Obtain information about your satisfaction and expectations regarding our services** through telephone or email surveys, based on our **legitimate economic and commercial interest**.
- **Fight against fraud**, based on our **legitimate economic and commercial interest**.

2.3 Data relating to consumption

This concerns information collected from the network operators to calculate your energy consumption: meter readings (automatically or manually), Annual Reference Consumption (CAR).

It also refers to the volumes of electricity/gas, estimated by us, or self-collected, which are invoiced to you.

We use this data to:

- **Invoice you for the energy you consume**, as part of the **fulfilment of the contract**.
- **Undertake collection proceedings**, on the basis of our **legitimate interest in enforcing our rights and defending our interests**.
- Allow you to **benefit from a functionality to monitor your consumption** month by month and guidance to help you understand it, as part of the **fulfilment of the contract**.

- **Process and monitor your requests and complaints, and send you information relating to your energy contracts**, as part of the **fulfilment of the contract**.
- **Send you customised messages** to communicate, according to your preferences, information relating to your contracts and their management, or information relating to the latest EDF news (newsletters, information on new offers, etc.), on the basis of our **legitimate economic commercial interest**.

To find out more about how we customise our communications, please go to the dedicated section on “**2.14 Use of data to customise messages that we send to you**”.

- **Carry out commercial prospecting actions**, in compliance with the regulations, on the basis of our **legitimate economic and commercial interest**, with the exception of commercial prospecting actions by electronic means (e-mail or SMS) which are based on your **consent**.

To find out more about our commercial prospecting actions, please consult the dedicated section on “**2.15. Use of data for commercial prospecting purposes**”

You have the option to change your contact and communication preferences, to accept or decline these solicitations at any time as indicated in section “**7. How to manage your communication preferences and consents?**” of this Charter.

- **Collect information about your satisfaction and expectations regarding our services** through telephone or email surveys, based on **our legitimate economic and commercial interest**.

2.4 Fine-grained consumption data from Linky™ communicating meters:

If you have a Linky™ meter installed, your energy consumption is automatically read every month.

This monthly data is used for the same purposes and on the same legal basis as consumption data from non-communicating meters (see uses described above concerning consumption data).

Additional data may be collected in two cases:

1) If you have decided to activate the "daily consumption monitoring" option.

We will then collect your daily data (meter reading and maximum power per day) to monitor your consumption.

We will use this data to enable you to **view your daily consumption in kWh and in euros in your customer space** up to two days before you connect (EDF will estimate any missing data on the basis of your actual daily data).

2) If you have decided to activate the "daily consumption monitoring and half-hourly monitoring" option.

We will then collect your half-hourly data, in addition to the daily data (meter reading and maximum power per day).

We will use this data to **enable you to view your half-hourly consumption in kWh and in euros up to the day** before your connection, in addition to your daily consumption monitoring.

This data is used on the basis of your [consent](#).

You can find your choice of consumption monitoring option at any time in your [Customer Preference Center](#) in your customer space.

2.5 Fine-grained consumption data from Gazpar™ communicating meters:

If you have a Gazpar™, meter installed, your energy consumption is automatically read every month.

This monthly data is used for the same purposes and on the same legal basis as consumption data from non-communicating meters (see uses described above concerning consumption data).

Additional data may be collected if you have decided to activate the "daily consumption monitoring" option.

We will then collect your daily data (meter reading and maximum power per day) to monitor your consumption.

We will use this data to enable you to **view your daily consumption in kWh, m³ and in euros in your customer space** up to two days before you connect (EDF will estimate any missing data on the basis of your actual daily data).

This data is used on the basis of your [consent](#).

You can find your choice of consumption monitoring option at any time in your [Customer Preference Center](#) in your customer space.

2.6 Data from connected objects

You have the option of automatically entering information from some of your connected devices into our consumption monitoring interfaces with your [consent](#).

The aim?

- **Allow you to benefit from a more precise monitoring of your energy consumption, to better understand your expenditure and to do something to reduce it.**
- **Send you customised messages** to communicate, according to your preferences, information relating to your contracts and their management, or information relating to the latest EDF news (newsletters, information on new offers, etc.), on the basis of our [legitimate economic commercial interest](#).

To find out more about how we customise our communications, please go to the dedicated section on "[2.14 Use of data to customise messages that we send to you](#)".

- **Carry out commercial prospecting actions**, in compliance with the regulations, on the basis of our [legitimate economic and commercial interest](#), with the exception of commercial prospecting actions by electronic means (e-mail or SMS) which are based on your [consent](#).

To find out more about our commercial prospecting actions, please consult the dedicated section on “[2.15. Use of data for commercial prospecting purposes](#)”

You have the option to change your contact and communication preferences, to accept or decline these solicitations at any time as indicated in section “[7. How to manage your communication preferences and consents?](#)” of this Charter.

Specifically, the information collected consists of:

- Energy consumption data from your connected objects,
- Data on physical parameters measured by your connected objects in your home (temperature, air quality, etc.).

2.7 Financial data

This concerns your bank details (IBAN/RIB), information relating to your means of payment (cheque, credit card, direct debit, etc.), the amounts you owe us and the payments you send us, or information relating to the energy cheque and social benefits granted to customers in fuel poverty.

We use this data to:

- **Send invoices for the energy** and services subscribed to and to collect and monitor their payment, as part of the [fulfilment of the contract](#).
- **Undertake collection proceedings**, on the basis of our [legitimate interest in enforcing our rights and defending our interests](#).
- **Send you customised messages** to communicate, according to your preferences, information relating to your contracts and their management, or information relating to the latest EDF news (newsletters, information on new offers, etc.), on the basis of our [legitimate economic commercial interest](#).

To find out more about how we customise our communications, please go to the dedicated section on “[2.14 Use of data to customise messages that we send to you](#)”.

- **Carry out commercial prospecting actions**, in compliance with the regulations, on the basis of our [legitimate economic and commercial interest](#), with the exception of commercial prospecting actions by electronic means (e-mail or SMS) which are based on your [consent](#).

To find out more about our commercial prospecting actions, please consult the dedicated section on “[2.15. Use of data for commercial prospecting purposes](#)”

You have the option to change your contact and communication preferences, to accept or decline these solicitations at any time as indicated in section “[7. How to manage your communication preferences and consents?](#)” of this Charter.

- **Meet our regulatory obligations** (manage the energy cheque, make regulatory communications to the Housing Solidarity Fund (FSL), take into account requests for payment assistance, etc.), [in compliance with our legal and regulatory obligations](#).
- **Handle and monitor your requests and complaints**, as part of the [fulfilment of the contract](#).
- **Fight against fraud**, based on our [legitimate economic and commercial interest](#).

2.8 Data related to your energy usage and your home

This refers to information about your home and your lifestyle habits.

We use this data to:

- **Offer you the type of supply contract best suited** to the needs you have expressed and provide you with advice during the course of the contract on its suitability to your needs, when you ask us to, as part of the **fulfilment of the contract**.
- **Help you monitor your consumption** and provide you with guidance to help you understand it, as part of the **fulfilment of the contract**.
- **Handle and monitor your requests and complaints**, as part of the **fulfilment of the contract**.
- **Send you customised messages** to communicate, according to your preferences, information relating to your contracts and their management, or information relating to the latest EDF news (newsletters, information on new offers, etc.), on the basis of our **legitimate economic commercial interest**.

To find out more about how we customise our communications, please go to the dedicated section on “**2.14 Use of data to customise messages that we send to you**”.

- **Carry out commercial prospecting actions**, in compliance with the regulations, on the basis of our **legitimate economic and commercial interest**, with the exception of commercial prospecting actions by electronic means (e-mail or SMS) which are based on your **consent**.

To find out more about our commercial prospecting actions, please consult the dedicated section on “**2.15. Use of data for commercial prospecting purposes**”

You have the option to change your contact and communication preferences, to accept or decline these solicitations at any time as indicated in section “**7. How to manage your communication preferences and consents?**” of this Charter.

- **Collect information about your satisfaction and expectations regarding our services** through telephone or email surveys, on the basis of our **legitimate economic and commercial interest**.

2.9 Data relating to legal protection

This relates to information on the existence of guardianship, trusteeship, or over-indebtedness.

We use this data to:

- **Undertake specific collection proceedings**, on the basis of our **legitimate interest in enforcing our rights and defending our interests**.
- **Handle and monitor requests and complaints from customers with legal protection**, as part of the **fulfilment of the contract**.

2.10 Data relating to your interaction with our services, regardless of the contact channel

This refers to:

- **open-ended comments written by our** advisors to record our exchanges with you and to specify additional information aimed at better describing and facilitating the follow-up of the processing of your requests and complaints,
- **open-ended comments** in connection with **the planning of telephone calls**,
- **voice recordings** with our advisors, for which information is provided at the beginning of the call, or the **corresponding automated transcriptions**,
- **open-ended comments entered by you** on forms in our digital spaces.

We use this data to:

- **Handle and monitor your requests and complaints**, as part of the **fulfilment of the contract**.
- **Improve the training** of our advisors, based on our **legitimate interest in training our advisors to better handle your requests and provide a quality service**.
- **Better identify the problems encountered by our customers** and optimise the processing of customer service requests, based on our **legitimate interest in providing a quality service**.
- **Send you customised messages** to communicate, according to your preferences, information relating to your contracts and their management, or information relating to the latest EDF news (newsletters, information on new offers, etc.), on the basis of our **legitimate economic commercial interest**.

To find out more about how we customise our communications, please go to the dedicated section on “**2.14 Use of data to customise messages that we send to you**”.

- **Carry out commercial prospecting actions**, in compliance with the regulations, on the basis of our **legitimate economic and commercial interest**, with the exception of commercial prospecting actions by electronic means (e-mail or SMS) which are based on your **consent**.

To find out more about our commercial prospecting actions, please consult the dedicated section on “**2.15. Use of data for commercial prospecting purposes**”

You have the option to change your contact and communication preferences, to accept or decline these solicitations at any time as indicated in section “**7. How to manage your communication preferences and consents?**” of this Charter.

- **Collect information about your satisfaction and expectations regarding our services** through telephone or email surveys, on the basis of our **legitimate economic and commercial interest**.

2.11 Data related to customer satisfaction

This concerns your answers to satisfaction questionnaires and qualitative surveys, in particular on your expectations of us.

We use this data to:

- **Maintain a sound knowledge of our customers** and improve customer satisfaction, on the basis of our legitimate **economic and commercial interest**.
- **Send you customised messages** to communicate, according to your preferences, information relating to your contracts and their management, or information relating to the latest EDF news (newsletters, information on new offers, etc.), on the basis of our **legitimate economic commercial interest**.

To find out more about how we customise our communications, please go to the dedicated section on “**2.14 Use of data to customise messages that we send to you**”.

2.12 Retention of data for statistical purposes

Your personal data may be **analysed in order to maintain a good knowledge of our customers and to improve customer satisfaction**.

In this case, the data is aggregated so that we can process the data statistically and carry out analyses that enable us to constantly improve our quality of service.

The data processed in this context is only accessible to a limited number of employees.

In doing so, we are pursuing several objectives:

- **To improve our understanding of your needs** or dissatisfaction.
- **To compile statistics** on the use of our offers, services, sites and applications.
- **To improve the services, we offer.**
- **To carry out studies** in order to consider new offers and new services that could be developed.
- **To produce activity indicators.**

This processing for statistical purposes is based on our **legitimate economic and commercial interest**. Some studies may also be **required by law**, for example when they are intended for public authorities or for the awarding authorities in the context of concession contracts for the supply of electricity at the regulated sales tariff.

2.13 Your personal data may also be processed as follows

- Use of data for **accounting management** purposes on the basis of our **legitimate economic and commercial interest**;
- Use of data for the purposes of **managing disputes, protecting EDF's rights and interests** on the legal basis of our **legitimate interest in safeguarding EDF's interests**;
- **Responding to legal or administrative proceedings** on the grounds of **legal or regulatory obligation**;
- **Management of requests to exercise rights** on the basis of **legal or regulatory obligation**.

2.14. Use of data to customise messages that we send to you

We customise our communications to meet your expectations and provide you with the most relevant advice based on your situation. This customisation mainly involves:

- Adapting the content of our messages and advice;
- Sending information which we consider to be the most appropriate and adapted to your needs, for example:
 - Helping you to calculate and improve your carbon footprint by providing you with advice on how to adopt good practices to vary our consumption when the system has the highest carbon emissions;
 - Helping you to make more energy savings by sharing advice on how to use consumption monitoring services.

This processing is based on our [legitimate economic and commercial interest](#).

We process some data to offer you the best customer experience. Data may be collected directly from you. This includes your

- Identification and household data (2.1);
- Data from our contractual relationship with you (2.2, 2.7 with the exception of your bank details, 2.10, 2.11);
- Consumption data (2.3);
- Data related to your energy usage and your home (2.6 limited to the existence of connected objects, 2.8);
- Data from your use of EDF websites and mobile applications, in particular in your customer space (if you have accepted this type of cookies).

Some data may be estimated by EDF to make inferences about your behaviour. In this case, we process the above data and data collected indirectly:

- From third parties to enrich data;
- From public data (in particular, data transmitted by energy distribution network operators, or available from INSEE, for example).

For example, we will be able to better respond to your questions when you contact our customer service, in the following situations:

- If you live in a street with a gas supply (information provided by the gas distribution network operator GRDF), we will consider it likely that you have gas supply needs;
- If you have received an adjustment bill for your electricity or gas consumption, we will assume that your call in the next few days will relate to this;
- If you have subscribed to a green energy deal, we will assume that you are interested in energy transition. We will therefore be able to offer you communications related to this topic.

Stay in charge of your personal data, you have the option to object to customisation of communications. We also inform you of your rights regarding your personal data and how you can exercise these rights in section “[8. What rights do you have regarding your data?](#)” of this Charter.

2.15. Use of data for commercial prospecting purposes

In the scope of our commercial relationship with you, we may carry out commercial prospecting actions to propose offers designed by EDF and its partners, for example:

- Installing a connected thermostat;
- Reductions (discounts) on eco-efficient equipment.

Our commercial prospecting actions are carried out in compliance with the regulations, on the basis of our **legitimate economic and commercial interest**, with the exception of commercial prospecting actions by electronic means (e-mail or SMS) which are based on your **consent**.

We process some data collected directly from you. This includes your

- Identification and household data (2.1);
- Data from our contractual relationship with you (2.2, 2.7 with the exception of your bank details, 2.10, 2.11);
- Consumption data (2.3);
- Data related to your energy usage and your home (2.6 limited to the existence of connected objects, 2.8)
- Data from your use of EDF websites and mobile applications, in particular in your customer space (if you have accepted this type of cookies).

Some data may be estimated by EDF to make inferences about your behaviour. In this case, we process the above data and data collected indirectly:

- From third parties to enrich data;
- From public data (in particular, data transmitted by energy distribution network operators, or available from INSEE, for example).

For example, if you notify us that you have an electrical vehicle, we will assume that you may be interested in charging station solutions for your electrical vehicle.

You have the option to change your contact and communication preferences, accept or decline these solicitations at any time as indicated in section “**7. How to manage your preferences and consents?**” of this Charter.

3. How is this personal data collected?

In the context of the objectives listed in section 2 above, we collect personal data about you through various channels:

- **During your telephone conversations with our advisors** (based in France):
This includes, for example, the information you give to your advisor when you sign up for your contract, request to move house or ask for energy saving advice.
- **On the Internet** from:
 - Your customer space and the Internet spaces that allow you to monitor your consumption (for example, the consumption monitoring space),

- Our online subscription and application forms,
- The EDF & MOI mobile application,
- The emails we send you and the satisfaction surveys we conduct,
- Your navigation on our sites by cookies, web beacons and other similar technologies. To find out more, please consult the [dedicated page on Cookies](#).
- **By post**, when you choose to write to us by regular mail.
- **From the distribution network operators** ([ENEDIS](#), [GRDF](#)) responsible for carrying out energy distribution activities. For instance, we collect our customers' energy consumption data from the network operators.
- **From solidarity organisations** as part of the implementation of solutions to combat fuel poverty (e.g. social services and social mediation structures).
- **When you fill in a satisfaction questionnaire on** the internet, by e-mail or over the phone with an interviewer from one of our partners (e.g. a survey institute).
- We may also collect your personal data from:
 - the **joint policy holder** of the contract to which you have subscribed,
 - from **third parties with a mandate** to take out a contract or service in your name and on your behalf with us,
 - from our **private and commercial partners**:
 - **data rental partners**,
 - **partners** with whom you **express an interest in our services** and ask to be put in touch or to be contacted again, if you have consented to this.

4. How long do we keep the personal data we collect?

We only keep your data for as long as it is required for the purpose for which it was collected.

- If you are a **prospective customer**, the data is kept for up to **3 years from the date of collection or the last contact at your initiative**.
- If you are a **former Electricity Market Deal customer** and you **cancelled your contract less than 3 years ago**, you are a **prospective customer**. Your **contact details and contractual data** (termination date and name of the deal only) may be used for commercial **prospecting** for a period of **3 years from the date of termination of your contract**.
- If you are a **customer**, your data enabling you to be **identified**, such as your surname, given name and e-mail address, is kept for up to **5 years after the end of our contractual relationship with you**, in order to process requests and complaints in connection with your contract.
- Your data used in the context of **relationship marketing communications** addressed to you is kept until the **termination of your contract**.
- **Information relating to our contractual and commercial communications with you** (your requests or complaints, our responses to them, our commercial communications, our messages relating to the management of your customer account) are kept for up to

3 years after they have taken place. Beyond that, they may be archived with restricted access for a further period for limited reasons authorised by law (payment, guarantee, disputes, etc.).

- **Payment and settlement** data (except IBANs) are kept for **up to 3 years after receipt**, except in the event of an unpaid invoice, where the periods may be extended for the duration of the processing of the invoice. Beyond that, they may be archived with restricted access for an additional period for limited reasons authorised by law (payment, guarantee, disputes, etc.).
- Some of your personal data is kept for the **time necessary to comply with a legal or regulatory obligation**. In particular, we keep your invoices for a period of 10 years, in order to comply with the obligation, set out in Article L123-22 of the French Commercial Code to keep "accounting documents and supporting evidence" for 10 years.
- **Specifically for the data needed to monitor your consumption:** For customers equipped with a Linky™ or Gazpar™ meter who have consented to the processing of their daily or half-hourly consumption data by choosing one of the "daily consumption monitoring" or "daily consumption monitoring and half-hourly monitoring" options:
 - The data that allows daily consumption monitoring (daily data: daily index and in addition - for electricity - the maximum power reached per day) is kept for **3 years from its collection**.
 - The data that allows the monitoring of half-hourly electricity consumption (half hourly index) is kept for **2 years from the date of collection**.

Monthly consumption data also collected via the Linky™ meter or the Gazpar™ meter are used for different periods of time depending on the purpose for which they are used:

- **18 months after their collection** to invoice you for the energy you consume,
- **3 years to allow you to monitor your consumption** in your customer space,
- **3 years to manage our customer relations** with you and to deal with your current requests in connection with your contract,
- **the duration of the processing of the litigation procedure** in the case of the management of an unpaid bill.

Beyond these periods, your monthly data may be archived with restricted access for a further period for limited reasons authorised by law (payment, guarantee, disputes, etc.).

- **Calls that we record** for the purpose of improving the quality of service are kept for a maximum of 6 months from the time they are recorded.
- **Automated call transcripts** used to measure performance, to identify general customer service call patterns, and to improve our quality of service are retained for a maximum of **25 months** from the time of the call.
- For information on **how long we keep cookies and other trackers**, please see our **Cookie Policy** at <https://particulier.edf.fr/fr/accueil/cookies.html>.
- With regard to **processing for statistical purposes** and exclusively for research purposes, if the analysis requires it, the **initial retention period for all such data may be extended to 3 years**.
- **Satisfaction survey data** is kept for **25 months**.

5. To whom do we pass on your personal data?

The data collected is intended for EDF's internal departments and its subcontractors (IT service providers, debt collection service providers, customer relations service providers) when it is necessary for the performance of the tasks entrusted to them.

We also communicate the necessary data to **distribution network operators** (ENEDIS/GRDF) and, where applicable and in compliance with the regulations, to financial and postal institutions, to service providers for debt collection operations or management of the energy cheque, to legal entities whose purpose is to implement social initiatives that provide solutions designed to help customers in difficulty pay their energy bills, including social mediation structures, as well as to authorised third parties (e.g. tax authorities, judicial authorities, police and other law-enforcement agencies, social security bodies, etc.).

6. Is your data processed outside the EU?

Your data is stored within the European Union, either by EDF or by its service providers (subcontractors). Some data may be processed from time to time outside the European Union in countries that do not benefit from an adequacy decision issued by the European Commission. Specific measures and guarantees are put in place to secure such transfers. In particular, these involve in practice Standard Contractual Clauses or binding company rules. To find out more about the measures put in place or to obtain a copy of the guarantees, you may make a request to the EDF Data Protection Officer at the following address: informatique-et-libertes@edf.fr.

7. How to manage your communication preferences and consents?

We provide you with a Customer Preference Center. This allows you to define your communication preferences (newsletter, electronic invoice, alerts and notifications, etc.). It also allows you to manage your consents concerning, among other things, the collection or removal of daily and half-hourly consumption data from your smart meters. The Customer Preference Center is available from your customer space on a [page dedicated to this purpose](#). For those who do not have a customer space, it is possible to manage your usage preferences by contacting our advisors as indicated in section "8. What are my rights regarding my data?" of this Charter.

In addition to the Customer Preference Center, we give you the opportunity to manage the browsing cookies on our sites. To find out more, please consult the dedicated page on Cookies.

8. What rights do you have regarding your data?

You have the right to access your personal data in accordance with the regulations:

- **A right of access** as well as a right of rectification in the event that this information is found to be inaccurate, incomplete and/or out of date.
- **A right to object** to the use of this information by EDF, particularly for commercial prospecting purposes.
- **A right to the deletion** of your data.

- **A right to limit the processing** of your data. This right means that the processing of your personal data by us is limited, so that we may retain the data, but we may not use or process it in any other way.
- **A right to the portability** of your data.

We provide several channels for you to exercise your rights.

You can contact us using the following contact methods:

- via the dedicated [form](#) in your Customer Preference Center.
- by e-mail to the following address: "mesdonnees@edf.fr".
- by post to the following address: "EDF SERVICE CLIENTS TSA 21941 - 62978 ARRAS CEDEX 9".

However, if you encounter any difficulties, you can contact our Data Protection Officer by e mail at the following address: informatique-et-libertes@edf.fr.

You also have the option of lodging an appeal with the National Commission for Information Technology and Civil Liberties (CNIL).

Finally, in general terms, if you do not wish to be the subject of commercial marketing by telephone, you have the option of registering free of charge on an opposition list called "Bloctel" so that you are no longer contacted by telephone by a company with whom you do not have a current contractual relationship. You can visit the website www.bloctel.gouv.fr/or send a letter to: Worldline, Service Bloctel, CS 61311,41013 Blois Cedex.

9. What about cookies and tracking devices?

We use devices designed to track your browsing on our sites and our EDF & MOI mobile application, in compliance with the applicable regulations.

For more information on cookies, please visit our [page dedicated to cookies and other trackers](#).

10. How is the security of your data ensured?

We implement administrative, logistical, and physical measures to protect the security of your personal data against theft, unauthorised access, use and modification.

Technical and organisational measures are taken to ensure that any application or information system that supports the processing of personal data is subject to a process of integrating security into projects in accordance with best practice.

Be an active participant in the security of your personal data:

In order to limit the risks of access and/or malicious use of your personal data, it is advisable to choose strong passwords, i.e. passwords that are difficult to find using automated tools (robots) and difficult to guess by a third party. The strength of a password depends on its length and the number of possibilities for each character. We recommend that you create a password consisting of lower case, upper case, special characters and numbers and that you choose a password that is not related to you (not including your name, date of birth, etc.).

It is important not to share your passwords with anyone, to change them regularly and to use different passwords for each internet service you use.

As it is everyone's responsibility to ensure the security of their personal data, we advise you to take the necessary measures to guarantee the confidentiality of your passwords and access codes to your customer space.

In addition, connection and navigation data called “technical logs” are collected, on the basis of our legitimate interest, enabling us to ensure the running and security of our websites and to detect or trace any abnormal use, malicious attempt or computer intrusion. The storage period of these “technical logs” is 12 months.

Please be careful about the information you enter in contact forms.

11. Changes made to this Data Protection Charter

This Data Protection Charter will be updated to take account of legal, regulatory and operational developments. We suggest that you consult it regularly.