

Privacy Policy

In accordance with the provisions of the applicable legislation on the protection of personal data, the user is informed of the following:

Data Controller

Solarpack Corporación Tecnológica, S.A.U. (Zelestra), with N.I.F.: A95363859, Registered Office: Avenida de Algorta 16, 3º. 48992 Getxo (Vizcaya), Spain.

Purpose of Personal Data Processing

Personal data provided via the website shall be incorporated into processing records owned by Zelestra or the companies that comprise the Zelestra Group, which can be checked on www.zelestra.energy with the following purposes:

1. Query Management

- **Data processed:** Identification and contact data (such as name, last name, and e-mail address) provided by the user.
- **Purpose:** To manage the queries made by users through the contact forms implemented for this purpose on the web portal.
- **Basis of legitimacy:** The processing is based on the consent given by the user through the clear affirmative action of sending the query through the form.

2. Incident Management

- **Data processed:** Identification and contact data (such as name, last name, and e-mail address) provided by the user.
- **Purpose:** To deal with any incidents that may arise in connection with the use of the website.
- **Basis of legitimacy:** The processing is based on the legitimate interest of Zelestra, which consists of ensuring the correct development of the website, avoiding illicit, fraudulent, or harmful practices.

3. Send News Alerts

- **Data processed:** Identification and contact data (IP address of the terminal used for the connection) collected by means of information retrieval systems (cookies).
- **Purpose:** To send alerts of new content published on the website when the user subscribes.
- **Basis of legitimacy:** The processing is based on the consent given by the user through the clear affirmative action of subscribing.

4. Implement Cookies

- **Data processed:** Identification and contact data (IP address of the terminal used for the connection) collected by means of information retrieval systems (cookies).
 - **Purpose:** To install tracking systems that report on browsing habits or cookies accepted by the user, as indicated in the Cookies Policy of this website.
 - **Basis of legitimacy:** The processing is based on the consent given by the user.
5. **Manage Job Opportunity Queries**
- **Data processed:** Identification and contact data (such as name, last name, e-mail address, and country of residence) provided by the user.
 - **Purpose:** To manage queries regarding employment opportunities at Zelestra made by users through the contact forms.
 - **Basis of legitimacy:** The processing is based on the consent given by the user through the clear affirmative action of sending the query.
6. **Ethics Channel Management**
- **Data processed:** Identification and contact data (such as name, last name, e-mail address, and telephone number) provided by the user.
 - **Purpose:** To manage queries regarding Zelestra's corporate ethics channel made by users.
 - **Basis of legitimacy:** The processing is based on the consent given by the user through the clear affirmative action of sending the query.

Origin of Personal Data

The personal data of an identifying and contact nature that Zelestra will process, including name, last name, e-mail address, etc., have been provided mostly directly by the user himself/herself through forms. Users are responsible for the accuracy of the data and for updating it. Zelestra may also obtain information collected through the website, such as statistical or navigation data.

Third-Party Personal Data

If the data provided belong to a third party, the user guarantees that he or she has informed the third party of this Privacy Policy and obtained their consent to provide their data to Zelestra for the stated purposes. The user also confirms that the data provided is accurate and up-to-date, and assumes liability for any loss or damages that may be incurred as a result of non-compliance with this obligation.

Retention Period for Personal Data

Zelestra will cancel the collected data when it is no longer necessary or relevant for the purpose for which it was collected. Personal data will be retained in a form that can identify the user as long as necessary to comply with the stated purposes and meet legal obligations. In general, this includes:

- When personal data is reasonably necessary to provide the requested services (e.g., query management, incident management, etc.).
- When personal data is reasonably necessary to protect and defend against claims.
- When obliged to retain personal data by applicable regulations.

If the user revokes their consent or exercises their rights of cancellation or deletion, the data will be kept blocked at the disposal of the Administration of Justice within legally established time limits to meet possible responsibilities derived from processing.

Transfers and Recipients of Personal Data

All specified transfers are necessary for the fulfillment of the aforementioned purposes or are carried out in compliance with a legal obligation. Personal data can be transferred to:

- Companies of the Zelestra Group for administrative purposes and management of the relationship with the user, based on Zelestra's legitimate interest.
- Government Administrations and the Administration of Justice.
- Zelestra's suppliers who are contracted to measure web traffic and user behavior by means of cookies and similar systems, acting as data processors.

No international transfer of users' personal data is foreseen. However, in the event of any international transfer, it will be carried out in compliance with regulations through appropriate legal guarantees.

Rights of Data Subjects

Users may exercise their rights of access, rectification, deletion, limitation of processing, opposition, portability, and opposition to automated individual decisions by contacting rgpd@zelestra.energy or Zelestra's registered office at Avenida de Algorta 16, 3º. 48992 Getxo, Vizcaya, Spain. They may also revoke their consent if granted for any specific purpose and modify their preferences at any time. Users may address claims regarding personal data protection to the Agencia Española de Protección de Datos (Spanish Data Protection Agency) at www.agpd.es.

Security Measures

The data provided will be incorporated into processing activities and treated with absolute confidentiality. The Data Controller and those involved in any phase of processing are obliged to observe professional secrecy and adopt necessary technical and organisational measures to guarantee the security of personal data, avoiding unauthorized access, unlawful modifications, theft, and/or loss.

Updating of the Privacy Policy

Zelestra reserves the right to modify this Privacy Policy in accordance with applicable legislation. Significant changes regarding the use of personal data will be communicated prominently on this website or directly to users. If users do not agree with these changes, they should discontinue using this website.