

SPECIAL CONDITIONS FOR ÚNICA SERVICES

The ownership and provision of Única Services will correspond to Endesa X Servicios, S.L., with Tax ID B01788041 (hereinafter Endesa X), except for those related to electric mobility, which will correspond to Endesa X Way SL, with CIF B09732520 (hereinafter, Endesa X Way), both with address at C/ Ribera del Loira, 60, 28042-Madrid. Notwithstanding the foregoing, in the event of the inclusion of new services, the specific owner of each of them will be identified in each case.

The sections listed below establish the Specific Terms and Conditions applicable to the services indicated below, except for those contracted and provided by third parties and prior express mention of the Terms and Conditions that apply to them. For what is not provided for in these Terms and Conditions, the provisions in the General Terms and Conditions will apply.

The Service is provided by Endesa X in its capacity as Agent for which it will contract the services subject to this Contract to third-party companies that have the technical qualification and certification required to provide the Services ("Provider").

The Service is aimed at private customers considered to be end users and to installations for domestic use (homes, dwellings).

In case of discrepancy between the Terms and Conditions of the Contract, the following order of preference will prevail: Specific, the document About ÚNICA and finally, those relating to Energía y Servicios ÚNICA. In what is not provided for in the document About ÚNICA or ÚNICA Services, the provisions of the Energía ÚNICA Terms and Conditions will apply wherever they are applicable.

1. INSTALLATION AND TECHNICAL CONDITIONS

1.1. Installation and technical conditions for the PROTECCIÓN LUZ 360 and HOGAR PLUS LUZ services

For the purposes of this Contract, the covered installation (hereinafter the "installation") refers to the electrical installation ("Electrical Installation") located at the address defined in the Specific Terms and Conditions. In the case of contracts for Servicio Hogar Plus Luz, the air-conditioning installation will also be understood to be covered ("Air-conditioning installation"). All this in accordance with the following definitions:

1. Electrical installation: An individual interior electrical installation that serves a single household or premises and that operates with a contracted electricity power less than or equal to 25 kW. The installation should be connected to the Electrical Distribution Network and equipped with an individual meter/measuring equipment and Power Control Switch (PCS) in accordance with the contracted power, when necessary. It does not include the electricity meter, individual bypass or any sections of the electrical installation that run through community areas.

2. Installation of air-conditioning: Installation of air-conditioning: Installation of air conditioning, with a power of less than 25 thermal units, that provides service to the customer's dwelling that is the subject of this Contract with the following specifications: Interior and exterior units of individual direct expansion air conditioning systems.

1.2. Installation and technical conditions for the PROTECCIÓN GAS 360 and HOGAR PLUS GAS services

For the purposes of this Contract, it is understood that the installation covered

(hereinafter the "Installation") is for the customer's domestic use and consists of an individual gas installation. In the case of contracts for Servicio Hogar Plus Luz, a heating system (including boiler, hydraulic circuit and radiators) and a boiler and/or domestic hot water heater will also be understood to be covered. It does not include the gas meter, the regulator or any sections of the gas installation that run through community areas. It does not include community installations that serve more than one home or domestic gas appliances. For this purpose, the boiler and/or heater should be connected to an individual natural gas pipeline.

Disputable aspects: This Contract is based on the circumstances declared by the Customer regarding the Installation, which constitute the basis for the acceptance of the Contract by Endesa X and justify the validity of the Contract. Therefore, the Customer declares that the data provided regarding the Installation and him or herself are true and undertakes to communicate to Endesa X any and all changes that may occur with regard to the actual circumstances of the Installation and him or herself.

The Customer shall enable and authorise the Agent and/or Service Provider to access the place where the Installation(s) is/are located. The provision of the Service to which this contract applies will also require that the Installation(s) should be accessible. The following shall be considered to be inaccessible and therefore not covered: Items, appliances and/or parts of the installation that are not visible and/or are inaccessible when work needs to be undertaken as they are blocked by furniture, the structure of the property or premises or other objects, including equipment installed outside the property or premises that, given their location, are inaccessible when inspection or repair is required, or that do not have appropriate electrical sockets to carry out any tests that may be required to provide the Service (air-conditioning units hanging on an outside wall and are inaccessible, false ceilings that are not removable, machinery in an inaccessible attic, etc.)

2. COVERAGE

PROTECCIÓN LUZ 360:

(a) Assistance by telephone 24 hours a day, 365 days a year.

b) The date of provision of the Service will be established in accordance with the schedule of the Provider. The day and time will be agreed between the Customer and the Provider.

c) Repairing malfunctions ("Breakdowns") in the Installation(s). This includes:

- Urgent Repair of Breakdowns in the Electrical Installation within a maximum of 3 hours after the call is received. Repairs of urgent breakdowns are considered to be those that are necessary to restore the supply to the house or the premises, provided that the origin of the breakdown is located within the Customer's installations as well as those that affect the plugs supplying the refrigerator (fridge and/or freezer), 2) Non-Urgent Repair of Breakdowns of the Electrical Installation within a maximum of 48 working hours (Monday to Friday that are not public holidays from 8am to 8pm), for breakdowns not considered as urgent and detailed in the previous point. 3) No travel or labour expenses up to a maximum of 3 hours per breakdown. However, in case of repair carried out but wrongly treated as urgent for not having been given truthful information by the Customer (Failed Visit) the latter will pay directly to the Provider the full amount for the repair, without benefiting from travel and 3 hours of labour without charge. 4) Assistance (urgent and/or

non-urgent) will be provided a maximum of 2 times per year.

(d) Invoice Protection Insurance: This Contract includes free invoice protection insurance with the insurance company indicated in the policy. You can consult the conditions of the insurance, as well as the information relating to the processing of personal data made by the insurance company in the certificate of coverage that we shall send you together with this Contract. The coverage for this insurance and the right to enjoy the benefits are on condition that the Customer has a valid contract in force for the supply of energy with Endesa, at the same address for which the service that is the subject of this Contract is provided. Coverage subject to conditions of offers and promotions. Endesa does not assume responsibility for insurance coverage in any case, this is the responsibility of the insurance company. Endesa reserves the right to modify or cancel the insurance at any time. The customer is hereby informed that the personal data provided on the occasion of this Contract will be transferred to the insurer for the required insurance contract to be completed, as well as to comply with the applicable insurance regulations.

Assistance by the Provider for the Installation is conditioned to the availability of spare parts and parts in Spain.

PROTECCIÓN GAS 360:

(a) Assistance by telephone 24 hours a day, 365 days a year.

b) The date of provision of the Service will be established in accordance with the schedule of the Provider. The day and time will be agreed between the Customer and the Provider.

c) Repair of malfunctions ("Breakdowns") of the installation, including: 1) Urgent Repair of Breakdowns in the individual gas installation within a maximum of 3 hours after the call is received. 2) No travel or labour expenses up to a maximum of 3 hours per breakdown in the gas installation. 3) Assistance will be provided a maximum of 2 times per year.

Repairs carried out but wrongly treated as urgent for not having been given truthful information by the Customer or because the origin of the breakdown was incorrectly detected (cases where the breakdown was not in the individual gas installation, but in another place not included in the coverage, such as the boiler, heater, the hydraulic circuit, radiators, common installations, etc.) the customer will pay directly to the Provider the full amount for the repair, without benefiting from travel and 3 hours of labour without charge (prior estimate provided).

(d) Invoice Protection Insurance: This Contract includes free invoice protection insurance with the insurance company indicated in the policy. You can consult the conditions of the insurance, as well as the information relating to the processing of personal data made by the insurance company in the certificate of coverage that we shall send you together with this Contract. The coverage for this insurance and the right to enjoy the benefits are on condition that the Customer has a valid contract in force for the supply of energy with Endesa, at the same address for which the service that is the subject of this Contract is provided. Coverage subject to conditions of offers and promotions. Endesa does not assume responsibility for insurance coverage in any case, this is the responsibility of the insurance company. Endesa reserves the right to modify or cancel the

insurance at any time. The customer is hereby informed that the personal data provided on the occasion of this Contract will be transferred to the insurer for the required insurance contract to be completed, as well as to comply with the applicable insurance regulations.

Assistance by the Provider for the Installation is conditioned to the availability of spare parts and parts in Spain.

PROTECCIÓN LUZ 360 and HOGAR PLUS LUZ:

a) Assistance by telephone 24 hours a day, 365 days a year.

b) The date of provision of the Service will be established in accordance with the schedule of the Provider. The day and time will be agreed between the Customer and the Provider.

c) Repairing malfunctions ("Breakdowns") in the Installation(s). This includes:

- Urgent Repair of Breakdowns in the Electrical Installation within a maximum of 3 hours after the call is received. Repairs of urgent breakdowns are considered to be those that are necessary to restore the supply to the house or the premises, provided that the origin of the breakdown is located within the Customer's installations as well as those that affect the plugs supplying the refrigerator (fridge and/or freezer), 2) Non-Urgent Repair of Breakdowns of the Electrical Installation within a maximum of 48 working hours (Monday to Friday that are not public holidays from 8am to 8pm), for breakdowns not considered as urgent and detailed in the previous point. 3) No travel or labour expenses up to a maximum of 3 hours per breakdown. However, in case of repair carried out but wrongly treated as urgent for not having been given truthful information by the Customer (Failed Visit) the latter will pay directly to the Provider the full amount for the repair, without benefiting from travel and 3 hours of labour without charge. 4) Electrician coverage for the installation and placement of lamps and wall and ceiling lights, replacement of mechanisms, switches and light sockets, replacement of incandescent or halogen bulbs, replacement of doorbells and the installation of halogen bulbs in false plaster ceilings (not including the assembly of lamps, wall lights and luminaires which are supplied disassembled, prior to installation on the ceiling or wall) with free travel and labour up to a maximum of 3 hours per breakdown. 5) Repair of the following electrical appliances (white goods): washing machines, dryers, refrigerators, freezers, extractor hoods, dishwashers, ceramic hobs, electric cookers and electric ovens. 6) Repair of electric water heater.

(d) Invoice Protection Insurance: This Contract includes free invoice protection insurance with the insurance company indicated in the policy. You can consult the conditions of the insurance, as well as the information relating to the processing of personal data made by the insurance company in the certificate of coverage that we shall send you together with this Contract. The coverage for this insurance and the right to enjoy the benefits are on condition that the Customer has a valid contract in force for the supply of energy with Endesa, at the same address for which the service that is the subject of this Contract is provided. Coverage subject to conditions of offers and promotions. Endesa does not assume responsibility for insurance coverage in any case, this is the responsibility of the insurance company. Endesa reserves the right to modify or cancel the insurance at any time. The customer is hereby informed that the personal data provided on the occasion of this Contract will be transferred to the insurer for the required insurance contract to

be completed, as well as to comply with the applicable insurance regulations.

Assistance by the Provider for the Installation is conditioned to the availability of spare parts and parts in Spain.

e) An annual inspection by a qualified and duly accredited Provider of the Air Conditioning Installation, including the proper operations for review, verification and necessary control, with the following specifications:

- Interior unit of the equipment: The annual inspection will consist of cleaning the filters, cleaning the batteries, reading of drive temperature in cold and heat mode, reading the return temperature in cold and heat mode, checking the status of the electrical connections and tightening the electrical terminals, measuring electrical consumption using an ammeter, verification of absence of external noises, checking the operation of the thermostats and control elements, and checking the drainage and the condensation collection tray.

- Exterior unit of the equipment: The annual inspection will consist of cleaning the condenser battery, where anomalies are detected, verification of absence of leaks in refrigeration circuits by reading the pressure gauges, check the status of thermal insulation, checking the drainage and the condensation collection tray, verification of the status of the electrical connections and tightening of electrical terminals, verification of the absence of unusual noises and/or vibrations, verification of the condition of anti-vibration elements, verification of the anchoring system for the external unit.

- The specific operations to be undertaken during the inspection will be those established by Endesa X or the Provider at the time of the inspection.

- The date on which the Service will be provided will be established in accordance with the Provider's schedule. The day and time will be agreed between the Customer and the Provider. **PROTECCIÓN GAS 360 and HOGAR PLUS GAS:**

a) Assistance by telephone 24 hours a day, 365 days a year.

b) The date of provision of the Service will be established in accordance with the schedule of the Provider. The day and time will be agreed between the Customer and the Provider.

c) Repair of malfunctions ("Breakdowns") of the installation, including: 1) Urgent Repair of Breakdowns in the individual gas installation within a maximum of 3 hours after the call is received. 2) No travel or labour expenses up to a maximum of 3 hours per breakdown in the gas installation.

Repairs carried out but wrongly treated as urgent for not having been given truthful information by the Customer or because the origin of the breakdown was incorrectly detected (cases where the breakdown was not in the individual gas installation, but in another place not included in the coverage, such as the boiler, heater, the hydraulic circuit, radiators, common installations, etc.) the customer will pay directly to the Provider the full amount for the repair, without benefiting from travel and 3 hours of labour without charge (prior estimate provided).

(d) Invoice Protection Insurance: This Contract includes free invoice protection insurance with the insurance company indicated in the policy. You can consult the conditions of the insurance, as well as the information relating to the processing of personal data made by the insurance company in the certificate of coverage that we shall send you together with this Contract. The coverage for this insurance and the right to enjoy the benefits are on condition

that the Customer has a valid contract in force for the supply of energy with Endesa, at the same address for which the service that is the subject of this Contract is provided. Coverage subject to conditions of offers and promotions. Endesa does not assume responsibility for insurance coverage in any case, this is the responsibility of the insurance company. Endesa reserves the right to modify or cancel the insurance at any time. The customer is hereby informed that the personal data provided on the occasion of this Contract will be transferred to the insurer for the required insurance contract to be completed, as well as to comply with the applicable insurance regulations.

Assistance by the Provider for the Installation is conditioned to the availability of spare parts and parts in Spain.

e) Inspection of the Installation. A duly accredited qualified provider will make an annual visit, during which it will make a mandatory inspection in accordance with the RITE (RD 1027/2007, Complementary Technical Instructions and standards that develop or complement them) for the Installation. The inspection of the Installation's elements, as well as any necessary adjustments that may be required to optimise consumption and reduce breakdowns or failures that may occur in the future. The specific operations to be undertaken during the inspection will be those established by Endesa X or the Provider at the time of the inspection. The date on which the Service will be provided will be established in accordance with the Provider's schedule. The day and time will be agreed between the Customer and the Provider.

In the event that the client had previously contracted a maintenance or repair service with Endesa X of characteristics similar to your ÚNICA modality, Endesa X will proceed to make the cancellation of the same at no additional cost to the customer.

3. EXEMPTIONS

All actions not expressly mentioned as covered are excluded and, in particular:

PROTECCIÓN LUZ 360:

a) The repair of breakdowns in the electrical installation, to restore the electricity supply due to problems in the distribution network (Distributor); (b) The cost of parts and other necessary material; (c) Labour from the third hour onwards as a result of a breakdown or repair covered by this Agreement; (d) Remodelling, improvements, changes of location of elements belonging to the installation(s) and the replacement of elements of aesthetic character; (e) The inspection of hidden elements belonging to the installation, such as those that are not accessible; (f) Repairs and actions due to fire, flood, water, vandalism, theft, natural disasters and any other type of disaster; (g) Any action relating to light fittings, lamps, light bulbs, fluorescent lamps, appliances and electrical devices belonging to the Customer and capable of being connected to the installation or any other equipment necessary for the Customer's own activity; (h) The replacement of new air conditioning machines and housings and any accessories (probes, thermostats, supports...); (i) Collective installations, specialised installations for telephony, radio communications, public address system, microphones, intercom, centralised or distributed computing, recording equipment, mixing tables, aerials, doorbells, alarms, bells, sirens, electromechanical traffic installations, 092 emergency services, X-ray equipment for packages, medical and electro-medical equipment, extra-low voltage networks (ELV); (j) Electricity generating installations for remotely located Customer self-sufficiency and low voltage electrical installations that, even though they may have been installed in accordance with the requirements of Low Voltage Electrical Regulations, are not connected to the Public

Electricity Distribution Networks; k) The inspection and repair of any type of equipment connected to the Customer's fixed installations, by means of sockets, plugs, terminals, capacitor batteries, SAIS, generators, photovoltaic installations, reception equipment, motors, domestic appliances, water heaters, resistors, transformers, variable frequency drives, reactance devices, inductance devices, stabilisers and voltage regulators...; (l) Collective air conditioning installations and any installation (individual or collective) for water-based air conditioning systems (all water splits, water fan coils, etc.), air/water systems, primary air or powered by natural gas as well as any other air conditioning system not mentioned above; m) The correction of defects that could have been detected in the installations as a result of an inspection in accordance with these General Terms Conditions or inspections by the Administration, when such defects are the result of a defective installation and/or any substantial change made to it by the Customer; n) Any adjustments that have to be made to the installation as a result of a change to the legislation in force at the date of signature of this Contract; o) Inspections, assistance or repairs carried out by persons other than the Provider or not authorised by them and any damages caused by these people. For these purposes, persons other than the Provider will be understood to be companies that provide maintenance, assistance and repair services for the installation without the authorisation of the Provider and without the corresponding Service Order. For these purposes, a Service Order shall be understood to be a request by Endesa to one of its Providers to provide an inspection, assistance or repair service for the Customer's installations.

PROTECCIÓN GAS 360:

(a) Starting up the installation, which should be undertaken prior to the visit; b) The inspection of hidden elements in the Installation, understood to be those elements of the installation that are inaccessible; (c) Cost of parts; (d) Cost of labour from the third hour as a result of repair; (e) The inspection and repair of any part of the installation that does not specifically correspond to an individual gas installation, such as the boiler, heater, radiators, hydraulic circuit, domestic gas appliances, etc.; (f) Repairs for repetitive breakdowns that cannot be solved except by replacing the corresponding gas equipment; g) The replacement of the boiler or heater; h) The correction of the defects that have been detected in the Installation as a result of inspections made in accordance with these General Terms Conditions or inspections made by the Administration, when these defects are due to a defective installation and/or any substantial change made to it by the Customer; i) Adjustments that need to be made to the Installation as a result of a change in the legislation in force at the date of signing this Contract; j) Inspections, assistance and repairs undertaken out by persons other than the Provider or not authorised by them and any damages caused by these people. For these purposes, persons other than the Provider will be understood to be companies that provide maintenance, assistance and repair services for the installation without the authorisation of Endesa and without the corresponding Service Order. For these purposes, a Service Order shall be understood to be a request by Endesa to one of its Providers to provide an inspection, assistance or repair service for the installation; (k) Solar thermal heating and domestic hot water installations, both community and single-family homes. l) All those services not expressly indicated in the Installation and Coverage Terms and Conditions.

PROTECCIÓN LUZ 360 and HOGAR PLUS LUZ:

a) The repair of breakdowns in the electrical installation, to restore the electricity supply due to problems in the distribution network (Distributor); (b) The cost of parts and other necessary material; (c) Labour from the third hour onwards as a result of a breakdown or repair covered by this Agreement; d) Remodelling, improvements, changes of

location of elements belonging the installation(s) and the replacement of elements of aesthetic character; e) The inspection of hidden elements belonging to the installation, such as those that are not accessible; (f) Repairs and actions due to fire, flood, water, vandalism, theft, natural disasters and any other type of disaster; g) Any action relating to light fittings, lamps, light bulbs, fluorescent lamps, appliances and electrical devices belonging to the Customer and capable of being connected to the installation or any other equipment necessary for the Customer's own activity; h) The replacement of new air conditioning machines and housings and any accessories (probes, thermostats, supports...); (i) Collective installations, specialised installations for telephony, radio communications, public address system, microphones, intercom, centralised or distributed computing, recording equipment, mixing tables, aerials, doorbells, alarms, bells, sirens, electromechanical traffic installations, 092 emergency services, X-ray equipment for packages, medical and electro-medical equipment, extra-low voltage networks (ELV); j) Electricity generating installations for remotely located Customer self-sufficiency and low voltage electrical installations that, even though they may have been installed in accordance with the requirements of Low Voltage Electrical Regulations, are not connected to the Public Electricity Distribution Networks; k) The inspection and repair of any type of equipment connected to the Customer's fixed installations, by means of sockets, plugs, terminals, capacitor batteries, SAIS, generators, photovoltaic installations, reception equipment, motors, domestic appliances, resistors, transformers, variable frequency drives, reactance devices, inductance devices, stabilisers and voltage regulators...; (l) Collective air conditioning installations and any installation (individual or collective) for water-based air conditioning systems (all water splits, water fan coils, etc.), air/water systems, primary air or powered by natural gas as well as any other air conditioning system not mentioned above; m) The correction of defects that could have been detected in the installations as a result of an inspection in accordance with these General Terms Conditions or inspections by the Administration, when such defects are the result of a defective installation and/or any substantial change made to it by the Customer; n) Any adjustments that have to be made to the installation as a result of a change to the legislation in force at the date of signature of this Contract; o) Inspections, assistance or repairs carried out by persons other than the Provider or not authorised by them and any damages caused by these people. For these purposes, persons other than the Provider will be understood to be companies that provide maintenance, assistance and repair services for the installation without the authorisation of the Provider and without the corresponding Service Order. For these purposes, a Service Order shall be understood to be a request by Endesa to one of its Providers to provide an inspection, assistance or repair service for the Customer's installations; p) All those services not expressly indicated in the Installation and Coverage Terms and Conditions.

PROTECCIÓN GAS 360 and HOGAR PLUS GAS:

(a) Starting up the installation, which should be undertaken prior to the visit; b) The inspection of hidden elements in the Installation, understood to be those elements of the installation that are inaccessible; (c) Cost of parts; (d) Cost of labour from the third hour as a result of repair or maintenance; (e) The inspection and repair of any part of domestic gas appliances, the cooker and the oven; (f) Repairs for repetitive breakdowns that cannot be solved except by replacing the corresponding gas equipment; g) The replacement of the boiler or heater; h) The correction of the defects that have been detected in the Installation as a result of inspections made in accordance with these General Terms Conditions or inspections made by the Administration, when these defects are due to a defective installation and/or any substantial change made to it by the Customer; i) Adjustments that need to be made to the

Installation as a result of a change in the legislation in force at the date of signing this Contract; j) Inspections, assistance and repairs undertaken out by persons other than the Provider or not authorised by them and any damages caused by these people. For these purposes, persons other than the Provider will be understood to be companies that provide maintenance, assistance and repair services for the installation without the authorisation of Endesa and without the corresponding Service Order. For these purposes, a Service Order shall be understood to be a request by Endesa to one of its Providers to provide an inspection, assistance or repair service for the installation; (k) Solar thermal heating and domestic hot water installations, both community and single-family homes. l) The cost of the Mandatory Periodic Inspection) All those services not expressly indicated in the Installation and Coverage Terms and Conditions.

4. PRICE

The Service is contracted for a period of one year. The Customer is obliged to pay Endesa the prices that have previously been made available and are an integral part of each of the contracted Services and that appear in the Particular Conditions. In any case, the price fixed is unique and corresponds to an annual payment without prejudice to enabling payment in a single quota or in instalments.

The Customer will also be responsible, thereby increasing the price, for all those expenses, costs, taxes and payments that are legally required as a result of signing the Contract (including VAT or equivalent regional taxes) and those arising from any additional work that may be authorised during the course of the visit or prior to it, without this being deemed to be a modification of the contractual conditions in the terms established in the General Terms and Conditions.

Any type of promotion, discount and/or supplement on the price offered to the Customer by Endesa will be limited to the specific circumstances for which they were granted and to the duration in time established therein without generating any consolidation or right to the Customer in the maintenance of the aforementioned price.

5. INVOICING AND PAYMENT

The service is contracted for a period of one year and the price is therefore annual. However, the service may be billed in instalments to facilitate payment by the customer.

Where the energy supply is contracted with Endesa Energía, S.A.U. at the same address, the invoice for the service will be included in that for supply and both will be sent for payment jointly in the current account indicated for the energy supply. In this case, the billing frequency will be determined by the energy contract, which, in general, will be bimonthly. In case of termination of the energy contract and continuation of the service contract, billing will be monthly.

Where the energy supply is not contracted with Endesa Energía, S.A.U., the billing of the service will be monthly and payment of these invoices will be made in the current account indicated by the client.

However, in cases of independent billing of energy and once an annuity has been completed, Endesa reserves the right to modify the billing frequency from monthly to annual, with the corresponding payment of the total amount not in instalments.

For the purposes of the provisions of this Condition, the Customer expressly authorises Endesa to direct debit the payment in the account designated in the Particular Conditions (or, in the cases specified above, the one indicated for energy supply) from 7 days after issuing the corresponding invoice. The date on which the payment should be made will be the date of receipt of the communication with the amount to be paid, by the bank in which the direct debit is to be made.

In cases where additional work is required of a type not specifically contemplated in Condition 3 - Coverages, provided the Customer has

accepted the estimate previously provided by the provider, the amount payable as a result of this additional work will be invoiced by Endesa to the Customer. The payment of this amount will be made by the Client by credit card, or by direct debit against the invoice for the service, as the customer chooses.

In case of early termination by the Customer of the Contracted Service for reasons other than simple cancellation or as indicated in the General Terms and Conditions (termination by the Customer due to modification of conditions), and provided that the bills are presented monthly/bimonthly, the Customer will have to pay any outstanding quotas for the annual service, until the end of the contracted period, provided that the service has been provided by Endesa and/or the corresponding annual or biennial visit is made. In any case, the Customer may continue to enjoy the Service until the end of the annuity paid.

The invoices will include the details of the Service, the applicable prices, as well as the rest of the billing concepts (including taxes).

In the event of two or more consecutive or alternate returns due to non-payment of invoices presented to the indicated bank account, the invoice will be sent to the address (or the electronic address, where applicable) provided by the Customer so payment made be made in any of the entities and modalities indicated in the different communications sent by Endesa, who should clearly identify to which invoices the payments correspond, exempting Endesa from any damages where this is not the case. Some of the payment methods offered may involve the Customer making certain management costs that will be duly informed in advance.

Invoices not paid in full on the scheduled dates for reasons not attributable to Endesa will be considered as overdue, current and payable debt. Late-payment interest will also automatically accrue on the amounts corresponding to the non-payment of any invoice. For natural persons this will be equivalent to the legal interest on the money (increasing by two percentage points) and for entrepreneurs/companies the interest for late payment established in Law 3/2004 of 29 December, and any other legal regulation that modifies or develops it, and in which both parties accept to submit this regulatory normative text in all its aspects and obligations and without prejudice to the provisions established in the remaining General Terms and Conditions and/or the Annex. The Customer is also expressly informed that, if payment is not made within the deadline and provided that all the requirements established in the regulations on data protection are met, the data relating to the non-payment may be included by Endesa in a file covering compliance and non-compliance with monetary obligations.

Where other products and/or services have been contracted with Endesa and partial payments are made, the Client may, in accordance with the Civil Code, establish the criteria for their application. If this power is not exercised and once the interest and expenses have been covered, the payments made may be applied to the invoices for any product and/or service provided by Endesa that are the longest overdue.

Electronic invoicing: Registration for this service will mean that the customer will stop receiving invoices by post (both for Endesa products and for third parties invoiced by them) in accordance with the following: (1) This service will be implemented by sending messages by e-mail, in order to notify the customer that invoices are available to be viewed in the corresponding digital format. (2) Electronic invoices are totally secure. They incorporate a recognised digital signature that guarantees the authenticity of the issuer and the integrity of the content (3) It is the responsibility of the Customer in any case to communicate to Endesa any change in the e-mail address to which invoices are to be sent. Non-receipt by the Customer of the notification (error in the e-mail provided or for any other reason) does not mean that the electronic invoicing service has ceased to be provided, once the Customer has been registered as a

user and has not subsequently cancelled their request. The Customer guarantees and is in any case responsible for the veracity, accuracy, validity and authenticity of the data provided.

Registration for electronic invoicing occurs is undertaken the express consent contained in this document. It is voluntary and free for the Customer who may cancel it at any time and return to receiving paper invoices by requesting this on any of the other customer service channels indicated in this document.

6. GUARANTEES AND RESPONSIBILITIES

If the Installation on which the service is to be provided was not installed by Endesa and it is still under guarantee, any action the Provider takes on it may cancel the validity of the original guarantee before the Official Technical Service. When the customer signs the Services Report, he or she will be aware of the above-mentioned issue and will not be able to demand responsibility from the Provider for this issue. However, if the installation was installed by Endesa, any action taken by the Provider when providing the services to which this Contract corresponds, will not cancel the validity of the guarantee.

Nevertheless, Endesa and/or its Provider will offer a six-month guarantee for the repairs made by them (the Provider provides the parts, material and labour), unless the regulations provide for a longer period. The guarantee starts when the work is finished and is understood to include both the repair made, as well as travel expenses, parts and labour. Any action taken on the Installation by persons other than those belonging to Endesa and/or the Provider and any damages caused by these people will cancel the guarantee for the repair, as well as any liability corresponding to the Provider and/or Endesa. Similarly, the following shall not be grounds for liability: a) Pre-existing failures in the Installation; b) Failures produced in the Installation as a result of the incorrect handling by the customer or a third party; c) Breakdowns and damage caused by force majeure or fortuitously; d) Damage caused by hidden elements and, specifically, damage caused by them being unsuitably maintained; e) The normal wear and tear of the Installation; f) If it is not possible to comply with the obligations for reasons involving the Installation itself and/or where it is beyond the control of Endesa and/or the Provider.

7. DATA PROTECTION

1. Data controller

These companies belonging to the Endesa Group may process the Customer's personal details: Endesa Energía, S.A. ("Endesa Energía") with Tax Identification Code (CIF) A81948077, Endesa X Servicios S.L. ("Endesa X") with Tax Identification Code (CIF) B01788041 and Endesa X Way, S.L. ("Endesa X Way") with Tax Identification Code (CIF) B09732520, all three with registered offices at: C/ Ribera del Loira, 60, 28042-Madrid, and jointly referred to as "Endesa". As stated throughout this clause, these companies may process the data as joint controllers in certain cases. In this sense, the three have reached a co-responsibility agreement, the essential aspects of which are available to interested parties on request. Where processing is necessary to fulfil the particular conditions or services of a product contracted only with one of these companies, that company will be the sole controller.

2. Categories of data processed

The Customer data processed within the framework of the contract are grouped into these categories:

Data collected when registering as a Customer, from the contract or provided subsequently during the term of the contract: name, surname, National Identity Document ("DNI"), Foreigners' Identification Number ("NIE"), Unique Supply Point Code (CUPS), telephone, email, contracted tariff and the data in energy consultancy tools, including geographical location.

Data derived from providing services during the term of the contract: the number of services

provided, or incidents resolved or in progress, the contracting requests, the results of satisfaction surveys, commercial communications, the historical consumption of the supply point of which the user is the owner, the billing history and the data that may be collected through Endesa's websites by using "cookies".

Data obtained from third parties: the ones obtained from the credit information systems and those related to the Customer's consumption, from the distribution company, those obtained from the land registry, referring to the address associated with the supply point and the socio-demographic data, obtained from Datacentric Solutions, S.A.U., Adelsa Publicidad, S.L., Beleader Internet Marketing, S.L., Ibrands Medios Interactivos, S.L., Rock Internet, S.L., Webpilots España, S.L., and which are necessary to complete the information required to draw up the Client's profile as and when the Customer has authorised it.

Endesa only processes the data strictly necessary for the specific purposes set out in this clause and only for the time required to do so,

3. Purpose and legal basis for the data processing

3.1) Processing for the proper performance of the contractual relationship with Endesa

During the contracting process

- When a request is made to contract a service from Endesa, the company that will provide said service (Endesa Energía, Endesa X and/or Endesa X Way) will process the data to set up the contract. If the contracted service involves the joint provision of services by all or any of the mentioned companies, they will all be regarded as joint data controllers. This processing is carried out based on the legitimisation of applying pre-contractual measures for the conclusion, where appropriate, of the contract and its performance.

- While the Customer maintains a contract with Endesa, the data will be processed for its proper development, maintenance and management, with the following specific processing: billing of the service, identification of the Customer when they contact Endesa, and sending informative communications relating to issues that may affect the service. If the contracted service involves the joint provision of services by Endesa Energía, Endesa X and/or Endesa X Way, the companies providing the contracted services will be regarded as joint data controllers. This processing is carried out based on the Customer's contract with Endesa Energía, Endesa X and/or Endesa X Way. The data processed for these purposes are identification data (such as name, surname, identification document, postal and email address and telephone number), data related to the electricity supply (such as CUPS, contracted power), financial data (such as the bank account from which the bills will be paid) and data generated from interaction with Endesa when the Customer makes a query or complaint. Refusing to provide the requested personal data, or providing inaccurate or incomplete data, may hinder the performance of the contracted services. The Customer is responsible for the integrity of the data provided and for notifying Endesa Energía, Endesa X and/or Endesa X Way of any changes thereto.

- In the same manner, if the Customer makes an enquiry or request through the customer service channels, the data will be processed by Endesa Energía, Endesa X and/or Endesa X Way, depending on the company to which the enquiry or request is made, to manage under the contract. Here, the data to be processed will relate to identifying the Customer and those related to the query raised.

Processing that involves Endesa Energía's relationship with third parties necessary for the proper performance of the contract

Endesa Energía will process the Customer's personal data to contract with the distribution company corresponding to the place where the service is provided, the network access contract necessary to provide the supply, in which case

the data necessary to execute the contract and which are included in the Supply Point Information System regulated by electricity legislation will be provided. The Customer's personal data will also be processed by Endesa Energía for the procedures and communications with the distribution company to guarantee energy supply as per the contract.

3.2) Processing for Endesa Energía, Endesa X and/or Endesa X Way to comply with their legal obligations

The Customer's personal data may be processed to comply with any legal obligation that Endesa Energía, Endesa X and/or Endesa X Way must comply with, such as the exchange of information between Endesa Energía and the distribution company for the provision of the service and billing regulated by electricity regulations, or for Endesa Energía, Endesa X and/or Endesa X Way to comply with police, judicial and tax requirements, including requirements from supervisory authorities and other public administrations.

3.3) Processing based on Endesa's overriding legitimate interest

Endesa Energía, Endesa X and/or Endesa X Way will process personal data based on the consideration that there is a legitimate interest, that it does not harm the rights and interests of the Customer and that it is in line with the Customer's expectations. The prevalence of these legitimate interests has been analysed. Where required by law, a personal data protection impact assessment has been carried out, a summary of which is available on request at: dpo@endesa.es. The Customer may object to such processing, subject to the requirements and through the channels stated in section 9. These processing operations based on legitimate interest are:

Processing in connection with credit databases

- Search in credit information databases if the Customer wants to contract a product or service from Endesa Energía, Endesa X and/or Endesa X Way that may involve deferred payment or the provision of a periodic billing service. This search is conducted on the Experian Closed Users Group database (Badexcug). It may take place before contracting and while the Client maintains a contract in force to assess the economic solvency of the Customer at any given time and always in strict compliance with the regulations. Where the consultation takes place before the conclusion of the contract, the result may be considered to determine whether the contract should be signed. This processing is based on Endesa's legitimate interest.

- Communication by Endesa Energía, Endesa X or Endesa X Way of customer data to credit information databases, specifically Badexcug, if payment for the services contracted with any of these companies is not made within the established period. The categories of data to be communicated in these cases are name, surname, national identity card number, address of the supply point, amount and date of non-payment. This data is communicated based on the legitimate interest of Endesa Energía, Endesa X or Endesa X Way consisting in incorporating information into these systems to contribute to the fulfilment of their function, i.e. to constitute a necessary tool for ascertaining the risk that may arise from non-compliance by the interested parties if they are granted a specific monetary, financial or credit transaction.

The systems will only retain information on defaults within the last five years. If the outstanding debts are paid, Endesa Energía, Endesa X or Endesa X Way will inform the System to delete the data.

Processing related to Endesa's improvement of its products and services

- Conducting satisfaction surveys by the company with which the Customer has a contract (Endesa Energía, Endesa, Endesa X Way, all or some of them) to improve the quality of the services provided, based on their legitimate interest.

- Factoring operations (partial or total advance of credits assigned to financial institutions) to provide Endesa with an efficient business

management model. Endesa Energía, Endesa X or Endesa X Way may transfer customer data to factoring companies based on Endesa's legitimate interest in obtaining the financing necessary to efficiently carry out its activities. The Customer's identification data (name and surname, national identity document number) and economic-financial data related to Endesa Energía, Endesa X or Endesa X Way's credit rights will be communicated to these companies.

- Obtaining additional data for recovery actions in the event of non-payment. If the Customer fails to pay, the company with which the Customer has contracted the service (Endesa Energía, Endesa X or Endesa X Way) may process the Customer's data to take steps to collect the amount owed. For this purpose, third-party processing companies may be called upon to recover the debt, update the information provided by the Customer and obtain additional information. This processing will be carried out based on the legitimate interest of Endesa Energía, Endesa X or Endesa X Way in managing the debt contracted and processing its collection and the obligation to keep customer information up to date.

Commercial actions on services provided by Endesa

- Advertising of energy services similar to those contracted by the company with which the Customer has a contractual relationship or Endesa's "Energy Bundle Deals". An Energy Bundle Deals is a set of products or services directly related to the field of energy activity, marketed jointly by Endesa Energía, Endesa X and/or Endesa X Way under the Endesa brand. Therefore, if the Customer has a contract with Endesa Energía, Endesa X and/or Endesa X Way, this company will process the data to advertise its own products and services similar to those contracted by the Customer, based on the company's legitimate interest in keeping its customers informed about its products and services. Based on their legitimate interest and as joint data controllers, Endesa Energía, Endesa X, and Endesa X Way will also process Customers' data to advertise Endesa's Energy Bundle Deals related to the service already contracted (for example, electricity supply and equipment maintenance bundle, or energy tariff and the electricity recharging service bundle).

For this purpose, Endesa Energía, Endesa X and Endesa X Way may analyse Customers' personal data to draw up a very basic profile to determine whether the commercial actions on energy services similar to those contracted by the company with which the Customer has a signed a contract or Energy Bundle Deals are in line with their energy consumption needs and preferences. Here, where the commercial action concerns Energy Bundle Offers, the companies providing the services offered will be joint data controllers. Only a very limited number of data available to Endesa Energía, Endesa X or Endesa X Way will be considered to draw up this profile, consisting of the Customer's name and surname, telephone number, email address, address, national identity card number and, where applicable, CUPS. This processing is carried out based on Endesa's legitimate interest in informing and facilitating access to its customers to combined offers that enable a more sustainable energy model to be achieved by offering energy equipment installation, maintenance and repair, automation and electric mobility services, among others, and to prevent campaigns and Energy Bundle Offers from becoming repetitive, unnecessary or annoying because they do not meet the Customer's needs.

- Integration of Endesa Energía, Endesa X and Endesa X Way customer databases to create Energy Bundle Offers. Endesa Energía, Endesa X and Endesa X Way will communicate the data of their respective customers to each other to offer Energy Bundle Deals to the customers via non-electronic means, which would prevent unnecessary repetition of commercial campaigns. These communications will be made exclusively for the purpose described above, with no data communication for other purposes under any circumstances. The categories of data in this communication are name and surname,

product contracted, telephone number, email, address, national identity document number and, where applicable, CUPS.

3.4) Processing operations that Endesa will only carry out if the Customer consents to it:

Endesa will process personal data but only if the Customer has expressly consented. The Customer may revoke the consent given for any of these purposes. The revocation will not affect the lawfulness of the processing carried out before such revocation, as stated in section 9 of this clause. However, where consent is given to provide a service, its revocation will imply the impossibility of continuing to provide it.

Provision of other additional services:

- If the Customer has registered for this Endesa service, the company with which the contract has been signed will process the Customer's email address to send it. This processing is based on the consent given when registering for this service. If this consent is revoked, Endesa will send the information relating to the billing of the service by non-electronic means.

Development of profiling and commercial actions:

- Production of complex profiles. If the Customer has given their consent by ticking the box expressly established for this purpose or over the phone, Endesa Energía, Endesa X or Endesa X Way will process their data to create a more complex profile of their preferences and consumption habits to carry out the following processing: (i) commercial actions on third-party products and services, (ii) communication to third parties of their data for the offer of their products and services, and (iii) advertise energy services similar to those contracted by the company of which they are a Client and to offer Energy Bundle Deals. To draw up this profile, personal data, data relating to the Customer's energy consumption at any given time (hourly load curve) and statistical sources that may affect their consumption, such as those relating to the area in which they reside, the nature of the dwelling, meteorological information, will be processed. Consumption-related data will refer to the last year. Performing this profiling will not imply the adoption of any type of decision that may produce legal effects or significantly affect the Client. If Endesa carried out this processing, the Customer would be informed, and consent would be requested if necessary.

- Advertising of third-party products and services. If the Customer has given their consent through the corresponding box provided for this purpose or over the phone, their personal data will be processed for the Customer to receive advertising relating to other products or services provided by third-party companies (related to household, insurance, automotive, financial services and leisure) and which are considered to meet their needs. Endesa may process the data for the Customer to receive advertising about products and services provided by third-party companies through any communication channel (including, but not limited to, email, SMS and telephone calls).

- Communication of data to third parties to offer their products and services. Similarly, if the Customer has given their consent by ticking the corresponding box or over the phone, Endesa may communicate their data to third-party companies in the sectors stated in the previous section for the Customer to receive advertising about products and services from these companies. The categories of data communicated are name and surname, mobile phone, email and postcode. Under no circumstances will the data subject to communication include the complex type of profile that Endesa Energía, Endesa X or Endesa X Way may have created according to the previous section on the creation of complex profiles.

- Advertising of Endesa products and services to former customers. If the consent has been given by ticking the corresponding box or over the phone, and when the Customer cancels their contract, they may receive advertising about products and services provided by Endesa through any communication channel (including,

but not limited to, email, SMS and telephone calls).

4. Personal data retention period

The Customer's personal data will be kept for as long as is necessary to justify the processing. In particular:

- Personal data provided during the recruitment process and personal data collected during the recruitment process in connection with the search on credit databases will be retained for these purposes until a contract is concluded, in which case they will be processed within the framework of the contract. If a contract is not signed with Endesa, the data will be kept for one (1) month for the contracting process to be concluded if requested by the interested party.

- The personal data provided as a Customer and processed for the purposes related to the contract, including the legal obligations that Endesa may incur as a result of this relationship, will be kept during the contract and for the periods established in the legislation applicable to the service provided (electricity or gas). Once the contract has been terminated, if there are no outstanding debts or charges, Endesa will block the data, as stated below.

- Data related to basic profiling, where consent is not required, will be kept for a maximum limited period of one (1) year or until the data subject objects to further processing by Endesa.

- The personal data provided to make an enquiry or request or arrange an appointment with Endesa sales agents will be kept until the request is processed.

- In non-payments, the personal data processed by Endesa regarding such non-payment will be retained for as long as they are needed to collect payment.

- The data processed for purposes based on consent will be processed by Endesa Energía, Endesa X and/or Endesa X Way until such consent is revoked. Should the interested party have ceased to be an Endesa customer but has not revoked consent, the data will be kept for two (2) years from the termination of the contract.

Once the mentioned periods have elapsed, the data will be blocked until the claims have been answered or the defence against administrative or judicial actions has been exercised, and until after the criminal, civil, commercial and/or administrative liabilities limitation periods. The data may be unblocked and processed again only for this reason. After this period, the data will be definitively deleted.

Particularly, the Customer's personal data will be retained during the contract. At the end of this period, and after the expiry of any debts or charges, the data will be kept in a blocked state for 6 years, according to the statute of limitations for the obligation to keep commercial and accounting documentation. After this period, the data will be definitively deleted.

5. Personal data of minors

Endesa ensures the appropriate use of minors' personal data, guaranteeing respect for the laws applicable to them and using such measures as may be reasonably appropriate. Therefore, no personal data is collected from minors without the prior consent of their parents, guardians or legal representatives.

6. Security measures

To make its Data Protection Policy effective and efficient, Endesa has adopted reasonable technical and organisational security measures to prevent the alteration, loss, misuse, unauthorised processing and access or theft of data, depending on the state of technology, for all channels in which personal data may be processed, including all websites, telephone and face-to-face channels.

7. Recipients of personal data

7.1) Data transfers

As stated in the description of the different types of processing Endesa will carry out with personal data, Endesa may communicate the Customer's data to these entities:

- To the distribution company for the network access contract necessary for the service contracted with Endesa.

- To the companies that manage the credit databases in cases where the debts owed to Endesa have not been paid, when the requirements established in the applicable regulations are met.

- To third-party companies with which Endesa collaborates, related to the household, insurance, automotive, financial services and leisure sectors, provided that consent has been granted and to receive information on the products or services offered by these companies. You can find out which companies make up the Endesa Group at dpo@endesa.es.

- To credit institutions with which factoring contracts have been signed for the sole purpose of factoring.

- To the Security Forces and Corps, the Public Prosecutor's Office and the Courts and Tribunals when required by law.

- To the bodies that supervise Endesa, such as the National Markets and Competition Commission, the Spanish Data Protection Agency and the tax authorities, among others, according to their regulations.

In addition, Endesa Energía, Endesa X and Endesa X Way will communicate, by non-electronic means, the data necessary for the Energy Bundle Deals to prevent unnecessary and repeated commercial campaigns related to their services.

7.2) Access to Customer data by service providers (data processors)

Endesa will let third-party service providers that collaborate with Endesa to perform its activities access the Customers' personal data. Such third-party service providers will process the personal data necessary to provide the Customers with the contracted services. These third parties may assist Endesa, for example, in the provision of services related to sales, customer service, debt collection, marketing and advertising and professional services.

Under Endesa's instructions, these suppliers will act as Endesa's data processors and will not use the data for other purposes. They will guarantee the confidentiality, security and secrecy of the information they have access to. To this end, Endesa has checked that these suppliers have adopted measures that guarantee respect for the protection of personal data and has formalised the corresponding contracts with them. They undertake to process the personal data to which they have access according to the applicable regulations.

Furthermore, we inform you that some of these third parties acting as processors may be located outside the European Economic Area and have not been declared States with an equivalent level of data protection. Specifically, Endesa has contracted fully reliable suppliers in the United States, India, Colombia, Peru and Morocco. In any event, Endesa has assessed that the processing of personal data in these countries complies with the same guarantees required by European legislation and has adopted the appropriate safeguards necessary to protect customer data, particularly by signing standard contractual clauses with suppliers approved by the European Commission. You can find out about these data processors or request information about the guarantees adopted by Endesa for the international transfer of your personal data, including copies, by contacting dpo@endesa.es.

8. Data subjects' rights regarding their data processing

The Customer may exercise their rights regarding data processing, against such processing and each of the Controllers.

Access: This allows confirming whether Endesa is processing your personal data and, if so, which ones.

Rectification: This allows the Customer to help Endesa correct errors and change data that may be inaccurate or incomplete.

Erasure: This allows Customers to request the erasure of their data, so Endesa will stop processing them unless there is a legal obligation to keep them, in which case they will be duly blocked, or other legitimate reasons for processing them prevail.

Opposition: This allows the Customer to request that Endesa stop processing their personal data for purposes in which they consider they have a legitimate interest in the processing, for example, based on their expectations as a Customer, as in the case of Endesa's product and service offers. Endesa will stop processing the data unless there are compelling legitimate reasons or it is necessary to respond to claims or defend against administrative or legal actions, in which case they will remain duly blocked.

Restriction to processing: Endesa may be asked to restrict the processing of Customer data in these cases:

- While a challenge to the accuracy of the data is being checked.

- Where the processing is unlawful, but the Customer objects to the erasure of the data.

- When Endesa need not process the data, but the Customer needs it to defend or make claims.

- Where the Customer has objected to the processing of the data for the performance of a task carried out in the public interest or for the satisfaction of legitimate interest, while verifying whether the legitimate grounds for the processing outweigh their own.

Portability: This allows the Customer to receive personal data in a structured, commonly used and machine-readable format to be transmitted to another data controller.

Revocation of consent: This allows the Customer's data to stop being processed for an authorised purpose, for example, receiving commercial communications from third-party companies with which Endesa collaborates.

To exercise these rights, Customers may contact Endesa through any of the following channels:

By post, enclosing, when identity cannot be verified by other means, a photocopy of your National Identity Card, passport, National Identity Card or any other valid identification document, and a request specifying the application to "Apartado postal 1128, 41080 Sevilla, A/A. Endesa Operaciones y Servicios Comerciales".

Email to solicitudeslodp@endesa.es with the following information: name and surname(s) of the interested party, address for notification purposes, photocopy of ID card, passport, National Identity Card or any other valid identification document, and the specific request.

Likewise, the Client may file a complaint with the Spanish Data Protection Agency, whose contact details are as follows Calle Jorge Juan, 6- CP 28001, Madrid. Telephone number: 901 100 099/ 91 266 35 17.

9. Data Protection Officer

Endesa S.A., parent company of the Endesa Group, which includes Endesa Energía, Endesa X and Endesa X Way, has appointed a Data Protection Delegate for these companies.

The Customer may contact the Data Protection Officer if they have any doubts about the purposes of the processing, its legitimacy or any other question relating to their personal data. The Customer may bring to the attention of the Data Protection Officer any matter relating to the processing of their personal data by writing to the following postal address: C/ Ribera del Loira 60, 28042 Madrid and by email. d poc@endesa.es.

10. Changes in the Data Protection Policy and information on the processing conducted through digital channels.

Customers may consult any changes or improvements to the Data Protection Policy, the more detailed definition of some terms and information relating to the processing of data carried out through digital channels (such as registration in the online area or the management of web services or applications), at

www.endesa.com, www.endesax.com and www.endesaxstore.com. However, when personal data is processed through Endesa's digital channels, the Customer will be informed of this and will have this Data Protection Policy available to them at all times.

Whenever Endesa updates its Data Protection Policy, particularly as a result of new processing of personal data, the Customer will be informed of this with sufficient time to submit any queries or, where appropriate, exercise the rights

recognised by the regulations in force at that time.

This service includes an insurance at no charge to protect payments of energy supply bills subscribed with Quantum Leben AG Insurance Company. Here is a link where you can consult the terms and conditions of the insurance policy included in the Única Service.

<https://www.endesa.com/content/dam/endesa-com/endesaclientes/mantenimiento/documentos/es/polizas-de-seguros/seguro-proteccion-pagos-01042021.pdf>

Endesa X Servicios, S.L.U.

A handwritten signature in black ink, appearing to read "Laura", enclosed within a large, stylized circular flourish.