Privacy Policy

Osona Energia SCCL (OECOOP) · Last updated: 2 November 2026

What this document is: it explains how OECOOP collects and uses personal data (for example, the data people send through the SOSS4EREC enquiry form) and what rights people have. It is required by the GDPR and the Spanish LOPDGDD. It is aligned with the legal texts already published on www.oecoop.coop (Avís legal, Política web, Política de correus electrònics). Remove this note and fill in the yellow placeholders before publishing.

1. Who is responsible for your data

Osona Energia SCCL (OECOOP) is the controller of the personal data collected through the SOSS4EREC project website, soss4erec.oecoop.coop. This policy is provided under Art. 13 of Regulation (EU) 2016/679 (GDPR) and Spanish Organic Law 3/2018 (LOPDGDD). It explains what data we collect, why, and what rights you have. It applies only to this website, not to external websites linked from it, which have their own policies.

Controller	Osona Energia SCCL (trade name: OECOOP)
Tax ID (NIF)	F10844017
Registered office	Carrer de l'Historiador Ramon d'Abadal i Vinyals, 5, 08500 Vic (Barcelona), Spain
Registry	Registre Central de Cooperatives de Catalunya, sheet 15988
Email	info@oecoop.coop
Phone	+34 722 41 65 17

OECOOP has not appointed a Data Protection Officer, as it is not required to do so. [Delete this sentence and add the DPO's contact details if one is appointed.]

2. What data we collect, why, and on what legal basis

We only collect the data you give us through our forms or by email, and only for the purpose stated when you give it. We do not sell your data or use it for automated decision-making or profiling.

Processing	Data we collect	Purpose	Legal basis
SOSS4EREC enquiry form	Name, email, organisation (optional), country (optional), your message	To answer your questions about the SOSS4EREC project	Your consent, given when you submit the form (Art. 6.1.a GDPR)

Processing	Data we collect	Purpose	Legal basis
Emails to the project team	Name, email and any data you include in your message	To answer your request	Our legitimate interest in answering the messages we receive (Art. 6.1.f GDPR) or, where applicable, steps you request before entering into a contract (Art. 6.1.b GDPR)
Newsletter	Name, email	To send you OECOOP news and information about our activities and projects	Your consent, given by ticking a separate box (Art. 6.1.a GDPR)
Representatives of organisations	Name, role and professional contact details	To maintain contact with the organisation you represent	Our legitimate interest (Art. 6.1.f GDPR and Art. 19 LOPDGDD)
Visiting the website	Technical data such as IP address, browser and device type, date and time of the visit and pages viewed	To display the website, keep it secure and working properly, and produce anonymous usage statistics	Our legitimate interest in running a secure website (Art. 6.1.f GDPR)

Browsing data. This technical data is processed automatically by our hosting provider when you visit the site. We do not use it to identify you. It would only be used to identify someone if needed to investigate a cyberattack or other unlawful use of the website, at the request of the competent authorities.

Please do not include sensitive information (such as health data) in your messages. Fields marked as required are needed to answer you; if you do not fill them in, we will not be able to reply.

We only send you newsletters or information about other activities if you have expressly agreed to receive them. Submitting an enquiry does not subscribe you to anything.

The SOSS4EREC project is co-funded by the European Union. When we report on the project, we may share aggregated, anonymous figures (for example, the number of enquiries received) with the project partners and the funding authority. These figures do not identify you.

3. Who receives your data

We do not share your data with third parties except in the cases below.

- **Service providers acting on our behalf.** Our website, forms and email run on Google Workspace (Google Ireland Limited). Google processes data only on our instructions, under a data processing agreement as required by Art. 28 GDPR.
- **SOSS4EREC project partners.** If answering your enquiry requires input from another partner in the project consortium, we may forward your name, contact details and message to that partner, only for that purpose. All project partners are based in the European Union.
- **Public authorities.** We will disclose data to courts, the Spanish Data Protection Agency (AEPD) or other authorities only when the law requires it.

International transfers. Some of Google's service providers may access data from outside the European Economic Area, including the United States. Where this happens, the transfer is protected by the European Commission's adequacy decision for the EU-US Data Privacy Framework or by the Standard Contractual Clauses approved by the European Commission. You can ask us for more information about these safeguards at info@oecoop.coop.

4. How long we keep your data

We keep your data only as long as we need it for the purpose you gave it for, then delete it.

Processing	Retention period
SOSS4EREC enquiries	Until we have answered your enquiry, and then for [12 months] in case of follow-up questions
Emails to the project team	Until we have answered your request, and then for [12 months]
Newsletter	Until you unsubscribe or withdraw your consent
Representatives of organisations	While the relationship with the organisation lasts, or until you object

After these periods, we may keep your data blocked, with access restricted, for as long as legal claims could arise, as required by Art. 32 LOPDGDD. Blocked data is then deleted.

5. Your rights

You can exercise any of the following rights free of charge by emailing info@oecoop.coop or writing to our registered office (section 1). Please indicate which right you wish to exercise.

- **Access:** find out whether we process your data and obtain a copy.
- **Rectification:** correct inaccurate or incomplete data.
- **Erasure:** ask us to delete your data when it is no longer needed or you withdraw consent.
- **Restriction:** ask us to limit how we use your data in certain cases.
- **Objection:** object to processing based on our legitimate interest.
- **Portability:** receive the data you gave us in a structured, commonly used format, or have it sent to another controller.
- **Withdraw consent:** at any time, without affecting the lawfulness of processing carried out before withdrawal. You can unsubscribe from the newsletter at any time using the link in each email, or by writing to info@oecoop.coop with the subject “UNSUBSCRIBE” (or “BAIXA”), as provided in Art. 21 LSSI-CE.

We may ask you for information to confirm your identity if we have reasonable doubts about it. We will reply within one month, which may be extended by two further months for complex requests; we will tell you if this happens.

If you believe we have not handled your data correctly, you can lodge a complaint with the Spanish Data Protection Agency (Agencia Española de Protección de Datos, www.aepd.es), or with the supervisory authority of the EU country where you live or work. We would appreciate the chance to resolve your concern first, so please contact us beforehand.

6. Other information

Security. We apply technical and organisational measures appropriate to the risk, including restricted access to form responses and encrypted connections. Only OECOOP staff who need your data to answer you can see it.

Minors. Our website and forms are not intended for people under 14. If you are under 14, please do not send us your data without the consent of your parent or guardian.

Accuracy of data. You are responsible for making sure the data you send us is accurate and up to date. If you send us data about another person, you must have their permission.

Cookies. This website uses only the technical cookies it needs to work, which do not require your consent. [If you add embedded YouTube videos, maps or analytics, list them here and in the Cookie Policy, and make sure they only load after the visitor accepts.] More information is available in our Cookie Policy [insert link]. You can also block or delete cookies at any time in your browser settings.

Other OECOOP channels. If you contact OECOOP through social networks, WhatsApp or by email, the specific data protection notices published on www.oecoop.coop also apply: Social Media Privacy Policy [insert link], Email Policy [insert link] and WhatsApp Data Protection [insert link].

Links to other websites. Our website may link to the websites of project partners and other organisations. Their own privacy policies apply when you visit them.

Changes to this policy. We may update this policy to reflect legal or technical changes. The date of the latest version appears at the top of this page.

Language. This policy is also available in [Catalan] and [Spanish]. In case of discrepancy, the [Catalan] version prevails.

Annex: notice to place above the SOSS4EREC enquiry form

This annex is not part of the published policy. Copy the text below into the form itself, directly above the submit button.

> **Data protection.** Osona Energia SCCL (OECOOP) will use your data to answer your enquiry about the SOSS4EREC project, based on the consent you give by submitting this form. If needed to answer you, we may share your enquiry with SOSS4EREC project partners in the EU. Our provider Google may process data outside the EU under appropriate safeguards. We keep your data for [12 months] after answering. You can access, correct or delete your data, and exercise your other rights, by writing to info@oecoop.coop, and you can complain to the AEPD (www.aepd.es). More information in our Privacy Policy [insert link].

If you also want to offer the newsletter, add a separate, unticked checkbox below the notice:

> ☐ I would like to receive the OECOOP newsletter with news about the SOSS4EREC project and OECOOP's activities. I can unsubscribe at any time.