Privacy Policy

Version: 6 October 2026

This policy explains how we process your personal data when you use www.voltexa-energy.com, register, sign up for the "Match 96" tariff, write to us or work with us as a sales agent. It complies with Regulation (EU) 2016/679 (GDPR) and Organic Law 3/2018 on the Protection of Personal Data and the guarantee of digital rights (LOPDGDD).

1. Data controller

- Isoen Energy Solutions, S.L. (Voltexa Energy brand) · CIF B04987913
- Calle Velázquez, 27, 28001 Madrid (Spain)
- Email for privacy: admin@voltexa-energy.com · Telephone: 900 877 818

2. What data we process

- Account data: email, name, telephone, language and, if you create one, an encrypted password.
- Contract data: orders, power acquired (KWPN), term, prices, payments and, for stablecoin payments, the network, the transaction identifier and the wallet that sends the payment.
- Supply data that you provide to us: CUPS code, retailer, electricity bills that you send us and your authorisation to offset your KWHN on the bill.
- Contact data: what you write in the form and the files you attach.
- Sales agent data: tax details (name or company name, NIF, address, IBAN), commissions and self-invoices.
- Technical data: IP address and security logs necessary to protect the service.

We do not process special categories of data. We only request the data necessary for each purpose.

3. Why we process it and on what legal basis

Purpose	Legal basis
Create and manage your account and access by code or password	Performance of the contract or pre-contractual measures (Art. 6.1.b GDPR)
Manage orders, payments, contracts, KWHN deliveries, renewals and returns	Performance of the contract (Art. 6.1.b)
Manage the offsetting of your KWHN on your retailer's bill	Your express authorisation in "My account" and performance of the contract (Art. 6.1.a and 6.1.b)
Respond to contact requests and prepare free energy studies	Your consent when submitting the form (Art. 6.1.a) and pre-contractual measures (Art. 6.1.b)
Handle complaints	Legal obligation (Art. 6.1.c)
Invoicing, accounting and tax and electricity sector obligations	Legal obligation (Art. 6.1.c)
Manage sales agents, their commissions and self-invoices	Performance of the contract with the agent and legal obligation (Art. 6.1.b and 6.1.c)
Promotions and referral programme (VOLTS) in which you take part	Performance of the promotion rules (Art. 6.1.b)
Security of the service and fraud prevention	Legitimate interest (Art. 6.1.f)

We do not send commercial communications without your consent. We do not take automated decisions with legal effects on you nor do we build profiles for that purpose.

4. How long we keep it

- While you maintain your account or contract and, afterwards, for the legal periods: 6 years for commercial and accounting documentation, 4 years for tax documentation and the limitation periods for legal actions.
- Contact requests without a contract: up to 12 months from the last communication.
- Security logs: up to 2 days for request rate limits and the time strictly necessary to investigate incidents.

5. To whom we disclose the data

- To your electricity retailer, only if you authorise it, to offset your KWHN on your bill.
- To the sales agent who assists you, only the essential data (name, contact, registration, power and contract status).
- To public authorities, the CNMC, courts and dispute resolution bodies when required by law.

- To providers who process data on our behalf under a data processor agreement: web hosting and cloud database, email sending, payment gateway (when available), tax and accounting advisory.

Stablecoin payments are recorded on public blockchain networks, which we do not control and which do not allow transactions to be deleted.

6. International transfers

Some technology providers may process data outside the European Economic Area (for example, in the United States). In those cases, the transfer is covered by an adequacy decision of the European Commission, such as the EU-US Data Privacy Framework, or by standard contractual clauses approved by the European Commission.

7. Your rights

You may exercise at any time your rights of access, rectification, erasure, objection, restriction of processing and portability, and withdraw your consent without affecting the processing carried out before. Write to admin@voltexa-energy.com stating which right you are exercising; we will ask you for what is necessary to verify your identity. We will respond within a maximum of one month.

If you consider that we have not handled your request properly, you may lodge a complaint with the Spanish Data Protection Agency (www.aepd.es).

8. Security

We apply appropriate technical and organisational measures: encrypted connection, encrypted passwords, one-time access codes, limits on attempts, role-based access control, review of the files sent to us and backups.

9. Minors

The "Match 96" services are aimed at persons over 18. We do not knowingly collect data from minors.

10. Languages and changes

This policy is available in several languages; in the event of discrepancy the Spanish version prevails. We may update it; the version in force is always the one published on the website, with its date.