

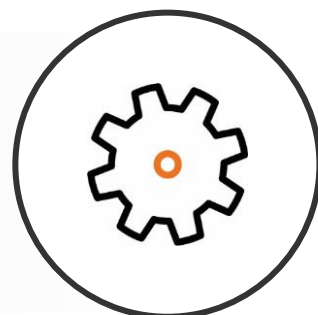


The world-leading  
Wood pellet certification

## **ENplus<sup>®</sup> Procedural Document**

*Handling confidential and  
personal information*

ENplus<sup>®</sup> PD 2008:2022, first edition



Valid globally, except Germany

EPC/ Bioenergy Europe  
Place du Champ de Mars 2  
1050 Brussels, Belgium  
Tel: + 32 2 318 40 35,  
E-mail: [enplus@bioenergyeurope.org](mailto:enplus@bioenergyeurope.org)

**Name of the Document:** Handling of confidential and personal information

**Title of the Document:** ENplus® PD 2008:2022, first edition

**Approved by:** European Pellet Council General Assembly

**Approval Date:** 27.09.2022

**Publication date:** 01.10.2022

**Entry into force date:** 01.01.2023

### Copyright notice

© Bioenergy Europe 2022

This document is copyright-protected by Bioenergy Europe. This document is freely available from the official ENplus® website ([www.enplus-pellets.eu](http://www.enplus-pellets.eu)) or upon request.

No part of this document, covered by the copyright, may be changed or amended, reproduced or copied in any form or by any means, for commercial purposes, without the permission of Bioenergy Europe.

The only official version of this document is in English. Translations of this document can be provided by EPC/ Bioenergy Europe or a National Licensor/National Promoting Association. In case of any doubt, the English version prevails.

## Foreword

The European Pellet Council (EPC), founded in 2010 and a network of Bioenergy Europe AISBL, is an umbrella organisation that represents the interests of the European wood pellet sector. Its members are national pellet-, or pellet-related associations from numerous countries in and outside of Europe. The EPC provides a platform for the pellet sector to discuss issues that must be managed in the transition from a niche product to a major energy commodity. These issues include standardisation and certification of pellet quality, safety, security of supply, education and training, and pellet quality measuring devices.

Deutsches Pelletinstitut GmbH (German Pellet Institute) (**DEPI**) was founded in 2008 as a subsidiary of Deutscher Energieholz- und Pellet-Verband e. V. (German Wood Fuel and Pellet Association) (DEPV), and provides a communication platform and competence centre for topics related to heating with wood pellets. In 2010, **DEPI** created, in cooperation with German Biomass Research Center Leipzig (DBFZ) and proPellets Austria, the ENplus® scheme. In 2011, the trademark rights for all countries, except Germany, transferred to the EPC.

Today, the EPC is the governing body for the ENplus® quality certification scheme for all countries except Germany, which is governed by **DEPI**.

This document replaces the ENplus® Handbook, version 3.0 and comes into force on 1 January 2023.

## Contents

<b>Foreword</b> .....	<b>3</b>
<b>Introduction</b> .....	<b>5</b>
<b>1. Scope</b> .....	<b>6</b>
<b>2. Normative references</b> .....	<b>7</b>
<b>3. Terms and Definitions</b> .....	<b>8</b>
<b>4. Purpose of information collection and processing</b> .....	<b>11</b>
<b>5. Requirements for protection of sensitive information</b> .....	<b>12</b>
<b>6. Personal information</b> .....	<b>14</b>
<b>Annex A. Personal information notice</b> .....	<b>17</b>

## Introduction

The key objective of the ENplus® scheme is to create and implement an ambitious and uniform certification quality system for wood pellets that will be used by the domestic and commercial heating sectors but also other players within the pellet market. The **ENplus® logo** allows pellet quality to be communicated to customers and consumers in a transparent and verifiable way.

Wood pellets are a renewable fuel, produced mainly from sawmill residues. Wood pellets are used as a fuel for residential heating systems as well as for industrial burners. They are a refined fuel that can be damaged during handling. Hence, quality management should cover the whole supply chain, from the choice of raw material to their final delivery to the end-user.

The ENplus® scheme covers technical properties of pellets, quality management related to the properties of the pellets, and customer satisfaction within the entire supply chain, from pellet production to end use.

The ENplus® scheme is primarily focused on the domestic and commercial heating sector, but the ENplus® certification is also available to all other actors within the pellet industry.

The **ENplus® International Management** and **ENplus® National Licensers** collect information related to the ENplus® certified **companies**, **ENplus® certification bodies** and **ENplus® testing bodies** and other entities that are needed for governance and continuous improvement of the ENplus® scheme. As the collected information may have business value and may also include personal data, the **ENplus® International Management** and **ENplus® National Licensers** shall ensure data confidentiality and compliance with applicable legislation (GDPR).

The **ENplus® International Management** and **ENplus® National Licensers** together with **ENplus® certification bodies** and **ENplus® testing bodies** and accreditation bodies form a confidentiality chain. All those entities involved in the ENplus® scheme are subject to confidentiality requirements and are required to only disclose collected information in accordance with the provisions of the ENplus® **standards** and ENplus® procedural documents.

This document is a part of the **ENplus® documentation** that consists of ENplus® **standards**, ENplus® guidance documents and ENplus® procedural documents.

The current versions of the **ENplus® documentation** are published on the **official ENplus® website** [[www.enplus-pellets.eu](http://www.enplus-pellets.eu)].

The term “shall” is used throughout this document to indicate those provisions that are mandatory. The term “should” is used to indicate those provisions which, although not mandatory, are expected to be adopted and implemented. The term “may” used throughout this document indicates permission expressed by this document, whereas “can” refers to the ability of a user of this document or to a possibility open to the user.

The terms written in bold characters are defined in the chapter 3. Terms and Definitions.

# 1. Scope

**1.1** This document describes the requirements for protection of confidential and **personal information** that are collected by the **ENplus® International Management** and **ENplus® National Licensers** within the ENplus® scheme.

**1.2** The **ENplus® National Licensers** shall collect information on behalf of the **ENplus® International Management** and all collected information are fully disclosed to the **ENplus® International Management** following the requirement for confidentiality and data protection described in this document.

**1.3** The **ENplus® National Licensers** shall develop procedures additional to this document where required by the applicable national legislation (see [5.3](#)).

**1.4** The scope of data collected is defined by the relevant **ENplus® documentation** and include:

- a) data relating to ENplus® certified **companies**;
- b) data relating to **ENplus® certification bodies** and **ENplus® testing bodies**;
- c) data relating to entities involved in the ENplus® **standard** setting activities;
- d) data relating to the ENplus® **complaints** and fraud resolution process;
- e) data relating to bodies involved in the ENplus® scheme governance, including **ENplus® National Licensers, ENplus® National Promoting Associations, and DEPI**.

## 2. Normative references

The following referenced documents are indispensable for the application of this document as defined in its specific requirements. For dated references, only the relevant edition applies. For undated references, the latest edition of the referenced document (including any amendment) applies.

ENplus® ST 1001, *ENplus® wood pellets – Requirements for companies*

ENplus® ST 1002, *Requirements for certification and testing bodies operating ENplus® certification*

ENplus® ST 1003, *Usage of the ENplus® trademarks - Requirements*

ENplus® PD 2001, *Structure and development of ENplus® documentation*

ENplus® PD 2002, *Complaints and appeals procedure*

ENplus® PD 2003, *Issuance of permissions for the use of the ENplus® trademarks*

ENplus® PD 2004, *ENplus® listing of certification and testing bodies*

ENplus® PD 2005, *Governance of the ENplus® certification scheme*

ENplus® PD 2006, *ENplus® certification scheme fees*

ENplus® PD 2007, *Resolution and investigation of fraudulent use of the ENplus® trademarks*

Directive (EU) 2016/943 of the European Parliament and of the Council of 8 June 2016 on the protection of undisclosed know-how and business information (trade secrets) against their unlawful acquisition, use and disclosure.

Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation).

Federal Law of the Kingdom of Belgium on 30 July 2018 on the protection of business secrets

ISO/IEC 17020, *Conformity assessment — Requirements for the operation of various types of bodies performing inspection*

ISO/IEC 17065, *Conformity assessment — Requirements for bodies certifying products, processes and services*

### 3. Terms and Definitions

#### 3.1 business information

Information supplied by businesses in the course of professional duties and in the context of the certification and inspection activities. Some of this information may contain **confidential information** (such as **trade secrets**) or information publicly available.

#### 3.2 company

An entity that implements the requirements of ENplus® ST 1001.

#### 3.3 complaint

A written expression of dissatisfaction (other than **appeal**) by any person or organisation which relates to the activities of the **ENplus® Scheme Management**, the **ENplus® certification bodies**, **ENplus® testing bodies**, and/or the ENplus® certified **company**.

#### 3.4 confidential information

Information that meets the following cumulative conditions:

- a) it is known only to a limited number of persons; and
- b) its disclosure is liable to cause serious harm to the person/**company** who provided it or to third parties; and,
- c) the interest liable to be harmed by the disclosure of **confidential information** are, objectively, worthy of protection.

[source: modified from EU Communication 2020/C 242/01]

#### 3.5 data controller

Entity that determines the purposes for which and the means by which personal data is processed.

NOTE: Within the ENplus® scheme, the **ENplus® International Management** is considered as being the **data controller**.

[source: modified from Recitals (74), (79) and (81) of EU Regulation 2016/679]

#### 3.6 data processor

An entity that processes personal data only on behalf of the **data controller**.

NOTE: Within the ENplus® scheme, the **ENplus® National Licensers** are considered as being the **data processor** for data that are collected and made accessible to the **ENplus® International Management** through the ENplus® certification platform.

[source: modified from Art.4, EU Regulation 2016/679]

#### 3.7 data subject

Any identified or identifiable natural person, whose personal data is processed by the controller responsible for the processing.



### 3.8 DEPI

**DEPI** (Deutsches Pelletinstitut GmbH) is ENplus® governing body for Germany, certification body responsible for all certification activities within Germany and acts as inspection body within Germany.

### 3.9 ENplus® certification body

A body that is recognised to perform certification within the ENplus® certification scheme.

### 3.10 ENplus® certification seal

A distinctive graphic consisting of the **ENplus® logo** and unique **ENplus® ID**.

NOTE: The use of the **ENplus® certification seal** is described in ENplus® ST 1003.

### 3.11 ENplus® documentation

Documents that include requirements, guidance, and procedures of the ENplus® scheme.

NOTE: The **ENplus® documentation** structure is shown in ENplus® PD 2001, Annex A and includes ENplus® **standards**, ENplus® guidance documents and ENplus® procedural documents.

### 3.12 ENplus® ID

Unique alfa-numerical code issued by the relevant **ENplus® scheme management** to every ENplus® certified **company**.

NOTE: The use of the **ENplus® ID** is described in ENplus® ST 1003.

### 3.13 ENplus® International Management

Bioenergy Europe AISBL represented by the European Pellet Council (EPC), governing body of the ENplus® certification scheme with overall responsibility for the management of the ENplus® scheme outside Germany.

### 3.14 ENplus® scheme management

A governing body of the ENplus® certification scheme that is either **ENplus® International Management**, an **ENplus® National Licenser**, or **DEPI** operating within their respective regions.

NOTE: Contact details for the **ENplus® scheme management** are available by country on the **official ENplus® website**.

### 3.15 ENplus® testing body

A body that is recognised to perform testing within the ENplus® certification scheme.

[source: modified from ISO 17020]

### 3.16 ENplus® logo

A distinctive graphic design that is a registered trademarked material and that is also part of the **ENplus® certification seal**, **ENplus® quality seal** and of the **ENplus® service sign** along with the **ENplus® ID**.

### 3.17 ENplus® National Licenser

Governing body of the ENplus® scheme appointed by the **ENplus® International Management** to manage the ENplus® scheme within a respective country.

### 3.18 ENplus® National Promoting Association

An entity appointed by **ENplus® International Management** to promote the ENplus® scheme within a respective country.

### 3.19 ENplus® quality class logo

A distinctive graphic referring to the ENplus® quality classes.

NOTE: The use of the **ENplus® quality class logo** is described in ENplus® ST 1003.

### 3.20 ENplus® quality seal

A distinctive graphic referring to the ENplus® quality classes consisting of the **ENplus® logo**, **ENplus® quality class logo** and unique **ENplus® ID**.

NOTE: The use of the **ENplus® quality seal** is described in ENplus® ST 1003.

### 3.21 official ENplus® website

The official website of the ENplus® scheme managed by the **ENplus® International Management** ([www.enplus-pellets.eu](http://www.enplus-pellets.eu)) for all countries except Germany and by **DEPI** ([www.enplus-pellets.de](http://www.enplus-pellets.de)) for Germany.

### 3.22 personal information

Any information that relates to an identified or identifiable living individual. Different pieces of information, which collected together can lead to the identification of a particular person, also constitute personal data.

[source: modified from Art.4, EU Regulation 2016/679]

### 3.23 sensitive information

Information that is subject to legal protection shall be considered as sensitive. **Sensitive information** includes **personal information**, **confidential information** and information covered by anticompetition law.

### 3.24 standard

A document established by **consensus** and approved by a recognised body that provides, for common and repeated use, rules, guidelines or characteristics for activities or their results, aimed at the achievement of the optimum degree or order in a given context.

NOTE: **Standards** should be based on the consolidated results of science, technology, and experience, and aimed at the promotion of optimum benefits [ISO/IEC Guide 2].

### 3.25 trade secret

A valuable piece of information for an enterprise that is treated as confidential and that gives that enterprise a competitive advantage.

[source: EU Directive 2016/943 of 8 June 2016]

## 4. Purpose of information collection and processing

**4.1** The **ENplus® International Management** and the **ENplus® National Licensers** shall only collect, store, process and use information about entities engaged in the ENplus® scheme (see 1.2) and their activities for the purposes of governance of the ENplus® scheme, including:

- a) licensing activities in relation with the ENplus® copyright and trademark protected material;
- b) identification of the supply chain of ENplus® certified products;
- c) listing of **ENplus® certification bodies** and **ENplus® testing bodies** and implementation of the Certification Integrity Programme;
- d) monitoring and investigation of fraud cases;
- e) investigation and management of **complaints** related to ENplus® certification;
- f) other activities of the ENplus® scheme governance, including implementation of the Governance Integrity Programme.

**4.2** The collected information shall be limited to information that is relevant for the ENplus® certification and governance of the ENplus® scheme; the disclosure request shall be proportionate.

**4.3** The **personal information**, such as contact details of ENplus® certified **companies** and other entities representatives and contact persons, shall only be collected for the purposes of the governance of the ENplus® enabling communication with those entities.

## 5. Requirements for protection of sensitive information

**5.1** The **ENplus® International Management** and **ENplus® National Licensers** shall follow all applicable legislation in relation with protection of personal data and **confidential information**.

**5.2** The **ENplus® International Management** shall regularly assess the legality of the scheme requirements with the Belgian legislation and the EU legislation, including anticompetition law.

**5.3** The **ENplus® National Licensers** shall regularly assess the applicable legislation in their respective countries and, where necessary, establish procedures additional to this document to ensure compliance with the national applicable legislation. The **ENplus® National Licensers** are fully liable for any non-conformities with the national applicable legislation.

**5.4** The **ENplus® International Management** and **ENplus® National Licensers** shall consider all collected information that is not publicly available as **sensitive information** and shall not disclose it to third parties, except in the following cases:

- a) the information is publicly known or subsequently becomes publicly known through no fault of the ENplus® scheme;
- b) the third party provides specific services in connection with the ENplus® scheme and is bound by confidentiality obligations;
- c) the owner of the information consents to disclose it;
- d) it is required by law.

**5.5** The **ENplus® International Management** and **ENplus® National Licensers** may process the **confidential information** to anonymise it and aggregate it with other data in such a manner that the aggregated data does not identify anyone and cannot be used to derive any of the **confidential information**.

**5.6** The **ENplus® International Management** and **ENplus® National Licensers** shall take necessary measures to prevent the collected **sensitive information** from being used for other purpose than specified in Purpose of information collection and processing, and shall ensure that:

- a) the ENplus® certified **company's** gives as a part of the ENplus® trademark license contract consent with the disclosure of their **business information** and its processing by third parties, in accordance with this document. The contract signature shall be considered as an eligibility requirement for the ENplus® certification. Upon the termination of the ENplus® certification services, the information on ENplus® certified **companies** is stored for a maximum period of 1 year, except when a different statutory deadline is established by law. After this time, the information shall be destroyed or returned to its owner.
- b) the ENplus® certification and testing bodies give as a part of the ENplus® listing contract consent with the disclosure of their **business information** and its processing by third parties, in accordance with this document. The contract signature shall be considered as an eligibility requirement for the ENplus® listing of certification and testing bodies.
- c) the ownership of the information remains to the certified **company**. The processing of such information by the ENplus® scheme shall be exclusively interpreted in relation to the scheme provisions. Declaring the information to the ENplus® scheme shall not relieve the

**company** of their declaration and registration obligation towards the law. The **ENplus® International Management** does not have any claim towards the data processed for the sole purpose of confirming its compliance with the scheme requirements.

- d) the type of collected information shall be identified. The **sensitive information** shall be treated in accordance with the requirements of this document.
- e) personnel having access to **sensitive information** are properly identified and authorised. The authorised personnel shall:
  1. Be working for the ENplus® scheme governance with the need to access the **sensitive information** to perform their task and responsibilities;
  2. Sign confidentiality forms or non-disclosure agreements;
  3. Be properly trained in protection of **sensitive information**;
  4. Not share their personal access codes to computers, information systems and databases consisting of **sensitive information**;
  5. Be subject to disciplinary actions for wilful negligence in the handling of **sensitive information**.
- f) the **sensitive information** on paper documents shall be protected by securing the information in individual files that shall be locked in restricted storage.
- g) the **sensitive information** that has been digitalised or otherwise presented in an electronic media must be stored in secured formats. Any electronic database with the **sensitive information** shall have sufficient level of protection against unauthorised access.
- h) any third party providing specific services in connection with governance of ENplus® scheme that is allowed to access the **sensitive information** shall sign a non-disclosure agreement or similar agreements, in particular, in relation to antitrust provisions and breach of confidentiality.

**5.7** The **ENplus® National Licensers** shall promptly notify the **ENplus® International Management** in writing of any security incident affecting **sensitive information**. The **ENplus® National Licensers** shall reasonably cooperate with the **ENplus® International Management** in the investigation and correction of the security incident, and its communication. The **ENplus® International Management** shall promptly notify the **ENplus® National Licensers** in writing of any security incident affecting **sensitive information** of entities relating to their respective country.

## 6. Personal information

**6.1** The **ENplus® International Management** and **ENplus® National Licensers** operating in the EU jurisdiction shall comply with all applicable legislation regarding the processing of personal data, including the General Data Protection Regulation or “GDPR”, as of 25 May 2018.

**6.2** The **ENplus® International Management** shall act as **data controller** and may also act as **data processor**. The **ENplus® National Licensor** may process *personal data* on behalf of the **ENplus® International Management**, in which case the **ENplus® National Licensor** shall be considered the **data processor**.

**6.3** Upon request from the **data subject**, the **ENplus® International Management** and/or **ENplus® National Licensers** shall confirm whether or not personal data concerning him or her are being processed.

**6.4** The **ENplus® International Management** may work with contracted third parties acting as **data processors** to assist it in exercising its ENplus® scheme governance function and may disclose **personal information** to third parties for such purposes provided that third party and its affiliates are bound by confidentiality obligations.

**6.5** The **data processor** shall:

- a) only process personal data insofar as necessary for performance of the contract and further to the documented instructions and on behalf of the **ENplus® International Management**;
- b) ensure that all necessary technical and organisational measures are in place to protect **personal data** against accidental or unlawful destruction or accidental loss, alteration, unauthorised disclosure or access and all other unlawful forms of processing, each incident in relation to the foregoing being referred to hereinafter as a “Security Incident”;
- c) promptly notify the **ENplus® International Management** in writing of any Security Incident affecting **personal data** processed by the **data processor** pursuant to this contract within one (1) business day following the occurrence of the Security Incident or immediately upon learning of the Security Incident, whichever is later; the notice shall summarise in reasonable detail the impact of the Security Incident on Bioenergy Europe and any **data subjects** who may be affected by it;
- d) reasonably cooperate with the **ENplus® International Management** in the latter’s investigation of the Security Incident and not make any public announcement regarding the Security Incident without the **ENplus® International Management** prior written consent;
- e) reimburse the **ENplus® International Management** for all reasonable remediation costs incurred by Bioenergy Europe if the Security Incident is attributable to the **data processor**;
- f) promptly inform the **ENplus® International Management** in writing of any request (e.g. for access or erasure), objection or **complaint** by a **data subject** or supervisory authority and reasonably cooperate with Bioenergy Europe in handling the request, objection or **complaint**;
- g) only process **personal data** within the European Economic Area or in countries outside the European Economic Area which have been recognised by the European Commission as offering an adequate level of protection (collectively the “Permitted Countries”) and not

grant access to or transfer personal data (or any other information processed by the **data processor** on behalf of the **ENplus® International Management**) to a recipient located outside the Permitted Countries, unless the **ENplus® International Management** has consented in writing to such access or transfer; the **ENplus® International Management** may, at its sole discretion, make its written consent subject to the fulfilment of further conditions (e.g. the conclusion of EU model clauses);

- h) not work with any subcontractors, unless the **ENplus® International Management** has given its prior written approval for subcontracting;
- i) take all necessary steps to ensure the reliability and trustworthiness of its staff members who have access to **personal data** and ensure that all staff members and agents authorised to access **personal data** may only do so if they are required to treat the **personal data** as confidential, except where disclosure of the data is required in order to properly perform their duties or comply with an obligation of EU or Member State law to which the **processor** is subject, in which case the **data processor** shall inform Bioenergy Europe of the applicable legal requirement prior to disclosure of the **personal data** unless the law prohibits the communication of this information on significant grounds of public interest;
- j) upon termination of the contract, delete or return all **personal data** to the **ENplus® International Management**, at **ENplus® International Management**'s choice, unless EU or Member State law requires storage of the **personal data**;
- k) where required by applicable data protection laws, assist the **ENplus® International Management** in complying with its obligations under these laws.

**6.6** The **ENplus® International Management** and **ENplus® National Licensers** shall ensure through technical and organizational measures a complete protection of any **personal information** processed through the ENplus® Certification Platform, website, and events; in accordance with the General Data Protection Regulation (GDPR).

**6.7** Upon request from the **data subject**, the **ENplus® International Management** and **ENplus® National Licensers** shall provide information about his or her **personal data** stored at any time and a copy of this information. Furthermore, the subject shall have access to the following information:

- a) the purposes of the processing;
- b) the categories of personal data concerned;
- c) the recipients or categories of recipients to whom the personal data have been or will be disclosed;
- d) where possible, the envisaged period for which the personal data will be stored, or, if not possible, the criteria used to determine that period;
- e) the existence of the right to request from the controller rectification or erasure of personal data, or restriction of processing of personal data concerning the **data subject**, or to object to such processing;
- f) the existence of the right to lodge a **complaint** with a supervisory authority: the Belgian Commission for Protection of Privacy or a supervisory authority in a country where the **ENplus® National Licensor** is located;

g) where the personal data are not collected from the **data subject**, any available information as to their source.

**6.8** The **ENplus® International Management** and/or **ENplus® National Licensers** shall ensure that the **data subject** has a right to obtain information as to whether **personal data** are transferred to a third country or to an international organisation. Where this is the case, the **data subject** shall have the right to be informed of the appropriate safeguards relating to the transfer.

**6.9** Upon request from the **data subject**, the **ENplus® International Management** and/or **ENplus® National Licensers** shall rectify inaccurate information related to him or her.

**6.10** Upon request from the **data subject**, the **ENplus® International Management** and/or **ENplus® National Licensers** shall delete the personal data concerning him or her without undue delay, as long as the processing is not necessary to fulfil the contracted services.

**6.11** The **ENplus® International Management** and/or **ENplus® National Licensers** shall ensure that the **data subject** has the right to withdraw his or her consent to processing of his or her personal data at any time. If the **data subject** wishes to exercise the right to withdraw the consent, he or she may, at any time, contact the **ENplus® International Management**.



## Annex A. Personal information notice

The ENplus® trademark licensing contract and the ENplus® listing contract with commencement date entails the processing of personal data by the **ENplus® International Management** and/or **ENplus® National Licensers**. The details of such processing, which shall only take place on documented instructions of Bioenergy Europe, are the following:

- a) **subject-matter of the processing:** governance of the ENplus® scheme, including delivery of the ENplus® trademark licensing services;
- b) **duration of the processing:** the term of certification period. Upon the termination of the certification services, the information may be stored for a maximum period of 1 year, except when a different statutory deadline is established by law;
- c) **nature and purposes of the processing:** the performance of the certification and licensing services require a limited amount of **personal information** to contact the contact person;
- d) type of personal data:
  1. Full name,
  2. phone number,
  3. Professional email address,
  4. Job function and title;
- e) categories of **data subjects:**
  1. Certified **companies'** employees and legal representatives,
  2. **ENplus® certification bodies** and **ENplus® testing bodies** employees and legal representatives,
  3. Service providers' contact persons and legal representatives,
  4. Contractual partners contact persons and legal representatives,
  5. Fraud reporters,
  6. **Complaints** reporters.
- f) obligations and rights of the **ENplus® International Management** as the **data controller** (as set out in this document).



The world-leading  
Wood pellet certification

We are a world-leading, transparent, and independent certification scheme for wood pellets. From production to delivery, we guarantee quality and combat fraud along the entire supply chain.

ENplus® c/o Bioenergy Europe  
Place du Champ de Mars 2  
1050 Brussels, Belgium  
✉ [enplus@bioenergyeurope.org](mailto:enplus@bioenergyeurope.org)  
☎ +32 2 318 40 35  
📠 +32 2 318 41 93