

**PROCEDURE FOR REMOTE ATTENDANCE AND VOTING AND APPOINTING  
PROXIES BY REMOTE MEANS OF COMMUNICATION AT THE GENERAL  
SHAREHOLDERS' MEETING  
OF  
APPLUS SERVICES, S.A.**



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# **PROCEDURE FOR REMOTE ATTENDANCE AND VOTING AND APPOINTING PROXIES BY REMOTE MEANS OF COMMUNICATION AT THE GENERAL SHAREHOLDERS' MEETING**

## **Preamble**

Pursuant to articles 189 and 521 of the Spanish Companies Act (the "**Law**"), articles 16 and 17 of the Company's Bylaws and articles 7.4, 11.2, 14.3 and 17.2 of the Regulations of the General Shareholders' Meeting, Shareholders of Applus Services, S.A. will be entitled attend remotely to the meeting, to cast their vote and appoint proxies prior to the General Shareholders' Meeting by telematics or remote means of communication.

The aforesaid articles of the Company's Bylaws and the Regulations of the General Shareholders' Meeting provide that the Board of Directors shall determine the remote means of communication (including, where appropriate, telematics means) that may allow Shareholders to participate in the Shareholders' Meeting or cast their vote or appoint proxies.

## **Chapter I**

### **Remote attendance**

Pursuant to the provisions of Articles 17.1 of the Company's Bylaws and 7.4 and 17.2 of the Regulation of the General Shareholders' Meeting, Shareholders (or their representatives) may exercise their right to attend the General Shareholders' Meeting remotely, with due adherence to the following instructions.

#### **Section 1.1.- Registration and connection**

Shareholders or representatives of Shareholders who wish to attend the Meeting must register between 9:30 AM and 11:30 AM on the date scheduled for the General Shareholders' Meeting (i.e. on the first call date if intended to attend on first call or on the second call date if intended to attend on second call). To do so, the Shareholder or representatives must access the General Shareholders' Meeting section of the Company's website ([www.applus.com](http://www.applus.com)), follow the instructions and fill in the necessary registration data.

No connection for the exercise of the right of attendance will be admitted after the time indicated. The Shareholder or representatives may follow the broadcast of the Meeting and vote in real time on the various items of the Agenda by following the instructions received.

The guarantees the Board of Directors considers suitable to ascertain the authentically and identity of the Shareholder attending remotely are (i) the recognised electronic signature and the advanced electronic signature, provided they are based on the Electronic User Certificate issued by the Spanish Public Authority of Certification (CERES), dependent from the Spanish National Mint's Public Certification Authority with respect to which no revocation has been registered, (ii) the recognised electronic certificate

forming part of the electronic National Identity Card issued pursuant to the Royal Decree 1553/2005, of 23 December, regulating the issuance of National Identity Cards and their electronic signature certificates, or (iii) the user/password credentials that the Shareholder will receive at his/her e-mail address after the verification of his/her identity and status as Shareholder using the special credential application form available on the electronic voting and proxy platform on the Company's website ([www.applus.com](http://www.applus.com)), in the General Shareholders' Meeting section; said form shall be submitted before 12:00 PM on the day prior to the day on which the General Shareholders' Meeting is to be held on first call.

If the person who will attend the Meeting electronically has been conferred a delegation in its favour, the Shareholder who has delegated it must communicate to the representative such delegation and, in addition, unless the delegation was made electronically, a copy of the card must be sent to the Company (by post to Applus Services, S.A., Investor Relations / General Shareholders' Meeting, Ronda de la Font del Carme s/n, Bellaterra, Cerdanyola del Vallés, 08193 Barcelona, or by email to [juntageneral@applus.com](mailto:juntageneral@applus.com)), together with a copy of the Identity Document or Passport of the representative, before 12:00 on the day before to the date scheduled for the General Shareholders' Meeting on first call and to identified as instructed.

### **Section 1.2.-Submission of interventions and questions**

Shareholders or their representatives who, in the exercise of their rights, intend to remotely intervene at the Meeting and, where appropriate, request information or clarifications in relation to the items comprised in the Agenda, request clarifications regarding the publicly accessible information which the Company should have provided to the Spanish National Securities Market Commission since the last Annual General Shareholders' Meeting, and concerning the auditor's report or make the proposals allowed by the law, must formulate and send their intervention, question or proposal through the application set up to this effect in the General Shareholders' Meeting section of the Company's website ([www.applus.com](http://www.applus.com)), from the time of the registration and until the end of the round of interventions established by the Chairman of the General Shareholders' Meeting.

The attendee who wishes to have his/her intervention recorded in the minutes of the General Shareholders' Meeting must submit it in writing and indicate this clearly and expressly in the text of his/her intervention. The attendees interventions submitted in writing will be read by the Secretary of the Shareholders' Meeting in attention to their relevance during the turn of interventions. Requests for information or clarification made by attendees will be answered during the meeting or in writing within the seven days following the General Shareholders Meeting, in accordance with the provisions of the Spanish Companies Act.

### **Section 1.3.-Accreditation of the Shareholder status of registered persons**

The attendance of the registered Shareholder shall be subject to confirmation

that the shares are registered with the Book Entry Register five (5) days before the date on which the General Shareholders' Meeting is held. Registered Shareholders who lose this condition will be unable to attend the Annual General Shareholders' Meeting nor, where appropriate, their representatives.

In the event of any discrepancy between the number of shares notified by the Shareholder (or his/her representative) attending and voting remotely and the number of shares listed in the Book Entry Register, pursuant to quorum and voting conditions, the number of shares in the register will be considered as valid.

#### **Section 1.4.- Exercise of the right to vote at the Meeting**

The Shareholder or his/her representative that connects to the telematic attendance platform within the hours indicated in Section 1.1 above may follow the broadcast of the meeting and vote on the different items of the Agenda from the time of his/her connection and until the end of the voting period indicated by the Chairman of the Shareholders' Meeting.

### **Chapter II**

#### **Voting by remote means of communication prior to the Meeting**

Pursuant to article 17.1 of the Company's Bylaws and article 7.4 of the Regulations of the General Shareholders' Meeting, the Board of Directors establishes that voting on items of the Agenda may be exercised by Shareholders by the following means: (i) by voting at the Shareholders' Information Office; (ii) by post; or (iii) by electronic communication, in accordance with the following instructions.

#### **Section 2.1.- Voting at the Shareholders' Information Office**

If a Shareholder decides to cast his/her vote, in person or by proxy, at the Shareholders' Information Office (Applus Services, S.A. – Investors Relations / General Shareholders' Meeting, Ronda de la Font del Carme s/n, Bellaterra, Cerdanyola del Vallès, 08193 Barcelona), he/she shall submit an attendance and voting card clearly stating the Shareholder's identity, the number of shares held, the sense of his/her vote on each item on the Agenda, as well as his/her written signature, and present his/her national identity card or passport, if the Shareholder is a natural person. In case of representation, the proxy-holder must present, in addition, his/her national identity card or passport and a document legally proving proxy representation both if the Shareholder is a legal entity or a natural person.

#### **Section 2.2.- Voting by post**

Shareholders wishing to vote by post must submit to the Company (Applus Services, S.A. – Investors Relations / General Shareholders' Meeting, Ronda de la Font del Carme s/n, Bellaterra, Cerdanyola del Vallès, 08193 Barcelona), in sealed envelope, the attendance and voting card, issued by

the Company or by the Entities that are Members of *Sociedad de Gestión de los Sistemas de Registro, Compensación y Liquidación de Valores* (IBERCLEAR, the Spanish stock exchange clearing house), setting out clearly the identity of the Shareholder, the number of shares he/she holds, how he/she wishes to vote on each item of the agenda, as well as his/her written signature, along with a copy of his/her national identity card or passport. If the Shareholder is a legal entity, in addition to the handwritten signature of its representative and a copy of his/her national identity card or his/her passport, it must provide a document that constitutes a legal accreditation of representation and, in case of doubt, contact the Shareholders' Information Office on the telephone: +34 935.202.050 (office hours: Monday to Friday from 10 am to 1 pm; email: [juntageneral@applus.com](mailto:juntageneral@applus.com)).

### **Section 2.3.-Voting by electronic means of communication**

Shareholders wishing to vote must do so in the section devoted to the General Shareholders' Meeting on the electronic voting and proxy platform available on the Company's website ([www.applus.com](http://www.applus.com)) in the "General Shareholders' Meeting" section, following the instructions given for such purpose on each in each screen of the abovementioned platform and filling out the forms provided. For such purpose, they will provide evidence of their identity, through an electronic signature with the security, as set forth below, as well as the number of shares held and how they intend to vote on each item on the Agenda.

The security that the Board of Directors considers appropriate to ensure the authenticity and identification of a Shareholder exercising his/her voting right is the electronic signature recognized pursuant to the terms of the Law 59/2003 of 19 December, on electronic signatures, provided the signature is based on: (i) an Electronic User Certificate issued by the Spanish National Mint's Public Certification Authority (CERES), concerning which no revocation has been recorded; (ii) the recognized electronic certificate incorporated in the electronic National identity document issued pursuant to Royal Decree 1553/2005, of 23 December, regulating the issuance of the Spanish national identity card and electronic signature certificates; or (iii) the user/password credentials that the Shareholder will receive at his/her e-mail address after the verification of his/her identity and status as Shareholder using the special form on the electronic voting and proxy platform available on the Company's website ([www.applus.com](http://www.applus.com)), on the General Shareholders' Meeting section of the Company's website ([www.applus.com](http://www.applus.com)).

### **Section 2.4.-Specific rules on the direction of the vote**

If a Shareholder that cast his/her vote by remote means of communication fails to mark any of the boxes provided for the purpose in relation to any item of the Agenda, he/she will be deemed to have voted in favor of the respective resolution proposed by the Board of Directors.

### **Section 2.5.-Gaps, errors, defects or omissions in the cards**

If part of the items of the Agenda were omitted, as a result of an error in the

editing, printing or transcription of the Agenda of the call to the meeting:

- In the cards containing voting instructions in favor of the proposals of the Board of Directors for all items of the Agenda or instructions in blank, it is assumed that the Shareholder also delegates or votes in favor of the remaining items contained in the Agenda of the meeting that are not included in the card.
- In the cards containing voting instructions of abstention or voting against the proposals of the Board of Directors for all or any items of the Agenda to the meeting, it is assumed that the Shareholder abstains from voting on the remaining items contained in the Agenda of the meeting that are not included in the card.

If the card has any gap, error, defect or omission, the Company may or may not accept the card as valid and shall determine the sense of the instruction received, complying with the principles of corporate interest, legal security and safeguarding of Shareholders' rights.

### **Chapter III**

#### **Granting of proxies using remote means of communication**

Every Shareholder that is entitled to attend to the General Shareholders' Meeting may appoint a proxy-holder for the General Shareholders' Meeting, regardless the condition of Shareholder of the proxy-holder. The proxy-holder shall be appointed in accordance and with the scope provided in the Law and in the Regulations of the General Shareholders' Meeting.

Pursuant to article 16.2 of the Company's Bylaws and articles 7.4 and 11.2 of the Regulations of the General Shareholders' Meeting, Shareholders may appoint a proxy-holder for the General Shareholders' Meeting in written or by electronic communication means, appropriate to ensure the identity of the Shareholder and his/her proxy-holder.

#### **Section 3.1.- Appointment of proxy-holders by post**

Shareholders wishing to appoint a proxy-holder by post must fill in the attendance and voting card issued by the entities that are Members of *Sociedad de Gestión de los Sistemas de Registro, Compensación y Liquidación de Valores* (IBERCLEAR, the Spanish stock exchange clearing house), in the "Appointment of Proxy-holder" section, with their handwritten signature and a copy of their national identity card or their passport attached, and send it by post to the Company (Applus Services, S.A., - Investors Relations, Ronda de la Font del Carme s/n, Bellaterra, Cerdanyola del Vallès, 08193 Barcelona).

#### **Section 3.2.- Appointment of proxy-holders by electronic communication**

Shareholders wishing to appoint their proxy by electronic communication may do so through the Company's website ([www.applus.com](http://www.applus.com)) in the "General



Shareholders' Meeting" section, following the instructions given for that purpose on each of the windows of such website and filling out the forms provided for that purpose. To that end, they shall provide evidence of their identity, via an electronic signature endorsed by the guarantees stipulated below, as well as the number of shares held and how they intend to vote on each item on the Agenda.

The guarantee that the Board of Directors considers appropriate to ensure the authenticity and identification of a Shareholder exercising his/her voting right is the electronic signature recognized pursuant to the terms of the Law 59/2003 of 19 December, on electronic signatures, provided the signature is based on: (i) an Electronic User Certificate issued by the Spanish National Mint's Public Certification Authority (CERES), concerning which no revocation has been recorded; or (ii) the recognized electronic certificate incorporated in the Spanish national identity card issued pursuant to Royal Decree 1553/2005, of 23 December, regulating the issuance of the Spanish national identity card and electronic signature certificates. The certificate must be obtained by the Shareholder, at no charge to the Company, and must be valid at the time of voting.

### **Section 3.3.- General provisions for appointment of proxy-holders**

#### Section 3.3.1.- General rules

Shareholders appointing a proxy-holder by remote means of communication must notify the designated proxy-holder the representation that has been granted. For these purposes, on the date and at the place of the General Shareholders' Meeting, appointed proxy-holders shall identify themselves by their national identity card or their passport, and hand in a printed copy of their appointment as proxy-holder by post or by electronic communication, duly signed by both the proxy-holder and the principal.

The same proxy-holder may be appointed by more than one Shareholder, without limitation as for the number of represented Shareholders. If a proxy-holder is appointed by several Shareholders, he/she will be entitled to cast their votes in different directions, in accordance with the instructions provided by each Shareholder.

No Shareholder may be represented by more than one proxy-holder, neither in case of legal representation, nor in the event of a Shareholder delegating his/her right to attend the meeting. Exceptionally, financial intermediaries formally legitimated as Shareholders pursuant to the accounting registration desk of the shares, and acting in their own name but on behalf of several persons, may split their vote and cast it in a divergent direction, in accordance with different voting instructions, when received. These intermediary entities may delegate their votes in favor of the indirect holders or third parties appointed by them, without limiting the number of proxies granted.

In those cases where, prior to the holding of the General Shareholders' Meeting, the Shareholder delivers or hands in the card with the aim to attend in person the General Shareholders' Meeting, it shall be considered that, in

the event that he/she finally does not attend the meeting in person, he/she has appointed the Chairman of the Board of Directors as proxy. Such appointment shall be revoked in the event that the Shareholder finally attends the General Shareholders' Meeting in person.

Section 3.3.2.- Legal representation

Representation shall be granted in written, with special character for each Shareholders' Meeting, unless it is granted to the spouse, ascendant or descendant of the Shareholder or to a general attorney by public document to manage all the estate that the Shareholder holds in Spain.

Underage or unable Shareholders and corporate bodies that are Shareholders shall be represented by those holding duly accredited representation.

Section 3.3.3.- Scope of the representation

Unless the Shareholder expressly indicates otherwise, proxies shall be deemed to have been granted for all items included in the Agenda of the call to the meeting, and shall automatically extend to those that, even if they are not included in the Agenda, may legally be considered in the General Shareholders' Meeting, without requiring that they be included in the Agenda of the call to the meeting.

Section 3.3.4.- Proxies in favor of the members of the Board of Directors, its Secretary or Vice-Secretary or the senior management of the Company

All proxies not containing the identification with nominative expression of the proxy-holder will be deemed to have been granted to the Chairman of the Board of Directors, being applicable (where appropriate) the rules provided in the following section 4.4 for conflict of interest situations.

When the Chairman or any other member of the Board of Directors is appointed proxy-holder, including the Secretary Non-Director or the Vice-Secretary Non-Director, or any member of the senior management, this communication will be considered made upon the reception by the Company of the proxy granted.

Section 3.3.5.- Absence of the proxy-holder

Should the card contain a proxy granted to a person other than a member of the Board of Directors or the Secretary Non-Director of the Board of Directors, the Vice-Secretary Non-Director of the Board of Directors or the senior management, and the person appointed as proxy-holder does not attend in person the General Shareholders' Meeting, such proxy shall be cancelled.

Should the card contain a proxy granted by name to any of the members of the Board of Directors other than its Chairman, the Secretary Non-Director of the Board of Directors, the Vice-Secretary Non-Director of the Board of

Directors or any of the members of the senior management, and the person appointed as proxy-holder does not attend in person the General Shareholders' Meeting, the Chairman of the Board of Directors shall automatically be deemed to have been appointed as proxy in the alternative, being applicable (where appropriate) the rules provided in the following section 4.4 for conflict of interest situations.

In all cases in which a proxy is deemed to have been granted to the Chairman of the Board of Directors, if the Chairman does not attend in person the General Shareholders' Meeting, the proxy shall be deemed to have been granted to whoever acts as President of the General Shareholders' Meeting.

#### Section 3.3.6.- Specific rules on the direction of the vote

If the represented Shareholder had provided voting instructions to the appointed proxy, the proxy shall vote on the resolutions submitted to the General Shareholders' Meeting in accordance with such instructions, and he/she shall be obliged to keep the instructions for a period of one year from the holding of the General Shareholders' Meeting called.

Whenever a Shareholder granting a proxy does not provide otherwise, the Shareholder shall be deemed to have specifically instructed the proxy to vote in favor of each of the proposals made by the Board of Directors in connection with the items included in the Agenda of the meeting and, as the case may be, against the proposals not made by the Board of Directors or in connection with items not included in the Agenda of the meeting.

In the event that items not included in the Agenda of the meeting are submitted to voting in the General Shareholders' Meeting, unless express instruction of the Shareholder specified in the card, the proxy-holder shall vote against.

## **Chapter IV**

### **Common rules**

#### **Section 4.1.- Timeframe for voting and appointing proxies by remote means of communication**

In order to be valid, proxy appointments and votes casted by any of the aforesaid means must be received by the Company at the Investors Relations' Department / General Shareholders' Meeting (Ronda de la Font del Carmen s/n, Bellaterra, Cerdanyola del Vallès, 08193 Barcelona) or via the Company's website ([www.applus.com](http://www.applus.com)), as the case may be, between the date of publication of the call to the General Shareholders' Meeting and no later than 24 hours prior to the date and time scheduled to hold the General Shareholders' Meeting upon first call. For the purposes of electronic communications, the Company will implement an electronic time-stamping system based on an objective time source, in order to accredit the time at which proxy appointments or electronic votes arrive.

After the indicated period, only proxies presented before the tables of register

of entry of the Shareholders, in the place and date specified to hold the General Shareholders' Meeting.

#### **Section 4.2.- Revocation**

A proxy granted and a vote casted by remote means of communication, either by post or by electronic means, may be deprived of effects by subsequent and express revocation by the Shareholder, conducted by the same means used to grant the proxy or cast the vote casted by remote communication means, within the period established in the aforementioned section 4.1.

A proxy granted and a vote casted by remote means of communication will also be deprived of effects in the event of a sale of the shares known by the Company.

#### **Section 4.3.- Order of priority in attendance, voting and proxy appointment by remote means of communication**

Subsection 1<sup>st</sup>.- Priority of personal attendance (physically or electronically)

Pursuant to articles 16.4 of the Company's Bylaws and 11.7 of the Regulations of the General Shareholders' Meeting, should the Shareholder attend the General Shareholders' Meeting (physically or electronically), the proxy granted and the vote casted by remote means of communication will be revoked. The physical attendance will invalidate the electronic (remote) attendance.

Subsection 2<sup>nd</sup>.- Priority of remote voting over proxy appointment

Votes casted by any remote means of communication will render without effects any proxy appointments granted by electronic means or by post or by any other means, either granted previously, that shall be considered revoked, or either granted subsequently, that shall be considered not made.

Subsection 3<sup>rd</sup>.- Priority upon appointment of several proxies and/or votes by remote means of communication

Should a Shareholder validly make several proxy appointments or validly cast several votes by remote means of communication, the proxy appointment and/or the vote received last shall prevail, and those received earlier will be null and void.

#### **Section 4.4.- Conflict of interest of the proxy-holder**

In the event that any proxy-holder is affected by a conflict of interest in connection with any item of the Agenda, the proxy-holder shall inform the Shareholder of such circumstance in detail prior to the proxy-holder's appointment. The proxy-holder shall only cast a vote in connection with those items with respect to which the conflict exists providing that he/she has received specific voting instructions from the Shareholder for each of such

items.

If the conflict is subsequent to the appointment of the proxy, and the proxy-holder does not warn the Shareholder of its possible existence, the proxy-holder shall promptly notify the Shareholder thereof. In such case, the proxy-holder shall only vote in connection with such items if he/she has received new specific voting instructions.

In the event that the proxy-holder has not received specific voting instructions for each of the items submitted to vote, the proxy-holder shall abstain from casting his/her vote.

Unless otherwise indicated by the Shareholder, if the proxy-holder is affected by a conflict of interest, and he/she has not received specific voting instructions or, upon their reception, it is considered preferable that he/she does not exercise the proxy granted in connection with the items related to the conflict, the Shareholder shall be deemed to have appointed as proxies for such items, subsidiary and successively, in the following order: (i) in the first place, the Chairman of the General Shareholders' Meeting and in case of conflict of interest, in second place, the Secretary of the Board of Directors.

#### **Section 4.5.- Verification of the vote or the proxy appointment**

The validity both of the vote casted and the proxy granted by remote means of communication is subject to the verification by the Company of the date provided by the Shareholder, either through the file provided by *Sociedad de Gestión de los Sistemas de Registro, Compensación y Liquidación de Valores* (IBERCLEAR, the Spanish stock exchange clearing house) or by any other means that allow the Company to verify the legitimacy and validity of the proxy or the vote casted by remote means of communication, as well as the number of shares held by the Shareholder.

#### **Section 4.6.- Co-ownership**

In the event of co-ownership of shares, for the purposes of article 126 of the Law, a co-owner attending remotely, voting or appointing a proxy by remote means of communication is presumed to have been appointed by the other co-owner to exercise the rights arising from the shares.

#### **Section 4.7.- Custody of electronic signatures**

The custody of electronic signatures to vote or appoint proxies by electronic means of communication is the sole responsibility of Shareholders.

#### **Section 4.8.- Corporate bodies and non-residents**

Shareholders that are corporate bodies and non-residents in Spain must consult with the Investors Relations' Department the possibility to use and, as the case may be, adapt the mechanisms for voting and appointing proxies be remote means of communication to their specific requirements.

Furthermore, in the event that the Shareholder is a legal entity, it must notify the Company, in a reliable manner, any amendment or revocation of the

powers vested in the proxy-holder. The Company rejects any liability that may arise prior to such notice.

## **Chapter V**

### **Technical incidents**

The Company reserves the right to modify, suspend, cancel or restrict the mechanisms for attending remotely, appointing proxies or electronic voting where technical or security reasons require or impose so, in order to safeguard corporate interest. Such circumstance will be made public as soon as practicable by any means that the Company considers appropriate.

The Company will not be responsible for any damages that, as the case may be, the Shareholder could suffer, as a result of breakdowns, overloads, line failures, connection faults, postal service malfunctioning or any other eventuality of the same or a similar nature beyond the control of the Company that prevents the use of the mechanisms for attending remotely, voting and appointing proxies by electronic means of communication.

## **Chapter VI**

### **Protection of personal information**

The personal information provided by Shareholders or collected as a result of the exercise of the mechanisms for attending remotely, voting and appointing proxies by electronic means of communication will be used by the Company to manage and supervise the access and use of said electronic means of communication by the Shareholders. The legal basis that legitimates these process of the personal data of the Shareholders is the exercise to remotely attend, cast the vote or appoint proxies through said means by the Shareholders in the context of the shareholder relationship with the Company, as well as the compliance with the legal obligations applicable within the regulatory framework collected in the Preamble of these Regulations.

For these purposes, Applus is responsible for the processing of the above personal data. Personal data will be processed until the celebration of the General Shareholders' Meeting is ended will be kept while responsibilities of the relationship with Shareholders may arise. This personal data will not be communicated to third parties.

In case the Shareholder includes personal data of third parties in the proxy forms, the Shareholder must have the consent of such third parties for the communication of their personal data to the Company and inform them of the information contained in these Regulations in relationship with the processing of personal data.

Shareholders may, in relation to their own data and in the terms provided by the legal provisions: (i) access them at the Company's files (right to access); (ii) request their amendment when they are inaccurate (right to rectification); (iii) request that they are not processed (right to object); (iv)

request their erasure (right to erasure); (v) request the restriction of processing when accuracy of the personal data is contested by the data subject and this is being verified, the processing is unlawful and the data subject opposes the erasure of the personal data, and the Company no longer needs the personal data for the purposes of the processing, but they are required by the data subject for the establishment, exercise or defence of legal claims (right to restriction of processing); (vi) receive in electronic format the personal data directly provided to the Company and transmit these to third parties (right to data portability).

To exercise the aforementioned rights, Shareholders must send their request along with a copy of their national identity document, passport or other legal document that proves their identity to the contact mailbox referred to in the contact mailbox section. In any case, the Shareholders may exercise their claim right before the Spanish Agency for Data Protection ([www.aepd.es](http://www.aepd.es)) or any other competent data protection authority.