

**ALBANIAN POWER EXCHANGE – ALPEX J.S.C**

**TECHNICAL DECISION No. 4-T**

**"Technical issues on conversation files"**

Based on the provisions stipulated in section G.2.2 “Voice Recording” and chapter G.3 “Trading on Behalf” of the Electricity Market Rules - Trading Procedures of ALPEX J.S.C (hereinafter referred to as "ALPEX") as in force:

**ALPEX approved:**

1. Technical Decision – Technical issues conversation files.
2. Technical Decision No. 4-T is submitted for notification to the Energy Regulatory Entity - ERE and to the Energy Regulatory Office - ERO.

This decision takes effect immediately.

**CEO OF ALPEX J.S.C**

**Sokol Dishnica**

## **Article 1**

### **Objective - Scope – Definitions**

- (a) This Technical Decision defines the technical details of the installation and activation of a special system for monitoring and recording conversations in order to facilitate ALPEX's operations. The monitoring and conversation recording files kept shall have full force of proof between ALPEX and the Exchange Members, counter proof being allowed.
- (b) The recording of the conversations is carried out in accordance with the provisions of Law No. 9887, dated 10.03.2008 “On Protection of Personal Data”, as amended for Albania and Law No. 03/L-172 “On Protection of Personal Data”, dated 31.05.2010 for Kosovo.
- (c) In particular, the provisions of this Technical Decision shall apply in the event of technical malfunctions or other emergencies. In order to support the Exchange Members, ALPEX may offer the Trading on Behalf service. For the implementation of this service, ALPEX uses technological means for recording telephone conversations and/or the Electronic Nominated Medium concerning the submission of Buy and Sell Orders on behalf of Exchange Members unable to access the Energy Trading Spot System (ETSS).
- (d) The definitions of this Technical Decision have the same meaning as those stipulated in the Electricity Market Rules - Glossary or Electricity Market – General Terms and Procedures and in the relevant legislation regarding the electricity markets.

## **Article 2**

### **Technical Details on Conversation Recording**

- (a) ALPEX records telephone conversations and data exchange, in particular when they relate to the submission, modification, or cancellation of Buy and Sell Orders in the Day-Ahead Market and in the Intraday Market, taking all available security measures. These conversations are recorded regardless of the economic effect they have on the Exchange Member.
- (b) Prior to answering the registered telephone, ALPEX verifies the identity details of the Certified Trader.
- (c) ALPEX does not provide any service and in particular the service of receiving and submitting, modifying, or cancelling the Sell or Buy Order on the ETSS by phone if it has not notified the Exchange Member in advance that the telephone conversation is going to be recorded and it is proven that the Nominated Electronic Medium is not working.

- (d) A copy of the recording of the conversations and communication with the Exchange Member is available upon request from competent authorities, for a period of five (5) years. The information that the conversations are recorded is presented in the language that it is conducted.
- (e) Files of recorded conversations are stored in a fixed medium, which allows them to be reproduced or copied, kept in a format that does not allow the original file to be modified or deleted, and they are stored in a medium that allows them to be easily accessible and available to the Exchange Members upon request once and within 30 (thirty) Days of the conversation.
- (f) ALPEX must ensure the quality, accuracy, and completeness of the files of all telephone conversations and data exchanges.
- (g) The telephone numbers for phone conversation with ALPEX will be posted on ALPEX's website [www.alpex.al](http://www.alpex.al).
- (h) It is not allowed to perform the conversation from different telephone numbers of the Certified Traders, except from those provided in the Exchange Membership Agreement.

### **Article 3**

#### **Enforcement**

This Technical Decision will enter into force on 07.09.2023.

This Technical Decision will be posted on ALPEX's official website [www.alpex.al](http://www.alpex.al).