

This Privacy Policy describes how and when **Energy Knights** ("Company"), processes your personal data when you use the www.energyknights.be website (hereinafter, the "**Website**").

1. General

By using the website available via the domain name energyknights.be (the "Website"), you acknowledge and agree to these terms and conditions, which shall apply to the exclusion of any other conflicting provisions.

This website is made available by Energy Knights BV, with registered office at De Regenboog 11, bus 4 in 2800 Mechelen (Belgium), and with company number BE1001.276.164 (hereinafter: "**Energy Knights**").

2. Object

This Website is intended to inform users about Energy Knights' commercial offer relating to the supply of electricity in Flanders to consumers.

Via this Website, users - acting as consumers - can conclude agreements with Energy Knights for the supply of energy at connection points in Flanders. Such services are subject to the general terms and conditions for energy supply, available via the URL <https://www.energyknights.be/general-terms-conditions/en>. Upon conclusion of such an agreement, the user shall obtain access to the Client Area on this Website under the conditions set forth in the aforementioned general terms and conditions.

3. Processing of Personal Data

By using the Website, we process certain data for the purpose of improving the functionality, operation and/or content of the Website, facilitating navigation and, in general, offering the user a better user experience. Energy Knights hereby refers to its cookie policy and its Privacy Policy, available via the URLs <https://www.energyknights.be/cookies> and <https://www.energyknights.be/privacy/en>.

4. Intellectual Rights

The content of the Website is protected by copyright, of which Energy Knights owns and reserves all rights. Energy Knights hereby grants you a limited, revocable, non-sublicensable license to reproduce and display the Content solely for your personal use in connection with accessing the Website. Except for information submitted by you, you may not copy, scrape, modify, translate, publish, broadcast, transmit, distribute, perform, display or sell any content appearing on or through the Website.

In addition, you are strictly prohibited from:

- reverse engineer, decompile or modify the Website;
- (attempt to) circumvent any access restrictions or other limitations on use or functionality built into the Website;

- remove any proprietary notices (including copyright and trademark notices) from the Website;- use the website for commercial purposes other than those for which it was created;
- use the Website for commercial purposes other than those approved by us.

5. Specific Terms

Your use of segregated areas of the Website may be subject to additional terms and conditions, which will be presented to you for approval when you create an account. These provisions, unless otherwise expressly provided, do not derogate from the provisions of these terms and conditions.

6. Complaints

Complaints can be made via email at the following address: info@energyknights.be or by letter, at the following address: De Regenboog 11 bus 4, 2800 Mechelen. Energy Knights will strive to respond to your complaint, and if necessary provide an appropriate solution, within a reasonable period of time.

7. Responsibility and Liability of Energy Knights

Energy Knights endeavors to keep the information available on the Website as accurate and up to date as possible. However, in view of the fact that the content of such information often depends entirely or partly on third parties, including government agencies, Energy Knights cannot give any guarantees in this respect.

Therefore, Energy Knights cannot be held liable for any damage of any kind, whether direct or indirect, that you may suffer as a result of using the Website and/or the information made available on the Website or other information channels controlled by Energy Knights. Also, Energy Knights cannot be held liable for any malfunctions, interruptions or errors in the Website or the information available on it.

Energy Knights reserves the right to modify, make unavailable its Website and the information available thereon at any time and without prior notice to the user, nor can the user claim any compensation for damages resulting therefrom.

8. Changes

These terms and conditions may be revised from time to time.

Any such changes will be published on our Website, and we encourage you to consult this page when you visit the Website to be informed of any changes.