Privacy Policy Energy Knights

1. General

By using the website available under the domain name "energyknights.be", you acknowledge and agree that your personal data may be processed for the provision of personalized services in accordance with the Regulation (EU) 2016/679 on the protection of individuals with regard to the processing of personal data and on the free movement of such data ("**AVG**") and as described in this Privacy Policy.

In particular, this Privacy Policy describes the measures that we, Energy Knights BV, with registered office at De Regenboog 11, bus 4 in 2800 Mechelen, Company Number. 1001.276.164 (hereinafter "**Energy Knights**"), have taken to ensure that your personal data is protected against unauthorized access, consultation, modification and deletion, and this in accordance with current technical standards and rules of the art.

If the Customer has entered into an Agreement with Energy Knights for the supply of Energy, the latter will process certain personal data of the Customer.

Such data shall only be processed by Energy Knights as provided for in this Privacy Policy and, in particular, to comply with its legal and regulatory obligations as an energy supplier recognized by VREG.

Energy Knights processes the specific personal data in its capacity as a processor. These personal data are explained in paragraphs 3 and 4The terms used in this Privacy Policy have the meanings set forth in the AVG.

1.1. Use of the Website.

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.

1.2. Use of third party applications.

To achieve the above objectives, Energy Knights uses a number of third-party applications, such as, but not limited to:

Google Analytics:

If you do not consent to the processing of your personal data, we will only process the following data:

- time of your visit (timestamp);
- user-agent;
- the referring website (this is the website from which you came to visit the website);
- the pages visited;
- the type of browser you use;
- your operating system; and
- your geolocation, including: country, region, city and approximate latitude and longitude.

In case you consent to the processing of your personal data for analytical or marketing purposes, this data may also include:

- name and last name;
- phone number;
- (address of the) company;
- company details (VAT number, enterprise number, NACE code, contact persons)
- email address; and
- your IP address.

1.3. Profile.

If you create a profile on our customer zone and submit your data to us, which is available through the following link: https://www.energyknights.be/myEnergyKnights, we process the following data from you:

- name and surname;
- company details (VAT number, enterprise number, NACE code, contact persons)
- address;
- email address; and
- phone number.

By completing the profile, you obviously agree that we will process your personal data to contact you. The data you provide will be deleted 12 months after your entry., if you decide not to become an Energy Knights customer.

1.4. Social media links.

The website has links LinkedIn and Facebook social media accounts, which can be accessed by clicking on the corresponding buttons. You accept and understand that by clicking on these links, certain account information may be processed by that particular platform and provided to us.

2. Data processor.

Energy Knights BV,

Registered office :de Regenboog 11, bus 4 te 2800 Mechelen

Company number. 1001.276.164

info@energyknights.be

3. Registration on the Energy Knights website/portal.

If you create a profile on the Energy Knights website, whether or not for the purpose of entering into an Agreement with Energy Knights for the supply of energy, Energy Knights may process the following personal data of the Customer:

Personal data	**Processing ground**
Name and first name / company name	Legal obligation; necessary in the performance of the agreement with the Customer
Date of birth	Necessary in entering into the agreement with the Customer (avoiding minors creating a profile)
Domicile	Necessary in the execution of the agreement with the Customer (including billing address)
Location (address where energy will be delivered, if other than domicile)	Legal obligation; necessary in the execution of the agreement with the Customer
Email address	Necessary in the execution of the agreement with the Customer (communication between parties)

4. Entering into and Executing an Agreement with Energy Knights.

(Personal) data	**Processing ground**
Name and first name / company name	Legal obligation; necessary in the performance of the agreement with the Customer
Date of birth	Necessary in entering into the agreement with the Customer (avoiding minors creating a profile)
Domicile	Necessary in the execution of the agreement with the Customer (including billing address)
Location (address where energy will be delivered, if other than domicile)	Legal obligation; necessary in the execution of the agreement with the Customer
Email address	Necessary in the execution of the agreement with the Customer (communication between parties)

Phone number	Your consent / Necessary in the execution of the agreement with the Customer
EAN number	Necessary in the performance of the agreement with the Customer
Meter number	Necessary in the performance of the agreement with the Customer
Bank account number	Optional in the execution of the agreement with the Customer, if the latter opts for payment by direct debit
Social tariff	Optional, when the Customer would be entitled to a social rate
Solar panels installed (yes/no)	Necessary in the execution of the agreement with the Customer, in order to calculate the correct Fees
Participation to Energy sharing (yes/no + EAN number from other location)	Necessary in the execution of the agreement with the Customer, in order to calculate the correct Fees.

Certain data, such as meter numbers, social tariff and energy shares are also supplied to Energy Knights by third parties (e.g. Grid Operators).

5. Customer Rights.

Your Rights & Contact: If you have any questions or comments related to the processing of your personal data by any of these parties, please address them to [email address complete]. our customer service department by logging into your customer area and sending a request.

You have the right to correct, delete , limit the processing of your data or request an overview of your personal data processed by Energy Knights in this context. In most cases, you can provide this data by logging on to the Energy Knights website, and modifying your profile data via the management page. In case you wish Energy Knights to delete your data, you should send a message to Energy Knights via the management page with your request to delete your data. If there are no legal grounds for not granting the request, your access to the website will be closed, Energy Knights will confirm the fact that your personal data has been deleted via email, and then delete your email address.

If you request Energy Knights to provide you with a summary of the personal data collected by Energy Knights, you may print out or save the information on the management page of your online profile. If you also wish to access historical data, please make such request via the management page of the Energy Knights website.

In certain cases, Energy Knights may refuse your request to update or delete personal data in whole or in part due to, among other things, but not limited to, applicable legal retention

periods. In such case, Energy Knights will always justify its refusal with an explanation of the reason.

6. Statements by Energy Knights.

Energy Knights takes reasonable steps to protect your information from loss, theft, misuse and unauthorized access, disclosure, alteration and destruction.

However, you expressly acknowledge and accept that - in general - the transmission of information over the Internet is never completely secure, private or confidential. Therefore, Energy Knights cannot guarantee that information sent or received from the Website will not be intercepted, decrypted, accessed and/or used by government agencies and/or third parties, even when using techniques or applications that encrypt such information exchanges.

Transfer of your personal data to third parties: Depending on the purpose and context of processing your personal data, Energy Knights employees may have access to your personal data. Energy Knights also relies on third parties for the performance of the Agreement with the Customer. The provision of data marked with an * to these parties is necessary for the performance of the Agreement with the Customer.

Examples of such third parties include payment services and financial institutions, Network operators, postal services, suppliers of online services (hosting, customer management systems, etc.). Energy Knights guarantees that such third parties maintain a similar level of security and confidentiality with respect to your personal data.

Transfer to a non-EEA country: In principle, Energy Knights does not transfer personal data to any party outside the EEA. Should this be the case, Energy Knights will inform the Customer at least via email.

Retention period: Your data will be kept for at least the period required by law. Unless the Customer requests Energy Knights to delete your personal data or if Energy Knights is required to do so by law, your personal data will be automatically deleted [5 years] after the deletion of your account.

Changes: We may from time to time and for any reason amend, supplement or improve this Privacy Policy as it relates to future use of the customer environment of the Energy Knights website. These changes will be communicated through the Energy Knights platform and, where appropriate, we will notify you of such changes by email. We encourage you to review this Privacy Policy whenever you use the Energy Knights platform to stay informed about our processing activities and the ways in which we may protect your privacy.

7. Complaints.

If you have a complaint about the way we process or store your data, please do not hesitate to contact the Data processor.

Please note that you can always lodge a complaint with the Belgian Data Protection Authority, Rue de la Presse 35, 1000 Brussels, - +32 (0)2 274 48 00 - contact@apd-gba.be - https://www.gegevensbeschermingsautoriteit.be