

PRIVACY POLICY

Updated on 01/012023

1. Parties and object

Energy Distribution SA (hereinafter Energy Distribution or the "**Processor**"), establishes this Privacy Policy, which aims to inform Users in a transparent manner about its websites, (hereinafter the "**Sites**"), and about the way in which personal data is collected and processed by Energy Distribution SA.

The term "**User**" refers to any user, whether it is a natural or legal person who visits the Sites or interacts with the Sites in any way.

In its capacity as Processor, Energy Distribution SA determines all technical, legal, and organizational means and purposes for the processing of the personal data of the Users. Energy Distribution SA undertakes to take all necessary measures to ensure that the processing of personal data takes place in accordance with the Act of 30 July 2018 on the protection of natural protection with regard to the processing of personal data (hereinafter the "**Act**") and the 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 processing of personal data and concerning the free movement of such data and repealing Directive 95/46/EC (i.e. the General Data Protection Regulation (GDPR) or 'GDPR'; hereinafter the "**Regulation**").

Energy Distribution is free to choose a natural or legal person who processes the personal data of the users at his request and on his behalf (hereinafter the "Processor"). Where applicable, Energy Distribution SA undertakes to select a Processor that offers sufficient guarantees about the technical and organizational measures for the processing of personal data, in accordance with the Law and the Regulation.

Contact details:

Energy Distribution SA
Rue de France 7 4280 Hannut/Belgium
CBE/VAT : BE0465.466.673
E-Mail: gdpr@energydistribution.eu
Phone: +32 19 51 53 51

2. Processing of personal data

The use of the Sites by the Users may lead to the collection of personal data. The processing of this data by Energy Distribution SA, in its capacity as Processor or by service providers acting in the name and on behalf of Energy Distribution SA, is done in accordance with the Law and the Regulation.

Energy Distribution SA does not make decisions based on automated processing that can have (significant) consequences for natural persons. These are decisions taken by computer programs or systems, without the intervention of a person (for example, an employee of Energy Distribution SA) by the following systems:

- Microsoft Office 365: E-mail, Excel, Word
- EnerdisGestion: CRM (Customer Relationship Management) developed in-house based on PC Soft software (WinDev and Webdev).
- Exact Online: accounting program.

PRIVACY POLICY

Updated on 01/012023

Personal data is processed by Energy Distribution SA, in accordance with the purposes listed below, using cookies.

3. Purpose of the processing of personal data

- managing a payment by the User
- sending a newsletter and/or advertising brochure
- contact the User by telephone or e-mail, if necessary, in the context of the provision of services by Energy Distribution SA
- inform the User about changes to the services and products of Energy Distribution SA
- offer the User the opportunity to create an account.
- to deliver goods and services to the User
- Energy Distribution SA also processes personal data in the event of a legal obligation, such as the data that Energy Distribution SA needs for the tax return by Energy Distribution SA.

4. Personal data that are processed

The User agrees that, during the visit and use of the Sites, Energy Distribution SA collects and processes the following personal data:

- name/company name
- address
- telephone number
- email
- other personal data that the User actively provides, for example by using a profile on the sites in correspondence and telephone information about your activities on our website.
- Bank account

5. Permission

By accessing and using the Sites, the User declares that he/she has read and given his/her free, specific, informed, and unambiguous consent to the processing of his/her personal data. This agreement relates to the content of this Privacy Policy.

Consent is given by the positive and active action by which the User has ticked the box for the privacy policy in "hypertext link". This consent is an essential condition for performing certain actions on the Site or to enable the User to enter a contractual relationship with Energy Distribution. Any agreement that Energy Distribution SA and a User bind with respect to the services and goods offered by Energy Distribution SA, provided for the purposes stated above.

6. Retention period of the personal data of the Users

In accordance with Article 13(2) of the Regulation, the Processor shall retain the personal data only for as long as is reasonably necessary to achieve the purpose for which they are processed. This duration is in all cases at least 7 years.

PRIVACY POLICY

Updated on 01/012023

7. Recipients of data and disclosure to third parties

Personal data may be passed on to employees, employees, subcontractors, processors, or suppliers of Energy Distribution SA to the extent that adequate guarantees are provided for the security of the data and to the extent that they cooperate with Energy Distribution SA for the marketing of the products or the provision of services. They act under the direct authority of Energy Distribution SA, and are responsible for collecting, processing, or outsourcing this data.

In all cases, the recipients of the data and those to whom the data is disclosed comply with the content of this Privacy Policy. Energy Distribution SA ensures that they only process this data for the intended purposes and in a discreet and secure manner.

If the data would be provided to third parties for direct marketing or prospecting purposes, the User will be informed in advance so that he/she can give the prior and explicit consent to this use of personal data.

8. Data Protection Officer (DPO)

The following person is appointed 'Data Protection Officer' or 'Data Protection Officer' (hereinafter "DPO"): Jean-Philippe De Decker.

The role of DPO is to ensure the correct implementation and compliance with national and supranational provisions on the collection and processing of personal data.

You can contact the DPO as follows: gdp@energydistribution.eu.

9. Rights of Users

The User may exercise his rights at any time by sending a message by e-mail to the following address: gdrp@energydistribution.eu, or a letter by post to the following address: Rue de France 7, 4280 Hannut.

The User has the following rights with respect to the information that Energy Distribution SA holds about you:

- The right to be informed about how the User's information is used. This is why Energy Distribution SA provides this Privacy Policy to the User.
- The right of access to the information that Energy Distribution SA holds about the User.
- The right to request correction of incorrect information that Energy Distribution holds about the User. The User can correct some of this data in the account settings.
- In some circumstances, the right to request that Energy Distribution SA delete information from the User or stop processing or collecting it.
- The right to stop direct marketing messages, which the User can do via the preferences in the browser preferences or by clicking on an "unsubscribe" link in each marketing email you receive from Energy Distribution SA. The User also has the right to withdraw his/her consent to other processing activities for which he/she has given his/her Energy Distribution SA consent, with effect from the future. About the cookie settings, the User can do so at any time in the manner described below.

PRIVACY POLICY

Updated on 01/012023

- The right to request that Energy Distribution SA transfer the User's information to him/her or to a third party.
- The right to object at any time to data processing based on legitimate interest or for direct marketing purposes.

10. Children's Privacy

The Sites are not directed at children under the age of 16, and Energy Distribution SA does not knowingly collect information from children under the age of 16. If Energy Distribution SA discovers that information has been collected from a child under the age of 16, Energy Distribution SA will take steps to obtain the consent of that child's parent or guardian before further processing that child's information. If Energy Distribution SA does not obtain consent from the parent or guardian, the child's data will be deleted from Energy Distribution SA's systems. If the parent of a minor is convinced that Energy Distribution SA has collected personal data about a minor, it is sufficient to contact via gdpr@energydistribution.eu after which the information will be deleted.

11. Cookies

The Sites use Cookies to distinguish Users from the Sites. This makes it possible to provide users with a better browsing experience and an improvement of the Sites and their contents. The objectives and methods are included in this article.

a) General Principles

A "**Cookie**" is a file that is temporarily or permanently placed on the User's device when viewing the Site for the purpose of a subsequent connection. Thanks to cookies, the server recognizes the User's device.

Cookies may also be installed by third parties with whom Energy Distribution SA cooperates. Some of the cookies used by Energy Distribution SA are necessary for the proper functioning of the Sites, others are necessary to improve the User's experience.

The User can adjust or disable cookies.

By using the Site, the User expressly consents to the management of cookies as described in this article.

b) Cookies used:

i. Technical cookies: these are necessary for the operation of the Site, allow the communication of the data entered and are intended to facilitate the navigation of the Users.

ii. Analytical cookies: these cookies enable the recognition of the User and are used to count the number of Users of the Site over a certain period of time. Because they also indicate surfing behavior, they are an effective way to improve the User's browsing experience by displaying proposals and offers that may be of interest to the User. They also allow Energy Distribution SA to identify and correct any bugs on the Sites.

iii. Functional cookies: these cookies facilitate the use of the Sites by retaining certain choices entered (e.g. username or language).

c) Management of cookies

If the User does not want the Sites to place cookies on his hard drive, he can easily manage or

PRIVACY POLICY

Updated on 01/012023

delete them by adjusting the browser settings. Through the programming of the browser, the User can also receive a notification as soon as a website uses cookies and thus decide whether to accept or refuse them.

If the User disables certain cookies, he accepts that the Sites may not function optimally. Some parts of the Site may not be available or may be partially accessible.

If the User wishes to manage and/or delete certain cookies in this way, he can do so via the following links:

Chrome: <https://support.google.com/accounts/answer/61416?hl=en>

Microsoft Internet Explorer – Edge: <http://windows.microsoft.com/en-gb/windows-10/edge-privacy-faq>

Mozilla Firefox: [Customize settings and preferences](#) | [Firefox Help \(mozilla.org\)](#)

Safari: [Clear cookies in Safari on Mac - Apple Support](#)

12. Right to object

The User has the right to object at any time to the processing of his/her personal data due to his/her specific situation, including the automation of data by Energy Distribution SA. In accordance with Article 21 of the Regulation, Energy Distribution SA will no longer process personal data unless there are legitimate and urgent reasons for the processing that prevail over the interests and rights and freedoms of the User, or for the establishment, exercise or defense of legal rights.

To ensure that the request for inspection has been made, Energy Distribution SA requests a copy of the application. Energy Distribution SA will process your request within a period of four weeks.

13. Right of complaint

The User has the right to lodge a complaint regarding the processing of his personal data by Energy Distribution SA, to the Data Protection Authority competent for Belgian territory. More information can be found on the website: www.dataprotectionauthority.be.

14. Changes to the Privacy Policy

Energy Distribution SA reserves the right to change this Privacy Policy to comply with legal obligations in this regard. The User is therefore requested to regularly consult the Privacy Policy to be informed of any changes and adjustments. Such changes will be posted on the Sites or sent by email to ensure enforceability.

15. Applicable law and competent court

This Privacy Policy is governed exclusively by Belgian law. Any dispute will be submitted to the courts of Liège, Huy Division.

16. Contact

For any question or complaint regarding this Privacy Policy, the User may contact the Processor at the following address: gdpr@energydistributon.eu