

## Energy Distribution sa PRIVACY POLICY

Energy distribution NV, located at Rue de France 7, 4280 Hannut/Belgium, is responsible for the processing of personal data as set out in this privacy statement and cookie policy.

Contact details:

Energy distribution NV  
rue de France 7  
4280 Hannut/Belgium  
Phone number: 0032-19515351

Jean-Philippe de Decker is the person responsible for data protection at Energy distribution NV. He can be contacted via [gdpr@energydistribution.eu](mailto:gdpr@energydistribution.eu)

### **Personal data we process**

Energy distribution NV processes your personal data by using our services and/or because you provide them to us.

Below you will find an overview of the personal data we process:

- \* name and surname/company name
- \* contact details \* address
- \* telephone number
- \* address
- \* e-mail
- \* other personal data that you actively provide for example by using a profile on this website In correspondence and by telephone
- \* information about your activities on our website
- \* bank account number

### **Special and/or sensitive personal data that we process**

Our website and/or service does not intend to collect data from individuals under the age of 16. Unless they have parental or guardian permission. However, we cannot verify that a visitor is over 16 years old. We therefore recommend that parents be involved in their children's online activities to prevent the collection of information about children without parental consent. If you are convinced that, without this permission, we have collected personal data on a minor, please contact us via [GDRP@enerdis.be](mailto:GDRP@enerdis.be), we will delete this information.

### **For what purpose and on what basis we process personal data**

Energy distribution SA processes your personal data for the following purposes:

- \* managing your payment \* sending our newsletter and/or advertising folder
- \* call or e-mail you if necessary to perform our service
- \* inform you about changes in our services and products
- \* you have the possibility to create an account \* to deliver goods and services to you
- \* Energy Distribution NV also processes personal data if we are legally obliged to do so, such as information we need for our tax returns.

### **Automated decision making**

Energy Distribution NV does not make decisions based on automated processing on matters that may have (significant) consequences for individuals. These are decisions made by computer programs or systems, without a human being (for example an employee of Energy Distribution NV). Energy distribution NV uses the following computer programs or systems: • Microsoft Office 365 : E-mail, tableur, correspondance

## Energy Distribution sa PRIVACY POLICY

- EnerdisGestion: CRM (Customer Relationship Management) developed in-house based on PC Soft software (WinDev and Webdev).
- Popsy: accounting program

### **How long we keep your personal data**

Energy distribution NV does not store your personal data longer than is strictly necessary to fulfill the purposes for which your data is collected. We apply the following retention periods for the following categories of personal data:

Personal details >at least 7 years

Address >at least 7 years

And so on >at least 7 years

### **Sharing personal data with a third party**

Energy Distribution SA provided exclusively to third parties and only if necessary for the execution of our agreements or to comply with a legal obligation.

### **Cookies, or similar techniques, that we use**

We use cookies to make our website easier and more enjoyable. Cookies are text files with small amounts of information that allow us to compare new visitors with old visitors, to understand how users behave on our website, and to provide us with data that we can use to make the user experience more enjoyable and effective in the future. Cookies do not collect personal data from the visitor and identifiable information is never stored. Do you want to disable the use of cookies? Then adjust your computer settings to clear all cookies from the website and/or to get a warning message when cookies are stored on your computer. Do you want to continue without changing the cookie settings? Just surf the site. Visit [www.aboutcookies.org](http://www.aboutcookies.org) for more information about cookies and how they affect you and your user experience while browsing.

### **What types of cookies do we use**

Cookies are necessary for basic functions. These cookies ensure that you can navigate our website, use all features and access protected areas of the site. Without these cookies, some services cannot function.

### **Cookies to improve the website**

These cookies collect information about how visitors use a website, such as which pages they visit most and error messages on web pages. Cookies do not collect data to identify users. All data collected by cookies remains anonymous. They are only used to improve the operation of the website.

By using our website you give us permission to place such cookies on your device.

### **Cookies for functionality**

These cookies store choices you make on our website (such as your username, language, or location) and help ensure that you get better personal features. These cookies may also be used to record changes in text size, policies, and other parts of a Web page that you can customize. They may also be used to provide you with certain services, such as watching a video or commenting on a blog. The information these cookies collect may be anonymized and may not track your activities on other websites. En utilisant notre site Web vous nous donnez la permission de placer ce type de cookies sur votre appareil.

## Energy Distribution sa PRIVACY POLICY

### **How do you manage cookies**

If you wish to allow cookies from our website, please follow the steps below: How do you check that cookies are enabled on your computer?

#### Google Chrome

1. At the top of the browser toolbar, click on "tools" and choose Options
2. Click on the icon that represents an English key and select "settings", then click on "show advanced settings", and in the privacy section click on the "content settings" button
3. Select the radio button "allow local data to be defined" and check it

#### Microsoft Internet Explorer - Edge

1. At the top of the browser toolbar, click on "tools", choose "Internet Options", then click on "privacy"
2. Make sure your privacy level is set to medium or low, which allows you to enable cookies in your browser
3. If the level is higher than medium, cookies are disabled

#### Mozilla Firefox

1. Click on "tools" at the top of the browser toolbar and choose Options
2. Then click on "Privacy".
3. Click on "use custom settings for history" and enable the "accept cookies from websites" checkbox

#### Safari

1. Click on the gear icon at the top of the browser window and choose "Preferences" 2. Click on "security, and check "block cookies and third-party advertisers" to
3. Click on "Save

### **How do you know if cookies are enabled**

#### Microsoft Internet Explorer - Edge

1. Click on "Discover" at the top of the navigation bar and select "Preferences".
2. Scroll down to "cookies" appears under "received files."
3. Choose the "never ask me" option

#### Safari sur OSX

1. Click on "Safari" at the top of the browser window and choose "Preferences."
2. Click on "security", then "accept cookies".
3. Choose "only from websites I visit"

#### Mozilla et Netscape sur OSX

1. Click on "Mozilla" or "Netscape" at the top of the browser window and select "Preferences".
2. Scroll down to "cookies" appears under "privacy and security"
3. Choose "allow cookies only for this site"

#### Opera

1. Click on "menu" at the top of the browser window and select "settings".
2. Then choose "Preferences" and select "advanced".
3. Choose the "allow cookies" option

### **Display, modify or delete data**

You have the right to view, correct or delete your personal data.

In addition, you have the right to revoke your consent to data processing or to object to the processing of your personal data by Energy distribution NV and you have the right to transfer data. This means that you can submit a request to us to send the personal data we have of you in a computer file to you or to another organization you have mentioned.

## Energy Distribution sa PRIVACY POLICY

You can send a request for inspection, rectification, deletion, data transfer of your personal data or a request to withdraw your consent or objection to the processing of your personal data to [gdpr@energydistribution.eu](mailto:gdpr@energydistribution.eu)

To ensure that the Application for Inspection has been made, we ask that you send a copy of your identity document with the application. In this copy, include your passport photo, MRZ (Machine Readable Zone, the band with numbers at the bottom of the passport), passport number and black citizen service record (BSN). This is to protect your privacy. We will respond as quickly as possible, but within four weeks, to your request.

Energy Distribution SA would also like to point out that you have the possibility to file a complaint with the national supervisor, the personal data of the authority.

### **How we protect personal information**

Energy distribution SA takes the protection of your data seriously and takes appropriate measures to prevent misuse, loss, unauthorized access, unsolicited disclosure and unauthorized modification. If you feel that your data is not properly protected or there are indications of misuse, please contact our customer service or [gdpr@energydistribution.eu](mailto:gdpr@energydistribution.eu)