



# EnergyVision

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## Privacy statement

This privacy statement of EnergyVision aims to inform you what personal data we collect about you, why and how you can control it. Please therefore read this privacy statement carefully.

We aim to protect your personal data to the best of our ability and only process it in a fair and lawful manner, in accordance with the provisions of the General Data Protection Regulation (GDPR) and other current national or international data protection regulations.

EnergyVision applies a number of basic principles when processing your personal data:

- We only process personal data that is necessary for the intended purposes;
- We process your personal data as accurately and correctly as possible;
- We do not retain your personal data longer than necessary for the purposes intended;
- We take appropriate measures to ensure the confidentiality, security and integrity of your personal data;
- When we use external parties to provide our services, we ensure that these parties guarantee an adequate level of data protection;

For more information regarding the processing of your personal data via cookies and other tracking technologies, please refer to our [cookie statement](#).

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### 1. Who processes your personal data?

EnergyVision, through various companies, offers services and/or products for the installation of solar panels, charging stations, home batteries and the supply of energy (electricity and fossil gas). This privacy statement applies to any processing of personal data of prospects and customers who use the products and/or services of the following brands and/or affiliated companies of EnergyVision NV:



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REGISTERED OFFICE	ENTITY/BRAND
Avenue du Laerbeek 74, 1090 Brussels	Solarbuild 5,6, 7 en 8000
	EnergyDrive BV
	My EV-Platform BV
	DriveBuild3
	Brusol
Kortrijksesteenweg 1071, 9051 Ghent	Solarbuild (1000, 9000 en 2030) BV
	Stroomgenoten
	EnergyVision NV

The entity within the EnergyVision group that qualifies as the controller of your personal data will be identified in your agreement or other relevant documentation applicable to your processing.

For the remainder of this privacy statement, reference will always be made to “EnergyVision”. EnergyVision has appointed a Data Protection Officer (DPO) to oversee compliance with the AVG. For all your questions regarding the processing of the aforementioned companies, please contact [privacy@energyvision.be](mailto:privacy@energyvision.be).

## 2. What personal data do we collect?

Personal data is any information that identifies or identifies you as a natural person. EnergyVision collects, inter alia, the following personal data:

- Identification and contact data: (first) name, age, nationality, date of birth, email address, address, telephone number, language preferences, IP address, identity card number, national registration number (only where legally permitted).
- Financial, contract and billing data: data about your contracts concluded with EnergyVision, data about your invoices and payment transactions for EnergyVision, or data that we are legally obliged to process due to accounting obligations.
- Technical and consumption data: connection data, meter readings, consumption (offtake, injection, production, auto-consumption), consumption profiles, master data, data about your installation (solar panels, charging stations, other products), data about your home.
- Usage data: data on your use of our products and services, including your interactions with our websites, or your preferences regarding our products and services.



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### 3. How do we collect personal data?

Your personal data is collected by EnergyVision in different ways depending on your relationship with EnergyVision:

- Obtained directly through yourself, such as when you enter personal data when entering into an agreement, when you use our applications, website and services, or when you contact us in writing, electronically or verbally;
- Collected through other information channels, including through various technical means used by EnergyVision to measure connection and consumption data, among others;
- Obtained through actions of EnergyVision itself, for example through processing personal data included on invoices received from suppliers;
- Collected from third parties, for example when you switch from another supplier or participate in a group purchase, or when you interact with EnergyVision on social media.

### 4. Why and on what basis do we process personal data?

EnergyVision processes your personal data for the purposes below and other compatible purposes and on the legal grounds below.

PURPOSE	LEGAL BASIS
Managing the website and applications for visitors and customers, including requesting a contract from EnergyVision, creating an account on the website or applications, or consulting energy consumption or billing.	<ul style="list-style-type: none"> <li>• Execution of a contract (art. 6.1.b. GDPR)</li> <li>• Consent (art. 6.1.a. GDPR)</li> </ul>
When you are not yet a customer and you visit our website to collect and/or request information about our products and services, we collect certain identification and contact data.  When you start the registration process, we collect personal data from you incrementally as part of the pre-contractual phase prior to the customer relationship. This data is used to send you a reminder if the process is not completed, and, subject to your consent, is also used to send direct marketing communications.  If you decide to become a customer, we use the personal data to create an account to manage your contractual relationship with EnergyVision.	
Managing offers and/or contracts you enter into with EnergyVision, including the creation and follow-up of your customer file, collection of invoices and management of accounts receivable.	<ul style="list-style-type: none"> <li>• Execution of a contract (art. 6.1.b. GDPR)</li> <li>• Legitimate interest (art. 6.1.f. GDPR)</li> </ul>
Provision of products and services and of EnergyVision, including related administration and communication.	<ul style="list-style-type: none"> <li>• Performance of a contract (art. 6.1.b. GDPR)</li> <li>• Legitimate interest (art. 6.1.f. GDPR)</li> </ul>
Improving services and identifying general trends, including customer feedback.	<ul style="list-style-type: none"> <li>• Justified interest (art. 6.1.f. GDPR)</li> </ul>



PURPOSE	LEGAL BASIS
<p>This includes improving customer relations and customer interactions, improving our products and services, improving the quality of our services and related internal processes, or inviting customers to participate in questionnaires or surveys. Personal data is processed as aggregated as possible in these processes.</p>	
<p>Sending direct marketing communications to potential and existing customers.</p>	<ul style="list-style-type: none"> <li>• Consent (art. 6.1.a. GDPR)</li> <li>• Legitimate interest (art. 6.1.f. GDPR)</li> </ul>
<p>Prospective customers are asked for their consent to be sent direct marketing communications during the registration process. Customers of EnergyVision are given the opportunity to oppose direct marketing based on our legitimate interest.</p> <p>Through direct marketing communications, EnergyVision informs (potential) customers about existing or new products and services, and keeps (potential) customers informed about offers and promotional campaigns. You can object to receiving direct marketing communications at any time. If you gave consent, you can easily withdraw this consent at any time. As customers of EnergyVision, you can always indicate your personal preferences on your profile page and indicate which types of communication you would like to receive.</p> <p>The content of direct marketing communications (e.g. e-mails or advertisements on our websites and applications) is personalised on the basis of the data collected in order to make the delivered content as relevant and interesting as possible for the data subject. Your consent is also sought for sharing your data with Facebook and Google in the context of providing relevant ads. Personalisation of content is also done through the use of cookies and other trackers, for which you can give your prior consent and about which you can find full information in our cookie statement.</p>	
<p>Compliance with EnergyVision's legal obligations, e.g. tax legislation, provision of information in the context of legal investigations, or legal obligations of EnergyVision within the energy market.</p>	<ul style="list-style-type: none"> <li>• Legal obligation (art. 6.1.c. GDPR)</li> </ul>
<p>The prevention and detection of abuse and fraud.</p>	<ul style="list-style-type: none"> <li>• Legitimate interest (Art. 6.1.f GDPR)</li> </ul>

## 5. How long do we keep personal data?

Your personal data will be retained and processed by us for the period we are required to do so by law or for as long as is necessary for the purposes of the processing or for the contractual relationship between you and EnergyVision.

Some personal data must be retained based on legal obligations, e.g. accounting, personnel files or legal proceedings. For other personal data, the retention period depends on (the purpose of) the processing activity and you can always request the applicable retention period or other information regarding the retention of your personal data at [privacy@energyvision.be](mailto:privacy@energyvision.be).



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## 6. To whom can personal data be passed on?

EnergyVision may provide your personal data to service providers we engage in the performance of our services. Generally, only the data necessary for these services are transferred to these parties. In addition, we take appropriate safeguards to protect your personal data, such as concluding a processing agreement with these parties. In it, we require them to process the personal data only in the context of the provision of services, to take the necessary measures to guarantee the security and confidentiality of your personal data, and to comply with all legal obligations.

Under no circumstances do we sell your personal data to other companies, and we do not allow third parties to use your data for their own purposes, unless you consent.

Specifically, your data may be shared with the following parties:

- **Affiliated companies:** Personal data may be shared between the various entities mentioned in Section 1, if such transfer is necessary for the provision of our products or services in accordance with the purposes mentioned in Section 4. You may also consent to receive direct marketing communications from all entities mentioned in Section 1.
- **Suppliers, subcontractors and other service providers:** We use other companies, agents, subcontractors or other service providers to perform certain services on our behalf or to assist us in providing services to you. For example, we use suppliers to provide marketing, communications, infrastructure and IT services, to optimise our services, mitigate payment method fraud, provide customer service, recover debts, analyse data and process and manage user feedback. These include call centres, sourcing companies, IT companies, the network operators, our commercial partners (e.g. installers of products linked to our products, such as heating, solar panels, insulation, among others), collection agencies and intermediaries we rely on to manage our debts, our affiliated companies and the competent authorities.

These suppliers may have access to your personal data or other information when providing such services.

- **Commercial partners:** When you participate in a competition or action, your personal data may be shared with the commercial partner with whom the action in question was set up. Which partner is involved is always clearly stated in a disclaimer on the participation form. Where necessary, your consent to the sharing of your personal data is requested.
- **Legal obligations:** We may also share personal data (i) to comply with our legal obligations; (ii) in the context of legal proceedings or upon legal request; (iii) to detect, prevent or handle fraud and technical security problems; or (iv) to protect EnergyVision's rights and property, including the enforcement of our terms and conditions.
- **Business transfers:** EnergyVision reserves the right to transfer data, including personal data, in connection with any reorganisation, restructuring, merger, sale or other transfer of business assets, provided that the receiving party agrees to process your personal data in accordance with our Privacy Statement and provided that such transfer is in compliance with applicable data protection laws.

Your personal data will also be transferred to, or processed in, countries outside the European Union in certain cases. In such a case, we will ensure that this is done in accordance with applicable data protection legislation and will provide appropriate safeguards, such as a European Commission adequacy decision or standard contractual clauses, if such legislation requires it, to ensure an adequate level of protection of your personal data.

For more information regarding third parties involved in processing your Personal Data, please contact [privacy@energyvision.be](mailto:privacy@energyvision.be).



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## 7. What are your rights?

You may exercise a number of rights regarding your Personal Data vis-à-vis EnergyVision, to the extent you have such rights under applicable law.

You may exercise these rights by sending a request to [privacy@energyvision.be](mailto:privacy@energyvision.be), accompanied, if necessary, by proof of your identity. In certain cases, you may also exercise these rights through your account. EnergyVision will respond to such requests and may or may not act on such requests in accordance with applicable law.

- **Right of access and copy**

You have the right to receive confirmation from EnergyVision as to whether or not we process your personal data, to inspect the personal data and how and why they are processed, as well as to obtain a copy of the data concerned in a machine-readable form.

- **Right to rectification**

You have the right to have inaccurate personal data corrected or incomplete personal data completed. If it concerns your identification, contact or payment data, you can modify these data yourself in your account or profile.

- **Right to erasure of personal data**

You have the right to have your personal data deleted, except where we are required by law to retain it, if and to the extent that:

- (a) your personal data are no longer needed for the above-mentioned purposes;
- (b) you withdraw your consent and no other legal basis for the processing is possible;
- (c) you object to processing and there are no prevailing compelling legitimate grounds for processing by EnergyVision, or you object to processing for direct marketing purposes;
- (d) your personal data has been unlawfully processed;
- (e) your personal data must be deleted in order to comply with a legal obligation incumbent on EnergyVision.

We will keep your request to delete your personal data for one year so that we can substantiate the fulfilment of your request.

- **Right to restriction of processing**

You have the right to have EnergyVision restrict the processing of your personal data to the extent that:

- (a) you dispute the accuracy of the personal data, for a period that allows EnergyVision to verify its accuracy;
- (b) the processing is unlawful and you oppose the erasure of the personal data and request instead that its use be restricted;
- (c) EnergyVision no longer needs the personal data for the purposes, but you need it for legal proceedings;
- (d) you have objected to the processing, pending the answer as to whether EnergyVision's legitimate grounds outweigh yours.

In case of restriction of processing, however, the data may still be stored by EnergyVision, and the data may still be processed with your consent, for the establishment, exercise or defence of legal claims, for the protection of the rights of another person, or for reasons of public interest of the European Union or of a Member State.

- **Right to portability**

You have the right to receive your personal data processed by EnergyVision in a structured, common and machine-readable format, as well as to transfer that data to another data controller if technically possible. This right applies to data processed on the basis of your consent or in execution of your agreement with EnergyVision, and when the processing is automated. There must be no negative impact on the rights and freedoms of others by exercising this right.



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- **Right to object**

You have the right to object to the processing of your personal data based on the legitimate interest of EnergyVision. EnergyVision will stop processing unless we can demonstrate compelling legitimate grounds for the processing which outweigh your interests, rights and freedoms, or for the establishment, exercise or defence of legal claims.

- You may also object to the processing of your personal data for direct marketing purposes, including profiling in this context. In this case, your personal data will no longer be processed for these purposes. You can always unsubscribe from electronic direct marketing communications via your account settings and via the unsubscribe link in received messages.

- **Right to withdraw consent**

You may withdraw your consent to the processing of your personal data by EnergyVision based on your consent at any time. Withdrawing consent is always as simple as giving consent. If you notice that this is not the case anyway, please notify us immediately by sending an e-mail to [privacy@energyvision.be](mailto:privacy@energyvision.be). The withdrawal of consent does not affect the lawfulness of processing based on your consent prior to the withdrawal.

- **Right to file a complaint**

You have the right to lodge a complaint regarding the processing of your personal data by EnergyVision with the Data Protection Authority:

Data Protection Authority  
Drukpersstraat 35, 1000 Brussels  
Tel +32 (0)2 274 48 00  
E-mail: [contact@apd-gba.be](mailto:contact@apd-gba.be)

## 8. Modification of this privacy statement

The most recent version of this privacy statement is the one found on our website ([www.energyvision.be](http://www.energyvision.be)). We reserve the right to amend this privacy statement, for example in the context of changes to our services or applicable legislation. When we publish changes to the privacy statement, we will change the date of the “last update” at the top of the document and also inform you what exactly has been changed. If there are significant changes to the privacy notice or to the way we process your personal data, we will notify you by posting a notice about the changes before they take effect.

## 9. Do you have any questions?

If you have any questions about this privacy statement or how EnergyVision processes your personal data, you may contact us in the following manner:

By e-mail: at [privacy@energyvision.be](mailto:privacy@energyvision.be)

By post: EnergyVision, for the attention of the Data Protection Officer, Kortrijksesteenweg 1071, 9051 Ghent.