

Privacy Statement

Eteck Energie Bedrijven B.V. and all affiliated legal entities, hereinafter referred to as "Eteck", located at Stationsplein 6, 2275 AZ in Voorburg, Chamber of Commerce number 51756048, is responsible for the processing of personal data as outlined in this privacy statement.

Contact details

Website: www.eteck.nl
Address: Stationsplein 6
Postal code and city: 2275 AZ Voorburg
Country: The Netherlands
Phone number: 085 - 0218 000

Processing of personal data

Personal data refers to any information that directly or indirectly relates to an identifiable individual, such as your name, address, telephone number, email address, and, if applicable, your consumption data.

Processing refers to any action that can be performed with personal data, including collection, storage, retrieval, usage, linking, and deletion from our administrative systems.

Eteck may process personal data from third parties with whom there is (or has been) no customer relationship, for example, if we receive your data from your landlord to enter into an agreement or to protect our (joint) interests.

Personal data we process

We process personal data of you as an energy consumer and/or as a (customer) relationship because you use our website, products, and services and/or have provided us with this information. Below is an overview of the personal data we may process:

- NAWT data (such as name, street name and house number, postal code and company name, city, email address, telephone number, and data about the connection address);
- contract data (such as birth date, (billing) address, customer number, products and services purchased, contract number, contract history, contract duration, and Chamber of Commerce number);
- complaint data (such as notifications, complaints submitted, and their resolution);
- online data (such as website usage, browser, browser version, operating system, OS version, IP address, connection times, and connection type);
- technical data (such as technical details of energy connections, EAN code, meter number, hardware and software versions, settings, and peripheral device data);
- financial data (such as bank account number, payment method, authorization, payments, arrears, claims, and payment data);

- (smart) meter and/or consumption data (such as usage data, individual measurement data, historical electricity consumption, gas consumption, electricity production data (solar panels), thermostat data (temperatures), and central heating data);
- voice logging (recording and logging of telephone calls);
- potentially other personal data actively provided by you, such as through extending your personal profile on [MijnEteck](#) (Dutch), correspondence, and/or data shared with us over the phone.

Sensitive and/or special personal data

We do not process sensitive or special personal data.

Purpose and basis for processing personal data

We process your personal data for the following purposes:

- to enter into and/or execute an agreement with you, including monitoring and determining your consumption and ensuring the correct functioning of systems;
- to charge advances, determine and send (annual) statements, collect invoices, handle payments, and potentially transfer necessary data to third parties to collect claims;
- to send our newsletter regarding our services and for other marketing and communication activities;
- to contact you by post, email, or phone when necessary for our services (e.g., handling inquiries, complaints, disruptions, disputes, and their resolution), including notifications about maintenance and changes in services;
- to provide you with the option to create an account on [MijnEteck](#) (Dutch) for accessing your own data;
- for training purposes to improve our services (legitimate interest), to verify agreements made, and for legal proof;
- to provide additional services: for example, using [MijnEteck Online](#) (Dutch) and the MijnEteck App for service delivery, which may involve processing personal data (if you have a smart meter and use [MijnEteck](#) (Dutch), we use your (meter) data to provide insights into your consumption);
- we also process personal data when required by law, such as for tax reporting purposes.

We process personal data based on one or more grounds listed in Article 6 of the General Data Protection Regulation (GDPR), particularly:

- to execute the agreements with you;
- to comply with a legal obligation (e.g., imposed by authorities such as the Authority for Consumers & Markets (ACM), the Municipality, the Tax Authorities, the Police, or in the context of audits);
- based on your consent. If processing is based on your consent, you can withdraw it at any time. The processing carried out before the withdrawal remains lawful (the withdrawal does not have retroactive effect);
- a legitimate interest of Eteck or third parties. This includes ensuring the correct functioning of installations and securing the supply of energy to customers, as well as the development and improvement of our products and services (quality purposes), optimization of our business operations (management information, general strategy, and policies), and for promotional and marketing purposes (informing about new products and services).

If you receive promotional or marketing communications from us via email, app, phone, or post, you can opt-out at any time via the unsubscribe option in those messages or by making a specific request to our Customer Care Department (see details below).

Data retention

We retain your personal data no longer than strictly necessary to achieve the purposes for which your data was collected. The following retention periods apply to the categories of personal data:

- up to one (1) year if you have contacted Eteck but no contractual customer relationship was established;
- recorded phone calls for quality and training purposes are retained for a maximum of six (6) months;
- for the duration of your agreement with Eteck and for a maximum of five (5) years after the customer relationship ends;
- a maximum of seven (7) years after the customer relationship ends for data we must retain in accordance with tax obligations.

We also use your data for internal analysis, forecasting, process improvements, and legally required reports (e.g., to a regulator). Any data needed for a potential (legal) procedure is retained only as long as necessary.

Sharing personal data with third parties

We share your personal data with various third parties if necessary for the execution of the agreement or to comply with a legal obligation. For example, we may share data with call centers, maintenance parties for service and repairs, measurement companies for monitoring consumption, or the Tax Authorities. We conclude data processing agreements with companies processing your data on our behalf to ensure the same level of security and confidentiality of your data. Eteck remains responsible for these processes.

Cookies and similar technologies

When you visit our website or use the MijnEteck App, we may link your usage data with the information we hold about you to improve our services. We may also use this data for analysis to provide more targeted information on our websites. This is done using cookies and similar technologies, which we explain further in our [cookie statement](#).

Access, modify or delete data

As an Eteck customer, you can view the personal data we have about you via [MijnEteck](#) (Dutch) (your customer portal). You have several rights regarding your personal data that we hold. If you wish to exercise any of the rights listed below regarding your personal data, you can do so by filling out the contact form via [this link](#). Alternatively, you can submit a request via [MijnEteck](#) (Dutch) or email us at meldpuntprivacy@eteck.nl. Please specify the personal data your request relates to and include your name, address, and phone number. We will respond as quickly as possible, but no later than four (4) weeks. The request will be processed free of charge unless it involves unreasonable or excessive requests. We are required to verify your identity before processing your request.

Right to access your personal data

You have the right to access your personal data, which means you can request information on what personal data we process and for what purposes.

Right to rectification of your personal data

You have the right to correct or complete your personal data if it is inaccurate or incomplete.

Right to deletion of your data ("right to be forgotten")

You can request the deletion of your data. However, please note that we are not always obligated to comply with this request. If you withdraw your consent, we are not required to delete your data if another legal basis for processing exists (e.g., a legal obligation or because we need the data to provide services).

Right to object to the use of your personal data

You can object to the processing of your personal data for direct marketing purposes or based on your specific situation. This applies only to processing by Eteck based on legitimate interest.

Right to restrict the use of your personal data

If you believe the processing of your personal data is unlawful or if you think we are retaining your data longer than necessary, but you do not wish for it to be deleted, you can request a restriction on processing. Your data will remain stored, but will not be used further.

Right to data portability

You can request to obtain the personal data we hold about you in an electronic format or ask Eteck to transfer it to another data controller. The right to data portability applies only to data collected based on consent or an agreement.

In addition, this only concerns personal data that has been provided by you and is related to you. Such as personal data that has been actively and consciously provided by you (such as your e-mail address when entering into the agreement with Eteck) and personal data that has been provided through the use of a device or service (such as via [MijnEteck Online](#) (Dutch), by using the MijnEteck App or through the data collected by the existing meter). Derivative data (such as an interest profile built up by registering visitor behavior (of our website or the MijnEteck App)) is expressly not included as related data.

How we secure personal data

We take the protection of your data seriously and implement appropriate technical and organizational measures to prevent misuse, loss, unauthorized access, unwanted disclosure, and unauthorized modification. If you believe your data is not secure or suspect misuse, please contact our Customer Care Department at 085 - 0218 000.

Suspicion of a data breach

We take the security of your data seriously. If you notice data being lost or accessible where it shouldn't be, please notify us immediately. We will contact affected parties and inform the relevant authorities. You can

report data breaches to meldpuntdatalekken@eteck.nl. Please include your name, business name (if applicable), phone number, and a brief description of the breach.

Questions or complaints

For questions or complaints about the processing of your personal data, you can contact us digitally or by post. Send your written query or complaint to Eteck, Customer Care Department, Antwoordnummer 11021, 2280 VC Rijswijk. You can also use the contact form on our website, the MijnEteck App, or [MijnEteck Online](#) (Dutch). Additionally, you can contact our Data Protection Officer directly at meldpuntprivacy@eteck.nl. You can also contact the Dutch Data Protection Authority (Autoriteit Persoonsgegevens) to file a complaint.

Changes

We reserve the right to modify the content of this privacy statement without prior notice. Any changes will be published on the Eteck website. Please check the current privacy statement regularly on www.eteck.nl.

Voorburg, December 11, 2024