

Processing of personal data

1. What is processing of personal data?

'Processing' means everything that can be done with personal data. For example, collecting, but also storing, retrieving, using, connecting and deleting data from our administration. Accordingly, this is a very broad concept. 'Personal data' means all data that directly or indirectly say something about you, as a person. For example your name and address, but also - in combination with that - your data about your energy consumption.

2. Who is responsible for the processing of my personal data?

In this privacy statement, we explain which personal data we process within Eneco. Eneco consists of the N.V. Eneco and its affiliated companies in the (Eneco) group ("group companies"). Where we refer to Eneco in this privacy statement, we mean Eneco in the Netherlands.

The following Eneco group companies process personal data in the performance of their services. They do this in accordance with this privacy statement.

- [Eneco Consumenten B.V.](#)
- [Eneco Consumer Finance B.V.](#)
- [Eneco Golden Bio Raand C.V.](#)
- [Eneco Heat Production & Industrials B.V.](#)
- [Eneco Installatiebedrijven B.V.](#)
- [Eneco Services B.V.](#)
- [Eneco Solar B.V.](#)
- [Eneco Warmte & Koude B.V.](#)
- [Eneco Warmte & Koude Leveringsbedrijf B.V.](#)
- [Eneco Warmtenetten B.V.](#)
- [Eneco Wind B.V.](#)
- [Eneco Zakelijk B.V.](#)

Do you want to know which Eneco group company is responsible for the processing of your personal data? Then look at the contract you have with Eneco. It mentions the group company. Or contact the Eneco group company where you purchase products and/or services via the link above.

3. From whom does Eneco process personal data?

We process data of people with whom we have, wish to have, or have had, a customer relationship. This includes the personal data of, for example:

- (former) customers;
- people who show interest in our products and services;
- people connected to a company or organization with

- whom we have a customer relationship, wish to have such a relationship or have had such a relationship, or other third parties with whom we do not have or have not had a customer relationship, for example if you rent a house including energy. Or to protect your and our interests, for example in the context of fraud prevention and the inventory of stakeholders at infrastructure projects.

Would you like to apply for a job at Eneco? Then take a look at the additional privacy statement [for applying to Eneco](#). It explains how we process your personal data when you apply for a job with us.

4. What personal data does Eneco process and how does Eneco obtain it?

You can find out which personal data Eneco processes in this [overview](#). This contains the categories of personal data as they are processed per group company.

We receive this personal data because you have provided it to us or you use our products and/or services. Eneco can also obtain this data by consulting public sources and/or by enriching data via third parties, such as for carrying out a credit check.

5. What does Eneco process personal data for?

Performance of a contract between you and Eneco

a. To enter into a customer relationship with you and to be able to conclude an agreement with you

If you want to become a customer or if you want to purchase a new product or a new service, we need personal data from you.

For example, energy suppliers may conduct a credit check with all new customers to assess whether we can accept you as a customer, or that we first ask you for a deposit before we can process your application. Eneco does not want you to enter into an agreement if you run the risk that you may not be able to meet the payment obligations. That is why we want to see if we can prevent this before the agreement starts. This is how we determine whether we enter into an agreement with you and under what conditions. As part of this, we pass on your data to Economic Data Resources B.V. ("EDR"). This is an external company that checks your personal data and provides us with a credit information report with a risk profile. EDR only uses your data to give advice about your creditworthiness. You can read more information about how EDR processes your personal data in their [privacy statement](#). It also states what rights you have. For example, you can object to the

processing of your data by EDR or access, correct or have your data deleted.

b. To be able to perform the contract

If you are our customer, we want to be of service to you. We process your personal data for the performance of the contracts that we have concluded and for the provision of our products and/or services to you. We cannot provide you products and/or services without using your details.

We use your name and (e-mail) address information for our administration and to maintain contact with you and to be able to deliver the service or product you have chosen and to make this technically possible.

We use your personal data to answer your questions and to handle complaints and disputes, even after the expiration of the contract. We record when and what you contacted us about, for example phone calls and chat sessions that you conduct with us or questions you ask us by e-mail, mail, or the Eneco app. We do this for training purposes (legitimate interest) and to allow us to check our agreements with you at a later date and in the context of (legal) evidence. When processing telephone calls and chat sessions, we may use artificial intelligence ("AI") to convert these (telephone) conversations into text, summarize and analyze them. On our website, you can also communicate with us via a chatbot, which uses a limited form of AI.

We can process your personal data in order to be able to send your (annual) invoice(s) and collect it and to keep track of what energy or services you have used in the past period. We also use the data to determine a new installment payments. If you have given a debit authorization when entering into the contract, we will collect the (installment) amounts from your account on a monthly basis.

If you do not pay your (annual) bill(s) (on time), even after we have sent you a reminder, we can transfer our claim on you to a third party for collection. This party will then receive from us the details that are required to collect the claim, such as your name, address details and the invoice in question.

Eneco offers part of its services via the Eneco App, for example our insight and consumption services. For example, if you have a dynamic energy contract, we process your meter readings on a daily basis to provide you with the right insight. The personal data Eneco processes can also be processed via the Eneco App. You can find more information about this in the Eneco App. If you have a smart meter and use the Eneco App, we use your (measurement) data to give you insight into your energy use.

c. To enter into and perform contracts with suppliers and business customers

If you have contact with Eneco for professional purposes, we can process your personal data. For example, to determine whether you can represent your company. Or to maintain contact with the company you work for.

Legal obligation

d. To meet legal obligations

In some cases we are legally obliged to send (service) messages. You can think of a situation where the (energy) supply rates change. We will inform you personally about such change.

Eneco may also be required by law to cooperate with a request to provide customers' personal data to competent government bodies, such as a regulator (for example the Authority for Consumers and Markets), a municipality, the Dutch Tax Authority or the police. Further processing of these data is the responsibility of those government agencies. We only cooperate with such request if we have determined that this request meets the legal requirements.

In addition, we are obliged to record our sales conversations.

We may also process your data in the context of audits.

For the sake of the safety and integrity of our employees, we may also process your personal data if we have received a report of an unsafe working situation or an integrity problem with regard to our employees.

Eneco also adheres to the Smart Meter Code of Conduct for energy suppliers. This code of conduct contains rules of conduct about the use, recording, exchange and retention of data obtained from a smart meter. If the data from a smart meter applies to you, but you are not a customer of Eneco, for example you are a tenant of our customer, then you also have the rights listed under the heading Rules & Rights.

Eneco concludes a connection agreement with you on behalf of your network operator and exchanges your personal data in connection with the network operator.

Furthermore, we also process your personal data for the collection of receivables for third parties. For example, the network management costs of your network operator that we charge you and then transfer to your network operator.

Consent

e. Eneco may also ask you for consent to process certain personal data

For example, we ask for your consent to inform you about (new) relevant products and services from other Eneco group companies and/or activities and actions that Eneco organizes in cooperation with carefully selected partners, such as Day Trips. You can also sign up for our newsletter or our customer panel.

We also ask for your consent if we can call you for commercial offers.

If you have a smart meter, with your consent, we request your meter readings from your network operator on a daily basis. Do you have heat from Eneco? Then Eneco is your energy supplier and Eneco Warmtenetten B.V. your network operator. The network operator records the meter data and provides it to us on a daily, hourly and quarterly basis. For example if you want to make use of our energy use and insight services with which we provide insight into your energy use and costs.

Have you given consent for any of the above processing? Then you can withdraw it at any time. This can be done via My Eneco and via the Eneco App or by contacting our Customer Service. Withdrawing your consent does not apply to previously processed personal data based on your consent.

Legitimate interest

f. For the development and improvement of our products and services and the improvement of our business management

In order to be and remain at your service, we are constantly working on the development and improvement of our products and services. In some cases we process personal data or derived personal data for this purpose. We do this, for example, to keep our information systems in order or for quality purposes. Think of the training, guidance and functioning of our employees. For example if you ask a question about a product, we have a look if we can improve our services.

We may also use tracking pixels in our emails. By using a tracking pixel, we can see whether an email has been opened. We use this information to improve our communication.

In addition, we may process your personal data for internal analyses, forecasts and process improvements, so that we can serve you even better in the future and for the purpose

of optimizing our operations (execution of our strategy and policy).

g. For promotional and marketing purposes

Your personal data will also be used by Eneco for promotional and/or marketing purposes. For example, to inform you about (new) relevant Eneco products and services and/or activities. Eneco uses profiling for this.

Profiling is any form of automated processing of personal data, whereby personal aspects of you are evaluated on the basis of personal data. Eneco applies this, for example, to analyse or predict personal preferences, interests and visitor behaviour. We can also use information about you that we purchase from others. This allows us to better tailor the content of our information and offers to your interests. At Eneco no automated decision-making based on profiling takes place, if there are legal consequences for you or if the decision affects you to a considerable extent.

This communication for promotional and marketing purposes takes place by e-mail, the Eneco app, telephone or e-mail. If you do not appreciate this communication, you can unsubscribe via the unsubscribe option provided in these messages. You can also report this via the [contact-form](#) or in writing to Antwoordnummer 5166, 3000 VB Rotterdam.

If you are no longer a customer, we can still approach you with an offer to become a customer again, unless you have opted out. For this purpose, Eneco applies a maximum retention period of three years (customers) or seven years (business customers), beginning at the end of the customer relationship.

When you visit our website, we may connect the data relating to your use of our website to the other information about you known to us to improve our service to you and to show you relevant advertisements. We can also use the data for carrying out analyses to put more specific information on the sites for you. With this Eneco can further improve its services and adapt it to the wishes of customers. In addition, we combine your online surf, search and customer behaviour to make you relevant offers and recommendations online and/or offline, tailored to your preferences or interests and to optimize our campaigns. We do this on the basis of cookie techniques and techniques comparable to cookies. This is explained in our [cookiestatement](#).

Eneco may also use your data to show personalised advertisements outside our own website(s), for example on search engines such as Google, or banner advertisements on social media channels such as Facebook, Instagram or YouTube. In order to tailor the advertisements to your

situation and preferences, we may share data such as your email, telephone number and address encrypted with selected partners.

h. For statistical and scientific purposes

We can also use your personal data to perform analyses and conduct research. Even if we no longer need your personal data for other purposes. This means that we will only use your personal data for historical, statistical or scientific purposes. We often do this with aggregated and/or anonymised personal data.

i. Links to other sites

Eneco's websites contain a number of links to websites of other parties, for example from social media. Eneco is not responsible for the way in which these parties handle your personal data. We have no influence on that. Therefore, check whether the websites you visit contain a privacy statement. If so, read this to see if you can agree to the privacy policy of the party in question.

6. Does Eneco also process special and/or criminal personal data?

Special personal data

Special personal data is health data, data on religious or philosophical convictions, ethnic data or data concerning race, political opinions, union membership, biometric data for the unique identification of a person, genetic data and data related to a person's sexual behaviour or sexual orientation. Eneco does not process any special personal data, unless this is permitted by law. Are you asking us to record special personal data about you or do you make this information public? Then we only process this data if this is necessary for our services.

Criminal law personal data

Another category of data concerns the criminal law data. This concerns the processing of personal data concerning criminal convictions and criminal offenses or related security measures. It also concerns personal data concerning a prohibition imposed by the court in connection with unlawful or obstructive behaviour. In principle, Eneco does not process this data, but this can be the case if the law permits or in the context of investigations into criminal offenses or obstructive and/or (previously shown) aggressive behaviour. Think, for example, of suspicions of fraud or tracing cannabis plantations.

7. To whom does Eneco provide your personal data?

Eneco can provide your personal data to service providers, which we use for our operations or the execution of our services and which process your personal data together

with us or on our request. In addition, Eneco can become (legally) obliged to provide your personal data to certain parties, such as government bodies. Eneco can provide your personal data to the following parties:

- Your regional grid operator, who is responsible for your connection to the power grid and/or guest grid;
- Credit check agencies, so that we can assess whether you are able to meet the payment obligations;
- Debt collection agencies or bailiffs, who try to collect outstanding invoices for us;
- External customer service providers, who assist us for the settlement of customer questions or to sell new contracts by phone;
- IT service providers, who assist us in providing IT support for the delivery of our services;
- Government bodies, such as the Dutch Tax Authority, regulators or the police;
- Appointed advisers, such as an administrator, debt counsellor or lawyer;
- Competent national authorities of the countries where your personal data is processed, both during and after processing if subject to investigation;
- Non-commercial research institutions, such as universities and TNO and government organizations, such as CBS, for the purposes of research, and the development of government policy in the field of renewable energy, climate and smart energy networks.

Eneco provides these parties with data that are necessary for the service. Eneco obliges the service providers with whom Eneco shares personal data to use such data exclusively in connection with the relevant service provision to Eneco or to comply with legal obligations. The service providers are only allowed to act on instructions provided by Eneco. Eneco obliges these service providers to adequately secure the data technically and organizationally and to keep it confidential.

Your personal data will not without your consent be sold to third parties, who will further process the data processed for their own purposes.

Although Eneco's preference is to engage service providers in countries within the EEA where an adequate level of protection applies, the service providers that Eneco engages can be located all over the world. This can therefore lead to transfers to third parties in countries that do not offer the same level of protection of personal data as within the EEA.

However, Eneco only engages such party if an adequate level of protection and security can be offered. For example,

because the transfer of personal data leads to a country that has been designated by the European Commission on the basis of an [adequacy decision](#) as a country with a comparable level of protection, or the third party may use [Binding Corporate Rules](#) or by using the [Standard Contractual Clauses](#). These are standard contracts drawn up by the European Commission for the transfer of personal data to countries that do not offer the same level of protection as within the EEA.

8. What are the retention terms used by Eneco?

Eneco does not store your personal data for longer than is necessary. How long we keep your personal data depends on the purpose for which we need your data. We use the following retention periods, among others:

- If you contact us but decide not to become a customer? We will retain your personal data for a maximum of one year after the last contact.
- If you become a customer? We will retain your personal data as long as you are a customer and for a maximum period of three years (customers) or seven years (business customers) after the end of your customer relationship. In this period, we only use your personal data to conclude the contract with you.
- Do you conclude your (energy) contract by phone? We will retain your voice log for one year after the call.
- Chat sessions and other regular calls will be retained until three years after the end of the customer relationship.
- Data in the Eneco app is available until one year after the end of your customer relationship.
- We can keep the personal data needed for (threatened) (extra) judicial proceedings for more than three years (customers) or seven years (business customers). More specifically, we can keep the personal data retained for these purposes as long as necessary for the proceedings and up to a maximum of twenty years.
- We store personal data that are required to comply with the legal obligations imposed by the tax authorities for up to seven years after the end of the customer relationship.

Rules & Rights

9. What are my rights?

You have a number of rights with regard to the personal data that Eneco has about you. These rights are explained below. Rights are not absolute, there may always be possible exceptions that result in a situation where we cannot comply to your request. If so, we will explain the circumstances to you.

Before we can comply with your request, we are legally obliged to identify you.

Right of access to your personal data

You have the right of access to your personal data. This means that at the Eneco group company(ies) where you purchase products and/or services, you can request which personal data is processed and for which purposes that data is used.

Right to rectification of your personal data

You have the right to have your personal data rectified or completed if this information is incorrect or inaccurate.

Right to erasure ("right to be forgotten")

You can also request Eneco to erase your personal data. Eneco does not always have to comply with such request. If you withdraw your consent to processing Eneco does not have to erase your personal data if there is another legal basis for processing that data. For example, Eneco will not delete the personal data if Eneco is legally obliged to keep your data or because the data are required to provide products and/or services to you.

Right to object

You can object to the processing of personal data for direct marketing or because of your specific situation. This only applies to processing under the basis of legitimate interest.

Right to restriction of processing

If you think that the processing of your data by Eneco is unlawful or if Eneco no longer needs your data, but you do not want this data to be erased, you can request a restriction of the processing. Your data will then be stored but will in principle not be used anymore. The request for restriction can also be made if you are still waiting for access to your data or an answer to your objection to the use.

Right to data portability

You can request Eneco to provide the data that Eneco has from you to you (electronically) or you can request Eneco to transfer this data to another entity.

The right to data portability applies only to personal data collected on the basis of consent or on the basis of the entry into, and performance of, a contract.

In addition, it only applies to personal data provided by, and related to, you. This includes both personal data that have been actively and consciously provided by you (such as your e-mail address when entering into your contract with Eneco), as well as personal data that has been provided by using a device or service (for example data collected via the Eneco App or Toon). Derived data (for example an

interest profile built up by registering visitor behaviour) is explicitly excluded from the right to data portability.

10. What rules apply to Eneco in the processing of personal data?

When processing personal data in the Netherlands, Eneco is bound, among other things, to:

- The General Data Protection Regulation ('GDPR')
- The Smart Meters Code of Conduct for energy suppliers
- The Telecommunications Act
- The Code of Conduct Telemarketing

The Smart Meters Code of Conduct for energy suppliers is approved by the Dutch Data Protection Authority.

Security

11. Is my personal data safe and secure at Eneco?

Your personal data will be stored carefully and no longer than is necessary for the purpose for which it was processed. Within Eneco, your personal data can only be used by employees who need to have access to this, given their function. Our employees have a duty of confidentiality. Do we want to use data for a purpose other than that for which they were originally processed? Then we can only do that when there is a compatible purpose between the two purposes.

Your personal data can also be exchanged between the business units of Eneco. But only if there is a ground to do so and if this is compatible with the purpose for which the data was collected.

Eneco takes appropriate technical and organizational measures to protect your personal data against destruction (accidental or unlawful), loss, misuse, forgery, unauthorized access or spreading or any other form of unlawful processing of your personal data. For example, Eneco can use encryption, access codes and pseudonymisation of personal data. In doing so, Eneco weighs the risks, the technical possibilities and the implementation costs.

12. Where can I report a data breach?

Eneco believes it is very important that your data is secure. If, for example, data has been lost or accessible where it shouldn't, we would appreciate it if you inform us as soon as possible. So that we can contact the data subjects involved and inform the regulator about this where necessary. You can do this via meldpuntdatalekken@eneco.com. Mention your name in your e-mail, possibly the organization you work for, your telephone number and a short description of the

data breach.

Eneco reports a serious data breach of personal data to the Dutch Data Protection Authority within 72 hours after the discovery of the data breach. Have you discovered a (possible) data breach? Please notify us as soon as possible. [More information](#).

Information

13. Where can I submit a question, complaint or request about privacy?

For questions or complaints about the processing of personal data by Eneco or if you want to exercise any of your rights, you can contact us digitally or by mail.

If you send Eneco a request about one of these rights, Eneco will respond to this within four weeks. You can submit your question, complaint or request by mail or digitally. Send your question, complaint or request to the relevant Eneco group company(ies) citing 'privacy' in writing to Antwoordnummer 5166, 3000 VB Rotterdam. Or use the [contactform](#) and choose 'Submit privacy request' under 'Subject'.

Specify as much as possible which personal data your question, complaint or request relates to. Also provide your name, address and telephone number. Making a question, complaint or request is free of charge, unless you make unfounded or excessive questions, complaints or requests.

If you do not agree with how Eneco has dealt with your question, complaint or request, you can file your questions or complaints about the processing of personal data with the Data Protection Officer ("DPO") that Eneco has appointed to supervise compliance with the GDPR. In that case, you can contact the DPO directly, who can be reached by e-mail via meldpuntprivacy@eneco.com. You can also contact the [Dutch Data Protection Authority](#) directly to file a complaint.

14. Can Eneco change this document?

Yes, our privacy statement may change from time to time. Changes in law or in our products and/or services may have consequences in the way we process your personal data. In that case the privacy statement will be adjusted and we will inform you about it. You can always find the latest version of our privacy statement at this website.