

# Privacy Statement ENTRNCE

Version 18-09-2020

ENTRNCE International B.V. is a company where energy technology, software and sustainability come together. We make the complex energy market easy by developing smart software solutions. Why do we do this? Because we believe in a freely accessible and affordable energy supply, based on decentralized generation and use.

On our website you can learn more about ENTRNCE and fill in a contact form so we can contact you.

If you use our ENTRNCE website or if we come into contact with you, we will collect personal data about you, either directly (if you fill in a form, for example, or if you give us a business card) or indirectly (via cookies). ENTRNCE uses these personal data only for the purposes described in this privacy statement, and does everything reasonably possible to protect the collected data.

In this document we describe which data are collected, why we collect them, how long we retain them, how we use cookies, what your rights are and how you can contact us.

## Visiting our Website

When you visit our website, we collect the following information:

- IP address
- Browser type and language
- Which pages have been visited by you

We collect this information to see how our website is used and where our users are located. This information allows us to optimize our website for the best user experience.

## Contact Request

Via our website you can request to be contacted by us. For that, we collect the following information with your consent:

- First name
- Last name
- E-mail address
- Company name
- Your request / idea / comment / message

We use these data for the following purposes:

- To be able to contact you as requested
- To keep track of with whom there has already been contact, and what the contact question was about

In this case we store your data in our Customer Relations Management (CRM) system.

## Customers and Contacts

We store customer and contact data in our CRM system. This is a database in which we can keep track of all customer data and contacts with customers. For this purpose, we collect the following data with your permission:

- First name
- Last name
- Business addresses
- Business phone number
- E-mail address
- Company name
- Your request / idea / comment / message

We use these data for the following purposes:

- To be able to contact you, as requested
- To keep track of with whom there has already been contact, and what the contact question was about
- To retain customer data for necessary transactions

These data will not be retained longer than necessary, or until you indicate that you wish to withdraw your permission for that. You can withdraw your permission for the processing of your data by sending an e-mail to: [info@entrnce.com](mailto:info@entrnce.com).

### Use of the ENTRNCE platform

If you use our ENTRNCE platform as a customer, we process the following data with your permission:

- Telephone number
- E-mail address
- Company name
- KVK number
- VAT number
- IBAN
- Electricity buy/sell orders
- Electricity connection masterdata
- Electricity connection consumption data
- User actions on the platform

We use these data for the following purposes:

- To be able to contact you in case of any problems.
- For settlement and invoicing.
- To see how the platform is used. This information allows us to optimize our platform for the best user experience.

### Data Processors

We may commission a third party to perform a particular service for us. If this third party has access to or uses your personal data, then this third party is a processor. We have taken the necessary contractual and organizational measures to ensure that our processors only process personal data for the stated purposes.

### Security

The protection of your personal data is not possible without security measures. We maintain our security levels by ensuring that our software is up to date, by only allowing secure connections to our

website (we use https) and by handling the material and features we offer through the website with all due care.

### Third Party Websites

This privacy statement does not apply to third party websites of which we have placed a link on our website (e.g. for news items). We cannot guarantee that these third parties will respect your privacy sufficiently and that they process your personal data with all due care.

### Changes to this Privacy Statement

We reserve the right to change this privacy statement. Please visit our website regularly to check the latest version. If we change the privacy statement, we will provide a brief summary of what has been changed since the previous version.

### Your Rights

You can assert the following rights with us:

- You can request access to the data that we have collected about you.
- You can have your data corrected
- You can have your data deleted.

You also have the right to withdraw your permission to have your data processed by us. To have your privacy requests executed, or if you have any questions about this privacy statement, please contact us via [info@entrnce.com](mailto:info@entrnce.com).

If you have any complaint about our processing, please let us know and we will try to help you. According to the European privacy legislation, you have the right to lodge a complaint with the personal data protection authority if you think that we violate your rights.

info@entrnce.com

ENTRNCE International B.V.

Oude Oeverstraat 120, 6811 JZ Arnhem