

Privacy policy

Xpower NV is aware of the importance you attach to the way your personal information is used and we make every effort to protect your privacy.

This Privacy Statement and Data Protection Policy explains how Our website collects and manages your personal information. It explains what data we collect, how we use it, for what purposes and how you can exercise your rights in line with your personal information.

Please contact marketing@xpower.be if you have any further questions or comments or if you wish to exercise any of your rights in relation to the processing of your personal data.

For the purposes of the policy, the following terms are defined as follows:

This Privacy Statement was last updated on 5 september 2023.

I. Basic principles and our commitment to privacy

We are committed to protecting your right to privacy with respect to your personal information. We strive to protect all personal information in our possession, to manage your personal information responsibly and to be transparent in the way we do so. Your trust is important to us. That is why we are committed to the following basic principles:

- You are not obliged to provide the personal data we request. If you choose not to do so, we may not be able to offer you certain services or products.
- We collect and process your data only for the purposes set out in this Privacy Statement or for specific purposes that we have communicated to you and/or to which you have consented.
- We strive to collect, process and use as little data as possible for the purposes described.
- We try to keep your personal information as accurate and up to date as possible.
- If the personal data collected by us are no longer necessary for certain purposes and we are not obliged by law to keep them, we will do everything possible to delete, destroy or make them anonymous.
- Your personal information will not be shared, sold, rented or disclosed in any way other than as described in this Privacy Statement.

II. What personal data do we collect?

What personal data we collect depends on the purposes described and on the product or service we offer you.

In general, we may collect the following types of personal information:

- Personal contact information such as your name, e-mail address, business name, postal address and telephone numbers, etc.
- Communications with us including details of our exchanges regardless of channel (telephone, mail, website contactforms, ...);
- Browser history, such as which pages you accessed, the date, place where you did so and IP address.

We may also collect personal information indirectly when:

- you share content on social media, web pages, or participation forms of promotions related to our products or in response to our promotional materials on social media.

III. Why do we collect and use personal information?

Except where your personal information is collected to comply with legal obligations, we collect your personal information to provide you with the best browsing experience and to provide you with high-quality consumer service. In particular, we may collect, retain, use and disclose your personal information for the following purposes:

- In order to carry out the necessary assignments in the context of our commercial activities
- To deal with any complaints you may have;
- To process and answer your requests or to contact you in response to questions and/or requests;
- To develop and improve our products, services, communication methods and the functionality of our websites;
- To verify the identity of persons who contact us by telephone or other means;
- To understand the interests, wishes and changing needs of consumers, to improve our websites, our existing products and services and/or to develop new products and services;
- To deliver personalized products and communications and product recommendations to our consumers.

The personal data mentioned in point I that will be communicated through our website contact forms will not be used for the purposes mentioned in points III. When we collect and use your personal data for the purposes mentioned above or for other purposes, we

will inform you in advance or at the time of collection.

If necessary, we will ask for your permission to process the personal data. Once you have consented to the processing, you have the right to revoke your consent at any time.

IV. Your rights

When we process your personal data, you have a number of rights which you can exercise at any time. Below is an overview of these rights and what this means for you.

The right to access and correct your personal data

You have the right to access, correct and update your personal data at any time. We are aware of the importance of this and should you wish to exercise your rights.

The right to data portability

Your personal data is portable. This means that they can be moved, copied or electronically transferred. However, this right only applies if:

- the processing takes place in performance of a contract;

If you wish to exercise your right to data portability, please contact us via marketing@xpower.be

The right of deletion of your personal data

You have the right to ask us to delete your data if:

- Your personal data is no longer necessary in relation to the purpose for which we collected it; or
- You revoke the consent you previously gave us to process your personal data and there is no other legal ground to process such personal data; or
- You object to us processing your personal data for direct marketing purposes; or
- You object to us processing your personal data for the legitimate interests of our company (such as improving the user experience on websites); or
- the personal data is not processed legally; or
- Your personal data must be deleted in order to comply with the law in force.

If you wish to delete the personal data we hold about you, please inform us via marketing@xpower.be. We will take all reasonable steps to comply with your request in accordance with legal requirements.

If the personal data collected by us is no longer needed for certain purposes and we are

not required by law to retain it, we will make every effort to delete, destroy or make it anonymous.

The right to restrict processing

You have the right to limit the processing of your personal data if:

You believe that the personal information we hold about you is inaccurate; or

- The personal data is not processed legally, but if you prefer limited processing rather than destruction; or
- We no longer need the personal information for the purpose for which we collected it, but you need the information to initiate, exercise or defend legal claims; or
- You have objected to the processing of your personal data and are awaiting confirmation that your interests outweigh the legal grounds for processing your personal data as a result of this objection.

If you wish to limit the processing of your personal data, please inform us via marketing@xpower.be. We will take all reasonable steps to comply with your request in accordance with legal requirements.

The right of objection

You have the right to object to the processing of your personal data at any time. Please contact us.

The right to lodge a complaint with a supervisory authority

You have the right to complain to a supervisory authority about the way we process your personal data.

V. How we protect your personal data

We are aware that the security of your personal data is important. We are committed to protecting your personal information from misuse, influence, loss, unauthorized access, alteration or disclosure. We have a number of security measures in place to help protect your personal information. For example, we apply access controls, use firewalls and secure our servers, and we encrypt personal information.

VI. Sharing your personal information

Your personal information will not be shared, sold, rented or disclosed in any way other than as described in this Privacy Statement. However, for purposes other than those

described in this Privacy Statement, we may share your information if required by law and/or at the request of a government agency.

VII. Cookies and other technologies

We may also collect personal information about you through the use of cookies and other technologies. This may occur when you visit our website or third party websites, view our online promotions or those of third parties. This may include the following information:

- Information about your browser and operating system;
- The IP address of the computer you are using;
- Web pages that you view on our website;

Please ask for our Cookie Statement for more information on this subject.

VIII. Dataleaks

In case of a data breach, this will be reported to the privacy committee within 24 hours and a request will be made to change, for example, passwords and login details.

The person responsible for data processing will report the data leak to the persons involved with means of communication that guarantee that the information will be received quickly. If it is impossible to identify the injured persons, the data controller may inform those persons via the media, although he will continue to try to find out the identity of those persons so that she can also inform them individually.

IX. Contact us

If you have any questions, comments or complaints regarding this Privacy Statement or the processing of your personal data, please contact us via marketing@xpower.be.