

EEPC

The Efficient Energy Power Company bvba, Diksmuidse Heirweg 12, 8210 Zedelgem (Belgium), registered in the RPR in Ostend under the number 0535.737.829 (hereinafter: EEPC) takes your privacy to heart and takes all appropriate measures to protect your privacy in accordance with the Law on the Protection of the Privacy with respect to the Processing of Personal Data. This Privacy Policy (hereinafter 'Privacy Policy') applies to all websites, (mobile) applications, products and services (hereinafter 'Services') offered by EEPC.

Collection, recording and processing of data

EEPC collects, records and processes personal data of its customers and users of its services. Certain information must be provided for some parts of the website, purchasing of a product, the creation of an account, registration for warranty,... It concerns the following information: full name, address (including ZIP code), email address and telephone number.

Other data are collected in an automated way by cookies and other systems/applications which collect information when you use the website or create an account. These are IP address, site usage, language, type of browser, device related information (e.g. IMEI number) and various location related information (e.g. location area code, mobile network and country codes). You may refuse the use of cookies by selecting the appropriate settings on your browser.

The information communicated explicitly or by automated means are recorded and incorporated into the database of EEPC, who is responsible for the processing of the personal data collected via the website and/or other channels and checks the processing performed by other parties, such as employees.

Usage of your data

You guarantee that the information you provide is accurate and complete. Communicating false information or data belonging to third parties may lead to being unable to use and benefit from, in whole or in part, the products and services of EEPC.

You need to register before using the EEPC application. EEPC needs this information to perform contractual obligations between you and EEPC; to offer you full functioning products and to ensure their safety. Similarly, registration is required before being able to make proper use of the EEPC website and to gain access to your personal page 'my radiators'.

Furthermore, this information allows our customer service to support you in case of technical problems. We may use the information you have provided us to contact you directly, by mail, by telephone or by electronic means, such as via email in order to provide you pre or after sale assistance. With regards to communication via electronic means you have the option to unsubscribe from future electronic communications.

Your data, whether anonymized or not, is also used to help towards development of new products/services or improve our existing services and for statistic and strategic company analysis. Your personal information may be used to personalize your sessions on the EEPC website in order to better fit your interests, such as offering you relevant, individually tailored content. Your data can also be used to determine your level of energy consumption in the future. This will help EEPC to advise you on how to heat your home in the most efficient way.

The data you provide can be used for advertising, the sale and promotion of products and services and to keep you informed of offers from EEPC.

Our website may contain links to other websites. Please be aware that EEPC is not responsible for the privacy practices of such other sites. When you go to other websites from here, we advise you to be aware and read their privacy policy.

Who do we share your data with?

Unless stated otherwise in this privacy policy, we will keep your personal information confidential. We may, however, disclose your personal data on occasion to third parties in order to provide the products or services that you have requested;

In order to conduct business operations smoothly, EEPC may disclose your personal data to its third party service providers which are the mailing houses, delivery service providers, telecommunications companies, data centers, data storage facilities, and customer service providers, agents and related corporations. Such Third Party Service Providers would be processing your personal data on behalf of EEPC or for one or more of the purposes listed above.

EEPC may also disclose your personal data without further consent if required or permitted by law.

Your Rights

Your data will not be kept longer than is permitted by law and in any case no longer than necessary for the purposes stated herein.

You can access and make changes to your registered personal data from your account.

You always have the right to access, rectify and delete your data. Furthermore, you enjoy the right to transfer, restrict or to object to the processing of your data. Please bear in mind that this may have an impact on the functionalities of your product(s).

Minors

Please note that minors' privacy is protected and EEPC encourages parents to be actively involved in the online activities of their children.

EEPC will not knowingly or intentionally collect personal information from minors.

EEPC encourages minors, if they visit the website or the EEPC application, to inform their parents about their online activities and ask their opinion before sending personal information to EEPC.

EEPC encourages minors, if they wish to create an account, to carefully read the privacy policy of EEPC along with their parents.

We encourage minors in relation to their e-mail address, to preferably use a pseudonym and not to mention their real names. We also recommend minors to display only the information needed for the online use of the services of the EEPC.

The parental consent is also required for the application of subscriptions, products and services offered by EEPC through the websites. Subscriptions, products and services are always subject to the terms of EEPC.

In General

The processing of personal data within EEPC is subject to Belgian law. The purchase of our products and/or use of our services including our Web sites constitutes your consent to our Privacy Policy which may change from time to time. The changes will automatically take effect upon publication.

Applicable law

EEPC complies with active privacy laws. Belgian law is applicable.

The invalid, void or unenforceable nature of all or part of any of the above rules will not lead to the invalidity and/or unenforceability of any other provision. Parties accept that electronic communication between them has legal force as written proof. Unless the terms of a product or service to determine another jurisdiction for any dispute arising from the use of the website and application of EEPC Belgian law and exclusive jurisdiction of the courts of Bruges.

For matters related to Privacy concerns, EEPC is subject to the supervision of the Belgian Privacy Commission.

Contact

If you have any questions regarding our privacy policy, please contact us via privacy@eepc.info.