

PRIVACY STATEMENT

CONTACT INFORMATION

Website: www.bigassbattery.com
 Email: info@smartassenergy.com

INTRODUCTION

This Privacy Statement applies to all group companies, meaning any legal entity that is directly or indirectly controlled by, or under common control with, Smart Ass Energy B.V.

For the purposes of this Privacy Statement, references to "we", "us" or "our" refer to the relevant group company involved in the processing of personal data, unless explicitly stated otherwise.

The group companies provide business-to-business software, portal and related services that enable customers to monitor, manage, analyze and optimize their energy systems. In the course of providing these services, personal data may be processed.

We attach great importance to the protection of personal data and process such data carefully, securely and in accordance with applicable data protection legislation, including the General Data Protection Regulation (EU) 2016/679 ("GDPR").

This Privacy Statement explains:

- which personal data we process;
- for what purposes and on what legal bases;
- how long personal data is retained;
- with whom personal data is shared; and
- which rights data subjects have.

SCOPE

This Privacy Statement applies to the processing of personal data relating to:

- visitors of our websites;
- users of our software and portal;
- employees and other contact persons of our customers;
- business partners, suppliers and prospects.

This Privacy Statement does not replace contractual agreements concluded with customers, including any Data Processing Agreement.

ROLES UNDER THE GDPR

Depending on the context, a group company may act as either data processor or data controller.

Data processor

Where a group company processes personal data on behalf of a customer in the context of the software and portal services (including user accounts, access management, support tickets and security logs), the customer acts as data controller and the group company acts as data processor. Such processing is governed by a Data Processing Agreement (DPA) concluded between the relevant group company and the customer, in accordance with Article 28 GDPR.

Data controller

A group company acts as data controller where it independently determines the purposes and means of processing, including but not limited to processing relating to:

- website visitors;
- marketing and communications;
- supplier and partner administration;
- compliance with legal and regulatory obligations.

CATEGORIES OF PERSONAL DATA

Data provided directly

- Name, email address and telephone number
- Company name, job title and role
- User account information and login credentials (encrypted)
- Support requests, correspondence and attachments
- Billing and payment contact details

Automatically collected data

- IP address
- Browser type and device information
- Log-in times and activity logs
- Security and audit logs (e.g. failed login attempts)

Software and operational context

Energy and system data generated through the software does not constitute personal data unless it is directly linked to an identifiable natural person.

Financial data

- SEPA direct debit details
- Invoicing and payment history

The group companies do not process special categories of personal data.

PURPOSES OF PROCESSING

Personal data is processed for the following purposes:

- provision, operation and maintenance of the software and portal;
- user and access management;
- customer support and ticket handling;
- billing, invoicing and financial administration;
- ensuring security, integrity and availability of systems;

- compliance with legal and regulatory obligations;
- internal business operations and communications;
- marketing communications, where permitted and/or based on consent.

LEGAL BASES

Personal data is processed on the basis of one or more of the following legal grounds:

- performance of a contract;
- compliance with legal obligations;
- legitimate interests, such as security, fraud prevention and service improvement;
- consent, where required (e.g. for marketing communications).

Where a group company acts as data processor, the legal basis for processing is determined by the customer acting as data controller.

RETENTION PERIODS

Personal data is not retained longer than necessary for the purposes for which it is processed:

- Portal and account data: duration of the subscription term plus up to 12 months
- Support tickets: up to 3 years after closure
- Financial and tax records: 7 years
- Security and audit logs: 90 days up to 2 years
- Marketing data: until consent is withdrawn or an objection is made

SHARING OF PERSONAL DATA

Personal data may be shared with:

- Subprocessors, such as hosting, email and monitoring service providers, engaged under a Data Processing Agreement;
- the customer (employer) for account and user administration purposes;
- other group companies, where necessary for internal business operations;
- public authorities, where legally required.

Personal data is not sold to third parties.

SECURITY MEASURES

Appropriate technical and organizational measures are implemented to protect personal data, including but not limited to:

- encrypted communications (TLS);
- secure storage of credentials;
- role-based access controls;
- audit logging and monitoring;
- vulnerability management and testing;
- least-privilege access principles;
- confidentiality obligations for personnel.

RIGHTS OF DATA SUBJECTS

Data subjects have the right to:

- access their personal data;
- rectification of inaccurate or incomplete data;
- erasure of personal data;
- restriction of processing;
- data portability;
- object to processing based on legitimate interests;
- withdraw consent at any time, where applicable;
- lodge a complaint with the competent supervisory authority.

Requests may be submitted via info@smartassenergy.com.

Where a group company acts as data processor, requests may be forwarded to the relevant customer as data controller.

CHILDREN'S DATA

The services are intended exclusively for business use and are not directed at individuals under the age of 16. The group companies do not knowingly process personal data of minors.

CHANGES TO THIS PRIVACY STATEMENT

This Privacy Statement may be updated from time to time. The most recent version will be made available on the website. Material changes will be communicated where reasonably required.

CONTACT AND CENTRAL POINT OF CONTACT

Smart Ass Energy B.V. acts as the central point of contact for all privacy-related questions and requests on behalf of the group companies.