

Privacy policy Big Ass Service B.V.

At Big Ass Service B.V., we value the privacy of everyone who uses our services. This Privacy Policy explains how we process and protect your Personal Data.

Contact Information

Website: www.bigassbattery.com
Address: Bayeuxlaan 9
5654 AX Eindhoven
Email: info@smartassenergy.com

Processing of Personal Data

We only process Personal Data to the extent necessary to perform our activities. We process the following categories of Personal Data:

- Email address
- First name
- Middle name (if applicable)
- Last name
- Telephone number
- Other relevant Personal Data

We use this Personal Data solely for the following purposes:

- To communicate with you
- To perform our agreement with you
- To send newsletters
- To keep you informed about new developments, including offers
- To comply with our administrative obligations
- To prevent and combat fraud

Special Categories of Personal Data

We only process Personal Data relating to individuals under the age of 16 where consent has been obtained from a parent or legal guardian. By providing Personal Data to us, you confirm that you are at least 16 years old or that the required parental or guardian consent has been obtained. If we discover that Personal Data has been collected from a person under 16 without the required consent, we will delete that Personal Data.

If you believe that we process Personal Data relating to a person under 16 without the required consent, please contact us at info@smartassenergy.com so that we can remove the relevant information.

Retention Period

To minimize the risk of loss of Personal Data, we retain your Personal Data for one year. This allows you to avoid providing the same information repeatedly. If, within that one-year period, you again agree to this Privacy Policy, we may retain your Personal Data for a further one-year period starting from that moment. We may retain Personal Data for a longer period only where required to comply with our legal obligations.

Security of Personal Data

We take appropriate measures to protect your Personal Data against misuse, loss, unauthorized access, unwanted disclosure, and unauthorized alteration.

- Our website uses a secure connection.
- Devices used to process and store Personal Data are kept up to date with the latest Windows or Apple security updates.
- These devices are protected by appropriate antivirus software.
- Access to Personal Data is restricted to the minimum number of employees necessary.
- Employees with access to Personal Data are bound by confidentiality obligations.
- We have entered into a Data Processing Agreement with third parties that process Personal Data on our behalf, requiring them to maintain confidentiality and process Personal Data only on our instructions.

If you believe your Personal Data is not adequately protected or has been misused, please contact us at info@smartassenergy.com.

Sharing Personal Data with Third Parties

We do not sell your Personal Data to third parties. We only disclose Personal Data where necessary to perform our agreement with you or to comply with a legal obligation. Where third parties process Personal Data on our behalf, we enter into a Data Processing Agreement to ensure an equivalent level of security and confidentiality.

Cookies

To ensure our website functions properly, we use services provided by third parties while respecting your privacy. Cookies used on our website do not compromise your privacy. A cookie is a small text file stored on your device during your first visit. Cookies ensure the website functions correctly and remember your preferences. Neither we nor third parties acting on our behalf process your IP address in a way that directly identifies you. You can delete cookies or disable them through your browser settings.

Your Rights as a Data Subject

Your Personal Data remains yours. You have the right to access, correct, or delete your Personal Data. You may also withdraw your consent or object to our processing of your Personal Data. Upon request, we will provide your Personal Data in a structured electronic format to you or to another organization designated by you.

Requests regarding access, correction, deletion, data portability, withdrawal of consent, or objections to processing may be sent to info@smartassenergy.com.

To verify your identity, we ask that you include a copy of your identification document with your request. Please black out your photograph, MRZ, passport number, and citizen service number (BSN) before sending the copy. We will respond within four weeks .

Other

Automated Decision-Making

We do not use Personal Data for Automated Decision-Making.

Complaints

You may lodge a complaint regarding our processing of your Personal Data with the Dutch Data Protection Authority (Autoriteit Persoonsgegevens): <https://autoriteitpersoonsgegevens.nl>

Changes

Big Ass Service B.V. reserves the right to amend this Privacy Policy without prior notice. Changes become effective immediately upon publication on the website. This Privacy Policy was last updated on April 22, 2026.

We hope this Privacy Policy has provided you with sufficient information.

Big Ass Service B.V.