



foundation RURAL ENERGY SERVICES

Privacy statement

This website Fres.nl is owned and managed by Foundation Rural Energy Services ("FRES"). In this Privacy Statement we state which personal data of users of Fres.nl is processed and how we handle this personal data. If you have questions about how FRES processes your personal data, please get in touch with us by using the contact details at the end of this Privacy Statement.

Processing of personal data by FRES

Protecting personal data is of great importance to FRES. FRES respects your privacy and ensures that personal information you might provide to FRES (through the website, by email or in any other way), will always be handled confidentially and in accordance with the Dutch Privacy Act (Wet Bescherming Persoonsgegevens) and the European Privacy Regulation.

Personal data you provide us with

Personal data is data which can be used to trace your identity. When you register personal data in FRES.org, the following data may be processed: name, email-address, address, telephone number. This personal data will be processed by FRES for the following purposes:

- to perform the services that FRES has agreed upon with you;
- to perform the services that FRES has agreed with the organisation you legally represent;
- to be your employer;
- to handle possible requests for information;
- to contact you and to answer any of the questions you might have asked;
- to inform you about news from FRES and its subsidiaries;
- to send you updates concerning your projects by email;
- to improve the website and the services of FRES;
- transmission of the data to other EEA countries for the abovementioned purposes;
- for performing of auditing and to deal with possible conflicts.
- FRES will only process your personal data for any other purpose if you have given us your unambiguous consent to do so.

Transmission to third parties

With FRES, your personal data is in safe hands. Your personal data will only be used internally by FRES or its subsidiaries and will not be transferred to third parties for commercial purposes. However there are a few situations in which FRES can transfer your personal data: when we outsource the processing of personal data to a third party or when we are obliged by law to submit personal data.

Outsourcing to a third party

It is possible that we outsource certain aspects of the processing of personal data to an external party (e.g. certain statistical analyses). In those situations we will always agree upon measures fit for the situation with the third party about the usage, the protection and the confidentiality of your personal data (in a so called "processing agreement"). Those third parties may never use your personal data for their own purposes.

Obliged by law to submit personal data

In certain circumstances we are obliged by law to submit your personal data to government agencies (e.g. the police, judicial authorities, tax authorities etc.). We will only submit this personal data when we are obliged by law to do so. We will keep you informed as much as possible, but in some of these cases we are not allowed to inform you about submitting your personal data to government agencies.



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IP-address

When visiting our website the IP-address of the computer you use, among other things, will be registered. Users of the website could be identified based on the IP-address. However, FRES will not use IP-addresses for that purpose.

Cookies

Our website can use cookies. When we use cookies, we use them to aggregate data about your visit to our website and to ease your visit to our website. Apart from those reasons, we use cookies to examine the effectiveness of our website. Cookies are small text files installed on your computer. FRES will only use so called First Party Cookies on its website. Those are cookies installed by the website itself, and not by third parties. We use Functional cookies (First party cookie). Functional cookies are cookies necessary for the website to function in a proper way. These cookies register your preferences (like preferred language) and remember that you have visited the website before.

Personal data that FRES has received in other ways

When you are an employee of FRES or contracted as consultant/expert, specific additional data provided by you, and with your consent, will be registered. For that purpose FRES shall provide a separate privacy statement.

Questions and rights to access and rectification

If you have any questions about how FRES processes your personal data or if you want to access or rectify your personal data or want to suspend or discontinue the usage of your data, please contact us, by sending a letter to FRES or email us at info@fres.nl.

Complaints

If you have a complaint or problem with the use of your personal data, FRES shall endeavour to come to a fair solution. You can send your complaint to info@fres.nl.

Under the privacy legislation, you have the right to file a complaint with the Dutch data protection authority about the use of your personal data, such as when FRES has not handled your complaint satisfactorily. You can contact the Dutch Autoriteit Persoonsgegevens for this.

Communication by letter, e-mail or telephone

From time to time you can receive mailings from FRES, informing you about our products and services, if you share your address or e-mail address with us through the website. If you don't wish to receive those mailings, you can contact us by using the information below. If you share your telephone number with us through the website, we will only use your telephone number to contact you and inform you about information you requested online or possible orders you placed online.

Changes

This Privacy Statement can be changed. Changes will be published on this page. FRES can process your personal data for new purposes, not yet mentioned in this Privacy Statement. In such case, FRES will contact you to notify you about the changes in this Privacy Statement, before processing your personal data for these new purposes and to offer you a chance to prohibit us using your personal data for these new purposes.

Questions

When you have any questions about this Privacy Statement or our privacy policy, you can contact us by writing a letter to:

Foundation Rural Energy Services (FRES)

Plantage Middenlaan 2G

1018 DD Amsterdam

The Netherlands

info@fres.nl