

Privacy Notice

Version 1.0 · Effective 5 August 2026

1. Who we are

This notice explains how the Fortis group handles personal data in connection with our battery supply, service, maintenance and inspection business.

Fortis Battery Care EU B.V., Escudostraat 6b, 2991 XV Barendrecht, Netherlands, is responsible for data protection across the Fortis group and is your single point of contact for everything in this notice. Write to privacy@fortisbatterycares.eu.

You buy from one Fortis company in your own market, named on your quotation, order confirmation and invoices. That company and Fortis Battery Care EU B.V. are **joint controllers** of the personal data described here. You can exercise any of your rights against either of them, and we will deal with your request centrally whichever you approach. The current group companies are listed on this page.

We are not required to appoint a Data Protection Officer. Please direct privacy queries to the contact above.

2. Whose personal data we process

We process personal data about:

- **Business contacts** — the people you nominate as accounts, purchasing and site contacts, and the person who signs an account application
- **Site personnel** — people we deal with when attending your premises, such as supervisors signing off work
- **Visitors and callers** — people who contact us by phone, email or through our website

This notice covers people we deal with through our business relationships. It does not cover our own staff or job applicants.

We do not knowingly process personal data relating to children, and our services are not directed at consumers.

3. What we collect and why

What we collect	Why	Lawful basis
Name, job title, business email, business phone	To administer your account, process orders, arrange visits, and contact you about work in progress	Necessary for the performance of a contract, or our legitimate interests in managing a business relationship (Art. 6(1)(b) / 6(1)(f))
Company details, registration and VAT numbers, register extracts	To verify the identity and legal status of the applicant	Legitimate interests in preventing fraud and contracting with the correct legal entity (Art. 6(1)(f)); compliance with tax obligations (Art. 6(1)(c))
Signature, name and position of the authorised signatory	To evidence that the account application and our terms were accepted, and by someone with authority	Performance of a contract and our legitimate interests in an enforceable agreement (Art. 6(1)(b) / 6(1)(f))
Signing metadata — email address, IP address, timestamps, document hash	To create an audit trail evidencing electronic signature	Legitimate interests in evidencing the contract (Art. 6(1)(f))
Credit assessment data, including information from credit reference agencies	To decide whether to offer a credit account and on what limit and terms	Legitimate interests in managing credit risk (Art. 6(1)(f))
Records of site visits, work performed, inspection findings, and photographs of equipment	To perform and evidence the services, and to support warranty and safety records	Performance of a contract; compliance with legal obligations relating to work equipment safety (Art. 6(1)(b) / 6(1)(c))
Correspondence and call records	To handle enquiries and keep a record of instructions	Legitimate interests (Art. 6(1)(f))

We do not use your personal data for automated decision-making that produces legal or similarly significant effects about you. Credit decisions are always reviewed by a person.

We do not process special category data in the ordinary course of business. Where a site safety requirement means we hold health-related information (for example a medical restriction affecting site access), we process it only where necessary for health and safety obligations (Art. 9(2)(b)).

4. Credit checks

Where you apply for a credit account, we obtain information about the applicant company from commercial credit reference agencies. For incorporated companies this is company information rather than personal data.

We only open credit accounts for incorporated companies, so the credit report we obtain is information about a company, not about you personally. Company reports can include limited information about directors, which is personal data about those individuals.

Our lawful basis is legitimate interests: managing the risk of extending credit. You may object to this processing (see section 8), though we may be unable to offer credit terms without it.

5. Where the data comes from

Most personal data comes from you — from your account application, your orders, and our dealings with you. We also obtain data from:

- credit reference agencies and business information providers
- public registers, including the KvK (Netherlands) and KBO/BCE (Belgium)
- your website and published material
- other Fortis group companies, where you deal with more than one

6. Who we share it with

We share personal data with:

- **Other Fortis group companies**, where necessary to administer your account or deliver services across markets
- **Credit reference and business information agencies**, for the purposes in section 4
- **Our service providers**, including IT and hosting providers, our electronic signature provider, accounting and e-invoicing providers, and providers of the Peppol access point used to exchange invoices
- **Professional advisers**, including auditors, lawyers and insurers
- **Debt recovery agents and courts**, where we need to recover unpaid sums
- **Regulators and public authorities**, where we are legally required to disclose

We do not sell personal data and we do not share it for third-party marketing.

Our service providers act on our instructions under written processing agreements.

7. International transfers

We store and process personal data within the European Economic Area. We do not transfer it outside the EEA.

8. Your rights

You have the right to:

- **access** the personal data we hold about you, and receive a copy
- **rectify** inaccurate or incomplete data

- **erase** data, where there is no continuing lawful reason for us to keep it
- **restrict** processing in certain circumstances
- **object** to processing carried out on the basis of legitimate interests, including the credit assessment described in section 4
- **data portability**, for data you provided to us which we process by automated means on the basis of consent or contract

To exercise a right, contact us using the details in section 1. We will respond within one month, and will tell you if we need longer because the request is complex.

We may ask you to verify your identity before acting on a request.

9. How long we keep it

Record	Retention
Account application, signed terms and signing audit trail	Duration of the relationship, then 10 years
Invoices, accounting and tax records	10 years
Inspection reports and safety records	10 years
Service and warranty records	Duration of the warranty, then 10 years
Credit assessment records	10 years from the decision
General correspondence	2 years, unless part of a contract record

Where a claim is anticipated or in progress, we retain relevant records until it is resolved.

10. Security

We maintain technical and organisational measures appropriate to the risk, including access controls, encryption in transit, and restricting access to those who need it. No system is completely secure, but we take reasonable steps to protect personal data and will notify you and the relevant supervisory authority of a personal data breach where we are required to do so.

11. Complaints

If you are unhappy with how we have handled your personal data, please contact us first using the details in section 1.

You also have the right to complain to a supervisory authority. Where the group's main establishment is the Netherlands holding company, the Autoriteit Persoonsgegevens is our lead supervisory authority for cross-border processing, but you may complain to either:

- **Netherlands** — Autoriteit Persoonsgegevens, Postbus 93374, 2509 AJ Den Haag (autoriteitpersoonsgegevens.nl)
- **Belgium** — Gegevensbeschermingsautoriteit / Autorité de protection des données, Drukpersstraat 35, 1000 Brussel (gegevensbeschermingsautoriteit.be)
- **Luxembourg** — Commission nationale pour la protection des données (cnpd.lu)

You may also complain to the authority in the EU country where you live or work.

12. Changes to this notice

We may update this notice. The current version is always available at www.fortisbattery.eu/privacy. Where a change materially affects how we use your personal data, we will tell you.

13. Contact

privacy@fortisbattery.eu

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