

The provisions of the following message apply to the website www.antargaz.be and its applications, hereinafter referred to as the “Website”. The message contains some rules with respect to the Website and some information in connection with our general privacy policy.

By continuing the use of the Website, you declare to agree with these provisions.

GENERAL TERMS AND CONDITIONS OF USE

Our company

The Website belongs to Antargaz Belgium NV, a public limited company incorporated under Belgian law, with its registered office at 5A De Kleetlaan, 1831 Diegem, RPR Brussels, Belgium, and registered with the *Kruispuntbank van Ondernemingen* (KBO) under number 0881.334.278, hereinafter referred to as ‘Antargaz’. Antargaz distributes propane and butane in bottles and tanks in Belgium and also supplies natural gas to non-professional and professional clients.

Intellectual property rights

All intellectual property rights pertaining to the Website, including, for example, the names, text, images, brands, markings and logos, remain the property of Antargaz or the companies affiliated with Antargaz. The intellectual property rights are in no way transferred to the visitors of the Website. The use, transfer or distribution of these data, in any way, shape or form, is strictly prohibited without prior written approval from Antargaz.

Information

Antargaz devotes particular attention to ensure that it communicates accurate, correct and up-to-date information on the Website. If the Website should contain inaccurate, incomplete or outdated information, despite these efforts, Antargaz undertakes to correct this inaccurate, incomplete or outdated information, as soon as possible. However, Antargaz can never be held responsible for any loss or damage that could be attributed to inaccuracies in the information on the Website.

The information made available by Antargaz on the Website cannot be considered as a binding offer to enter into an agreement, except when explicitly indicated otherwise on the Website.

Security

Antargaz takes significant precautionary measures to adequately protect its networks from unauthorized access by third parties. For example, we use modern and up-to-date technologies to prevent confidential client data from being intercepted or decrypted. Of course, our internal network is also properly secured in line with modern standards, and is not directly accessible via the internet. In spite of these precautions, the networks are never completely free of possible security risks. Therefore, Antargaz cannot be held responsible for loss or damage that could be attributed to circumvention of these precautions by third parties, such as, for example, spreading of viruses through the Website, damage to programs or other data on the computer system via the Website, the usage by third parties of illegally obtained data, or downtime.

Antargaz cannot be held liable in any way, shape or form in the event of any technical problems with respect to the Website, such as temporary or permanent malfunctions and interruptions, would result in a(n) (temporary) unavailability of the information on the Website.

Third party websites

If Antargaz were to refer to another website or were to place a link to a third party website on the Website, Antargaz will never be responsible for the content of these third party websites, nor for the products and services offered on those third party websites.

Applicable law and disputes

Use of the Website is subject to Belgian law. Any disputes with non-professional visitors, which may arise from use of or interpretation of the Website, will be submitted to the courts in their place of domicile. The commercial courts of Brussels have exclusive jurisdiction with respect to professional visitors.

PRIVACY POLICY

General

Antargaz’ privacy policy is aimed at ensuring that the personal data that we receive from or about you will be used in accordance with the applicable privacy laws.

In the first instance, Antargaz processes your personal data with the aim to provide you, the client, with the best possible service, and to provide a service that is tailored to your specific needs. This management includes, amongst other things, the offers and promotions of our products and services, the implementation and processing of your contract(s) with us, our subcontractors and



official bodies and the management of and access to that section of the Website reserved for our clients. Our privacy policy is applicable to existing clients, as well as to former and future clients.

In the context of client management, we collect and process the data provided to us by you. In addition to the data that you provide to Antargaz, we may also receive data from or may pass data on to other bodies or companies that cooperate with us in terms of energy supply.

This data may also be used to keep you informed of our products and services, unless you have expressly exercised your right to refuse such use of this data for direct marketing purposes. If you have indicated that you wish to receive our newsletters, you can inform us at any time if you no longer wish to receive them.

Moreover, we will never pass on to third parties for commercial purposes, the data that was provided to us.

As our client, you have the legal right to access and possibly request correction of your personal data.

On condition of a written request along with a proof of identity, we can send a copy of your personal data to you in writing. This is free: you must provide us with a written, dated and signed request, accompanied by a recto-verso copy of your identity card. You can also send this to us by mail (privacy.be@antargaz.com).

If your data, in the manner processed by us, is incorrect, incomplete, or irrelevant, in your opinion, you can also request to have this data rectified or improved in writing.

To conclude, Antargaz confirms that it will not keep your personal data for longer than is necessary to achieve these objectives and in any event no longer than the legally allowed period.

Would you like additional information or do you, for example, want to refuse use of your data for direct marketing purposes? You can always reach us on telephone number 02/246.00.00 You can also simply write us a letter (5A De Kleetlaan, 1831 Diegem), send us a fax 02/246.00.01 or send us an email (privacy.be@antargaz.com).

Cookies

Antargaz uses so-called 'cookies' on the Website. A cookie is a small text file containing information that your browser stores on the hard disk of your computer. The stored information is sent back to our servers the next time you visit our Website. The use of cookies therefore facilitates the use of the Website for a recurring visitor.

Cookies do not contain personal data. In other words, they cannot link you as an individual to a surname and / or first name or address. Via the IP address, only your computer or device is recognised if the cookies are registered on it.

The Website uses different types of cookies:

- cookies that are necessary in order for the Website to function correctly
- cookies that increase your surfing comfort so you won't have to enter the same information repeatedly
- cookies that register specific information related to you, for statistical purposes, or to provide you with relevant offers, based on your preferences on the Website
- third party cookies to improve the content and quality of the Website (including Google Analytics)

You can change your browser settings at any time so that it does not accept cookies. You can find information on how to change the cookie settings under the Help menu of most browsers. Please note, however, if you do this: most websites will no longer work properly once you turn off cookies.