

Privacy Policy

Dexter Energy Services BV

Last updated: January 23, 2026

1. Introduction

At Dexter Energy Services BV ("Dexter Energy," "we," "us," or "our"), we are committed to protecting your privacy and personal data. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you visit our website at dexterenergy.ai and interact with our services.

This policy complies with the General Data Protection Regulation (GDPR) and Dutch data protection laws.

Data controller:

Dexter Energy Services BV

Email: info@dexterenergy.ai

2. Personal data we collect

We collect personal information that you provide directly to us through our website, including:

- Name
- Email address
- Job title
- Company name
- Phone number (if provided)
- Any additional information you provide in inquiry forms or communications

We collect this information when you:

- Fill out contact forms
- Download materials or resources
- Subscribe to our newsletter
- Submit inquiries or requests
- Communicate with us via email

Automatically collected information



When you visit our website, we may automatically collect certain technical information, including:

- IP address
- Browser type and version
- Device information
- Pages visited and time spent on pages
- Referring website
- General location data (country/city level)

This information is collected through cookies and similar tracking technologies (see Section 6).

3. Legal basis for processing

We process your personal data based on the following legal grounds under GDPR:

- **Consent:** When you provide explicit consent (e.g., subscribing to newsletters, submitting forms)
- **Legitimate interests:** For improving our services, website functionality, and communicating about our products
- **Contractual necessity:** To respond to your inquiries and provide the requested information
- **Legal obligation:** To comply with applicable laws and regulations

4. How we use your data

We use your personal information for the following purposes:

- Responding to your inquiries and requests
- Providing information about our products and services
- Sending marketing communications, including newsletters (with your consent)
- Improving our website and user experience
- Analyzing website usage and performance
- Complying with legal and regulatory requirements
- Preventing fraud and ensuring security

5. Data sharing and disclosure

We do not sell, rent, or trade your personal information to third parties. We may share your data only in the following circumstances:



- **Service providers:** With trusted third-party vendors who assist us in operating our website and conducting our business (e.g., email marketing platforms, analytics providers), subject to confidentiality agreements
- **Legal requirements:** When required by law, court order, or governmental authority
- **Business transfers:** In connection with a merger, acquisition, or sale of assets (you will be notified of any such change)

Third-party services

We currently use the following third-party services that may process your data:

- **Google Analytics:** For website analytics (see Section 6)
- **HubSpot:** For customer relationship management (CRM), email marketing, and managing communications with you. HubSpot is based in the United States and complies with GDPR through Standard Contractual Clauses and appropriate data protection safeguards.

6. Cookies and tracking technologies

Our website uses cookies and similar tracking technologies to enhance your browsing experience and collect analytics data.

What are cookies?

Cookies are small text files stored on your device that help websites remember your preferences and understand how you use the site.

Types of cookies we use

- **Essential cookies:** Necessary for the website to function properly
- **Analytics cookies:** Google Analytics cookies to understand website usage and improve performance
- **Marketing cookies:** To track the effectiveness of our marketing campaigns (if applicable)

Managing cookies

You can control and manage cookies through your browser settings. Please note that disabling certain cookies may affect the functionality of our website.

For more information about cookies used by Google Analytics, please visit [Google's Privacy Policy](#).

Cookie consent

Upon your first visit to our website, you will be presented with a cookie banner allowing you to accept or decline non-essential cookies.

7. Data retention

We retain your personal data only for as long as necessary to fulfill the purposes outlined in this Privacy Policy, unless a longer retention period is required or permitted by law.

- **Marketing communications:** Until you unsubscribe or withdraw consent
- **Inquiry responses:** Typically 2-3 years after the last contact
- **Analytics data:** Aggregated data may be retained indefinitely

When data is no longer needed, we will securely delete or anonymize it.

8. Data security

We implement appropriate technical and organizational measures to protect your personal data against unauthorized access, alteration, disclosure, or destruction. These measures include:

- Encryption of data in transit (SSL/TLS)
- Secure servers and access controls
- Regular security assessments
- Employee training on data protection

However, no method of transmission over the internet is 100% secure, and we cannot guarantee absolute security.

9. Your rights under GDPR

As a data subject, you have the following rights:

- **Right of access:** Request a copy of the personal data we hold about you
- **Right to rectification:** Request correction of inaccurate or incomplete data
- **Right to erasure:** Request deletion of your personal data ("right to be forgotten")
- **Right to restriction:** Request limitation of processing in certain circumstances
- **Right to data portability:** Receive your data in a structured, commonly used format

- **Right to object:** Object to processing based on legitimate interests or for marketing purposes
- **Right to withdraw consent:** Withdraw consent at any time (without affecting prior lawful processing)

Exercising your rights

To exercise any of these rights, please contact us at info@dexterenergy.ai. We will respond to your request within one month.

Unsubscribing from Marketing

You can opt out of marketing communications at any time by:

- Clicking the "unsubscribe" link in our emails
- Contacting us at info@dexterenergy.ai

10. International data transfers

Your personal data is primarily stored and processed within the European Economic Area (EEA). If we transfer data outside the EEA, we ensure appropriate safeguards are in place, such as Standard Contractual Clauses or adequacy decisions.

11. Children's privacy

Our website and services are not directed at individuals under the age of 16. We do not knowingly collect personal data from children. If you believe we have inadvertently collected such information, please contact us immediately.

12. Changes to this privacy policy

We may update this Privacy Policy periodically to reflect changes in our practices or legal requirements. When we make significant changes, we will:

- Update the "Last Updated" date at the top of this policy
- Notify you via email or a prominent notice on our website (for material changes)

We encourage you to review this policy regularly to stay informed about how we protect your data.

13. Complaints and supervisory authority

If you have concerns about how we handle your personal data, please contact us first. You also have the right to lodge a complaint with the Dutch Data Protection Authority (Autoriteit Persoonsgegevens):

Autoriteit Persoonsgegevens

Website: autoriteitpersoonsgegevens.nl

Phone: (+31) - (0)70 - 888 85 00

14. Governing law and jurisdiction

This Privacy Policy is governed by the laws of the Netherlands. Any disputes arising from this policy shall be subject to the exclusive jurisdiction of the Dutch courts.

15. Contact information

If you have any questions, concerns, or requests regarding this Privacy Policy or our data practices, please contact us:

Dexter Energy Services BV

Joan Muyskenweg 22

1096 CJ Amsterdam

The Netherlands

VAT: NL856107189B01

Email: info@dexterenergy.ai

Website: dexterenergy.ai

Effective date: 23 January 2026