

Privacy Policy

Rev 02 - November 2025

Victron Energy B.V. collects user data as part of its online services which include:

- The main website, www.victronenergy.com
- Victron Professional website www.professional.victronenergy.com
- Victron community forum hosted at community.victronenergy.com
- Victron Remote Management (VRM) portal and app vrm.victronenergy.com
- The VictronConnect app

Victron Energy B.V. registered in Almere, the Netherlands is responsible for the data collected, we are the **data controller** of your personal data.

What information do we collect?

We collect information from you when you register on our site and gather data when you participate in the forum by reading, writing, and evaluating the content shared here and when you participate in e-learning activities or events.

Account Information: When registering on our site or with our services such as the community forum, you may be asked to enter your name and email address. You may, however, visit our main website without registering. Your email address will be verified by an email containing a unique link. If that link is visited, we know that you control the email address.

Profile Information: When you add additional details to your forum or professional profile, we store these as well.

Training and E-learning: As part of Victron Professional we offer training and e-learning services, for this we store course participation, learning progress and exam results.

Forum Activity: When registered and posting, we record the IP address that the post originated from. We may also retain server logs which include the IP address of every request to our server. Next to this we store your posts, comments, likes, and other interactions on the forum.

Usage Data: Information on how you use the forum, including IP address, browser type, pages visited, and time spent on the forum.

Functional cookies: Our websites can place cookies on your computer to support features of the website, such as CSRF cookies (for preventing abuse while submitting forms) and session cookies (to allow you to log in). The purpose of these cookies is to identify you; they are unique to everybody. We do not use these cookies to track people in any way. At all times, you can delete these cookies from your computer.

Data specific to VRM: On certain parts of our website, we either gather data or show gathered data. Below you'll find a list of these parts and the data we gather.

Location of devices: In VRM, you can store the geolocation of your installation(s). We will use this data to show you the installation and its local weather conditions on your dashboard.

(Historical) data of your installation: VRM tracks the historical data of your installation, in order for you to be able to analyse the data.

Information on paid features: For paid features within VRM, Victron uses Paddle. The Paddle [terms and conditions](#) apply to those payments.

What do we use your information for?

Any of the information we collect from you may be used in one of the following ways:

- To personalise your experience — your information helps us to better respond to your individual needs.
- To improve our site — we continually strive to improve our site offerings based on the information and feedback we receive from you.
- To detect, prevent and address technical issues — As the community grows we need to adapt the services to maintain the right experience.
- To improve customer service — your information helps us to more effectively respond to your customer service requests and support needs.
- To send periodic emails — The email address you provide may be used to send you information, notifications that you request about changes to topics or in response to your username, respond to inquiries, and/or other requests or questions.
- To notify you of new courses and refresher courses when available.

- To send you statements of accomplishment when you have finished a Victron Training course.
- To establish if you have the proper training and qualifications to participate in advanced training and events.
- Invite you to Victron Energy events through email.

How do we protect your information?

We implement a variety of security measures to maintain the safety of your personal information when you enter, submit, or access your personal information. However, no method of transmission over the internet or method of electronic storage is 100% secure.

What is your data retention policy?

We will make a good faith effort to:

- Retain server logs containing the IP address of all requests to this server no more than 730 days.

Do we use cookies?

Yes. Cookies are small files that a site or its service provider transfers to your computer's hard drive through your Web browser (if you allow). These cookies enable the site to recognize your browser and, if you have a registered account, associate it with your registered account.

We use cookies to understand and save your preferences for future visits and compile aggregate data about site traffic and site interaction so that we can offer better site experiences and tools in the future. We may contract with third-party service providers to assist us in better understanding our site visitors. These service providers are not permitted to use the information collected on our behalf except to help us conduct and improve our business.

Do we disclose any information to outside parties?

We do not sell, trade, or otherwise transfer to outside parties your personally identifiable information.

Disclosure to trusted third parties

We use trusted third parties who assist us in operating our site, conducting our business, or servicing you, so long as those parties agree to keep this information

confidential. These providers have access to your information only to perform these tasks on our behalf and are obligated not to disclose or use it for any other purpose. If we transfer your data outside the EU/EEA, we will implement appropriate safeguards.

These parties include but are not limited to:

- CRM and Customer Success Software Providers: which help us understand and manage the customer experience;
- Infrastructure Services Providers: which help with delivery of our services;
- Cloud Services Providers: which store your data and make analytics reports for us to help develop our services;
- Data and Analytics Providers: which help us understand user behaviour across our websites and mobile application;
- Service Specific Providers: which provide specific product functionality within our e-learning platform and mobile application;
- Survey Software Providers: which assist us in running surveys or user tests
- in Victron Professional, groups and/or companies that you affiliate with may see your training level and validity to ascertain your level of proficiency.

Disclosure for compliance with the law

We may also release your information when we believe this release is appropriate to comply with the law, enforce our site policies, or protect our or others' rights, property, or safety.

Third party links

Our Service may contain links to other sites that are not operated by us. If you click on a third-party link, you will be directed to that third-party's site. We strongly advise you to review the Privacy Policy of every site you visit.

We have no control over, and assume no responsibility for the content, privacy policies or practices of any third-party sites or services.

Children's Online Privacy Protection Act Compliance

Our site, products and services are all directed to people who are at least 13 years old or older. If this server is in the USA, and you are under the age of 13, per the requirements of COPPA ([Children's Online Privacy Protection Act](#)), do not use this site. If you are a parent or guardian and you are aware that your child has provided us with

personal information, please fill out the following form [\[Victron Energy RIGHT TO ERASURE REQUEST FORM.pdf\]](#)] and send it to us by mail.

Online Privacy Policy Only

This online privacy policy applies only to information collected through our site and not to information collected offline.

Your right under the EU GDPR

The right to data protection is a fundamental right in the European Union. Even when you share personal data with companies, you should always be able to retain control over your personal data. That's why, at Victron Energy, you can exercise your right to access, rectify, and erase your personal data.

You can erase your data from our main websites in the following way:

Victron Professional: Please sign into Victron Professional, select account overview and from there the account details, there you will find the option to permanently remove your account.

Victron community: Please refer to the terms of service on community for the details of removing your account: [Victron Community Terms of Service](#)

VRM: Please sign into VRM, select Preferences, from there Profile, there you will find the option to permanently remove your account [Delete Account].

If you are unable to do this or feel that we need to take further action on your behalf, please fill out the following form [\[Victron Energy RIGHT TO ERASURE REQUEST FORM.pdf\]](#)] and send it to us by mail.

Data storage location

Your information is stored and processed in the European Union. However, our service providers may transfer and access such information from other countries. By using our services, you consent to this transfer.

Your Consent

By using our sites, you consent to our website and forum privacy policy.

Changes to our Privacy Policy

If we decide to change our privacy policy, we will post those changes on this page.

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