

## **"Privacy Policy" menu item**

### **Information on data processing for this website pursuant to Article 13 of the EU General Data Protection Regulation (GDPR) when personal data of the data subject is collected**

#### **Privacy Policy (Version: GDPR 2.0 dated 06/22/2023)**

meteocontrol GmbH is the party responsible for this website and, as the provider of a teleservice, is obligated to notify you at the start of your visit about the nature, scope and purposes of collection and use of personal data in a precise, transparent, understandable and easily accessible form and in clear and simple language. You must be able to access this content at all times.

We attach utmost importance to the security of your data and to compliance with data privacy regulations. The processing of personal data is subject to the provisions of prevailing European and national law.

In the following Privacy Policy, we wish to present how we handle your personal data and how you can contact us:



#### **meteocontrol GmbH**

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86157 Augsburg, Germany  
Germany  
Commercial register no.: HRB 16415  
Managing Director: Chris Liu, Stijn Stevens  
Phone: +49 821-346660  
E-mail: [info@meteocontrol.de](mailto:info@meteocontrol.de)



#### **Our Data Protection Officer**

Sven Lenz  
Deutsche Datenschutzkanzlei – Datenschutzkanzlei Lenz GmbH & Co. KG  
Bahnhofstraße 50  
87435 Kempten  
Germany

If you have any questions about data privacy or other data protection matters, you are welcome to send an e-mail to the following address: [datenschutz@meteocontrol.de](mailto:datenschutz@meteocontrol.de)

#### **A. General**

Separate male and female grammatical forms have not been used so as to make our Privacy Policy easier to understand. Such terms apply equally to all genders in the spirit of equal treatment. For a definition of the terms used, such as "personal data" or "processing" of it, please refer to Article 4 of the GDPR.

The personal data processed within the framework of this website includes:

- contract data (e.g. system, consumption),
- utilization data (e.g. name and password for logging into the portal).

#### **B. Specific information**

##### ***Privacy Policy***

We warrant that we process the data we gather from you solely to handle your requests and for internal purposes, as well as to provide you with the services you requested or content.



##### **Grounds for data processing**

We process your personal data only in compliance with the relevant data privacy regulations. Legal grounds are:

- provision of our contractual services (Article 6 (1) point (b) GDPR)
- enforcement of our legitimate interests (Article 6 (1) point (f) GDPR)



##### ***Transmission of data to third parties***

Data shall not be transferred to third parties.



##### ***Transfer of data to a third country or international organization***

"Third country" denotes countries where the GDPR does not apply directly. Basically, that means all countries outside the EU and the European Economic Area.

Data shall not be transferred to a third country or international organization without a legal basis.



**Length of time for which your personal data is stored**

We abide by the principles of data economy and data reduction. That means we store your data only for as long as required to fulfill the above purposes or as defined by the various retention periods prescribed by law. If the purpose no longer applies or such retention periods have expired, your data is blocked or erased routinely and in compliance with statutory regulations.

We have created an internal concept at the company to ensure that.



**What rights do you have?**

a) Right to access and obtain information

You have the right to be provided free of charge with information on the data stored on you. Upon request, we will inform you in writing of what personal data we have stored on you. That also includes the origin and recipients of your data and the purpose for which it is processed.



b) Right to rectification

You have the right to demand rectification of your data we have stored if it is incorrect. As part of that, you can demand that processing of it be restricted, for example if the accuracy of the personal data is contested by you.



c) Right to blocking

You can also have your data blocked. In order to ensure blocking of your data at any time, the data in question must be available on a black list for control purposes



d) Right to erasure

You can request erasure of your personal data, provided there are no statutory obligations to retain it. If such an obligation exists, we will block your data upon request. If the appropriate legal requirements are met, we will also erase your personal data without a request from you to do so.



e) Right to data portability

You are entitled to demand that we provide you with the personal data supplied to us in a format that allows it to be transferred to another body.



f) Right to lodge complaints with a supervisory authority

You can lodge complaints with one of the data protection supervisory authorities.

The data protection supervisory authority responsible for our company is:

Bayerisches Landesamt für Datenschutzaufsicht (BayLDA = Bavarian Data Protection Authority)  
Promenade 27, 91522 Ansbach, Germany  
Phone: +49 981 53-1300  
Fax: +49 981 53-981300

You can open the form for submitting complaints at: <https://www.lida.bayern.de/en/complaint.html>

Note: A complaint can also be addressed to any data protection supervisory authority within the EU.



g) Right to object

You can object at any time, on grounds relating to your particular situation, to the processing of your data pursuant to Article 6 (1) points (e) and (f); this also applies to any profiling based on these provisions.

meteocontrol GmbH shall then no longer process your personal data unless it can demonstrate compelling legitimate grounds for processing such information that outweigh your interests, rights and freedoms, or the processing serves to assert, exercise or defend legal claims.

If personal data is processed for the purpose of direct marketing, you have the right to object at any time to the processing of personal data concerning you for the purpose of such marketing; this also applies to profiling insofar as it is related to such direct marketing. In the event of such an objection, we will no longer process your personal data for the purposes of direct marketing. You merely need to send us an e-mail to that effect.

h) Right of withdrawal

You can withdraw at any time the consent you have given to the processing of your data with effect for the future without giving reasons and without having to fear any disadvantages. You merely need to send us an e-mail to that effect.

However, such withdrawal of consent does not affect the lawfulness of the processing activities conducted up to the time of the withdrawal on the legal basis of Article 6 (1) point (a) GDPR.

To exercise your rights as a data subject, please send us an e-mail to the following address: [datenschutz@meteocontrol.de](mailto:datenschutz@meteocontrol.de)



#### **Protection of your personal data**

We take state-of-the-art contractual, technical and organizational security measures to ensure compliance with data protection laws and to thus protect the data processed against accidental or intentional manipulation, loss, destruction or access by unauthorized persons.

The security measures include in particular encrypted transfer of data between your browser and our server. 256-bit SSL (AES 256) encryption technology is used in that.



#### **Your personal data is protected with regard to the following aspects (excerpt):**

a) To safeguard the confidentiality of your personal data

In order to safeguard the confidentiality of your data we store, we have taken various measures to control access to premises, equipment and data.

b) To safeguard the integrity of your personal data

In order to safeguard the integrity of your data we store, we have taken various measures to control transmission and input of data.

c) To safeguard the availability of your personal data

In order to safeguard the availability of your data we store, we have taken various order and availability control measures.

The security measures used are continuously improved to reflect technological advances. Despite these precautions, we cannot guarantee secure transfer of data to our website due to the insecure nature of the Internet. Consequently, you transfer data at your own risk at all times.



#### **Server log files**

The provider of the pages automatically collects and stores information in so-called server log files, which your browser automatically transmits to us. These are:

- Browser type and browser version
- Operating system used
- Referrer URL
- Hostname of the accessing computer
- Time of server request
- IP address

This data is not combined with other data sources.

Our legitimate interest pursuant to Article 6 (1) point (f) GDPR serves as the basis for the data processing.



#### **Cookies**

Cookies are small text files that are saved locally in the cache of your web browser. The cookies enable, for example, the web browser to be recognized. The files are used to help the browser navigate through the website and to use all the functions in full.

We only use system-relevant cookies.

#### **Use of the portal**

With our VCOM portal, we give our customers the opportunity to view and evaluate data related to the use of their plants.

The system data processed and made available in the VCOM portal is almost exclusively technical in nature. However, users must log in using their user ID and password. If the plant belongs to a residential building, the technical data may show the consumption of the residents and the corresponding residential address.

As part of the evaluations, the data is statistically processed, but it is not possible to draw conclusions about individual persons.

#### **Amendments to our Privacy Policy**

We reserve the right to adapt our Privacy Policy at short notice so that it always complies with the latest statutory requirements or to reflect changes to our services. That may be the case, for example, if new services are launched. The new Privacy Policy will then apply when you visit our website again.