

Privacy Statement

pursuant to Articles 13 and 14 General Data Protection Regulation for technical services of Energie AG Oberösterreich Tech Services GmbH

Octobre 2024

The protection of your personal data is very important to Energie AG Oberösterreich and its subsidiaries. Below we would like to briefly explain how we handle your personal data, which rights you have under the applicable data protection law and how you can exercise these.

This Privacy Statement applies to all technical services provided by Energie AG Oberösterreich Tech Services GmbH.

Controller - Contact

The Controller as defined by the General Data Protection Regulation (679/2016 EU) is

Energie AG Oberösterreich Tech Services GmbH

Böhmerwaldstraße 3

4020 Linz, Austria

datenschutz@energieag.at

Contact details of the Data Protection Officer

Energie AG Oberösterreich

Datenschutzbeauftragter

Böhmerwaldstraße 3

4020 Linz, Austria

datenschutz@energieag.at

+43 0800 220078

Processing of your personal data

The personal data provided by you in the course of your contract or, if applicable, only in the course of pre-contractual activities (if no contract is concluded) will be processed for the fulfilment of the contractual relationship including the pre-contractual activities (this includes, for example, quotation, order processing, planning and engineering services, invoicing, payment processing, processing of funding agreements, performance of services and consulting, ...). We will use your information only in accordance with applicable laws and this Privacy Statement to provide you with the products, services and information you request. Any further processing of your data will only be carried out with your consent or due to a predominantly justified interest on our part or we will only use the data in pseudonymised or anonymised form. The data processing of your disclosed personal data takes place on the basis of your contract. The disclosure of your personal data is necessary for the conclusion of the contract, as these are required for the performance of the contractual relationship (performance, billing, ...). Otherwise we may not be able to fulfil our contractual obligations and therefore not be able to conclude a contract with you.

Data collection by third parties

Furthermore, we process the following data categories which we have received from the following sources:

- from public registers (e.g. land register, commercial register, register of associations, media) (land register data, commercial register data, master data, contact data).

Legitimate interests - processing for another purpose

Improving our products and services

In order to provide the best possible advice (e.g. status assessments, expert opinions, ...), we use your data stored by us for this purpose. In addition, we have a legitimate interest in continuously improving our products and services and therefore process consulting results, customer correspondence and conduct customer surveys.

Transmission of your personal data

When transmitting your personal data, we always pay attention to the highest possible level of security. Therefore, your data will only be passed on to processors who have been carefully selected and contractually obliged in advance, whereby we remain responsible for the protection of your personal data in this case as well. In addition, your data will only be transmitted by us to third parties who are subject to the strict EU data protection law or who are/have been obligated to comply with a corresponding level of protection. We will only commission processors outside the European Union if the European Commission has issued an adequacy decision for this third country, or if we have agreed suitable and appropriate guarantees with the processor.

We transmit your personal data only in accordance with the data protection regulations and the principles described above to:

- the following group companies of Energie AG Oberösterreich as processors and/or service providers for the performance of contracts or within the framework of legitimate interests:
 - Energie AG Oberösterreich Services und Digital Solutions GmbH, Böhmerwaldstraße 3, 4020 Linz, Austria, for IT services, logistics services, billing services, legal services and consumer services, telephony and communication services
- external processors for order processing,
- external service providers of Energie AG Oberösterreich Tech Services GmbH to fulfil contracts with you,
- public institutions and authorities for the fulfilment of legal requirements as well as the handling of grants.

Furthermore, we pass on personal data to third parties, provided that you have given us your express consent. This consent can be revoked at any time at the e-mail address given below.

Duration of storage of your personal data

Your personal data will only be stored in our systems as long as it is necessary for the fulfilment of the contractual relationship, justified by the legitimate interest or a consent required for the storage of the data has been revoked by you. Excluded from this are personal data, which are necessary due to legal retention periods (e.g. according to § 212 UGB (Austrian Commercial Code), §§ 132f BAO (Federal Fiscal Code)) and for the enforcement of legal claims. These data are not deleted, but are blocked for access to prevent access for other purposes. Should these reasons cease to apply, this personal data will also be deleted or anonymised or pseudonymised.

Consent - Revocation

If your personal data are processed on the basis of your consent, you can revoke this consent at any time with effect for the future. You can send us your revocation by e-mail to the e-mail address techservices@energieag.at.

Your rights in connection with data protection

Right to information

You may request confirmation from us as to whether and to what extent we process your data.

Right to rectification

If your personal data that we process is incomplete or incorrect, you can demand that we correct or complete it at any time.

Right to erasure

You can request us to erase your personal data if we process it unlawfully or if the processing disproportionately interferes with your legitimate protection interests. However, we would like to point out to you that there may be reasons that prevent an immediate erasure, e.g. if we have to comply with statutory storage obligations.

Right to limitation of processing

In the following cases you can request us to restrict the processing of your data:

- if you dispute the accuracy of the data for a period of time that allows us to verify the accuracy of the data;
- if the processing of the data is unlawful, but you refuse to delete it and instead demand a restriction on the use of the data;
- if we no longer need the data for the intended purpose, but you still need this data to assert or defend legal claims, or
- if you have objected to the processing of the data.

Right to data portability

You may request that we make your data available to you in a structured, common and machine-readable format, provided that

- we process this data on the basis of a consent given by you or out of justified interest or the processing is necessary for the fulfilment of the contract, and
- your data is processed using automated procedures.

Right to object

If we process your data for the performance of tasks in the public interest, for the exercise of official authority or if we invoke the necessity of safeguarding our legitimate interest during processing, you may object to this data processing if there is an overriding interest in protecting your data. You can object to the sending of advertising at any time without giving reasons. However, we would like to point out to you that we are entitled to further process the data despite your objection if we can prove compelling reasons for the processing worthy of protection which outweigh your interests, rights and freedoms, or if the processing serves the assertion, exercise or defence of legal claims.

Right to file a complaint

If you are of the opinion that we violate Austrian or European data protection law when processing your data, we ask you to contact us in order to clarify any questions you may have.

To exercise your rights, please contact us:

Energie AG Oberösterreich Tech Services GmbH

Böhmerwaldstraße 3

4020 Linz, Austria

datenschutz@energieag.at

0800 220078

In order to guarantee the protection of your rights and your privacy, we request additional information to prove your identity in the event of the assertion of one of the aforementioned rights in case of doubt. If you manifestly exercise any of the above rights for no apparent reason or particularly frequently, we may charge a reasonable processing fee for processing your application or refuse to process it.

Of course, you also have the right to complain to the Austrian data protection authority and another supervisory authority within the EU.

Contact the competent supervisory authority:

Datenschutzbehörde

+43 1 52 152-0

www.dsb.gv.at

dsb@dsb.gv.at