



Information on the collection and processing of personal data (Article 13 and 14 of the General Data Protection Regulation)

www.engie-deutschland.de/de/datenschutz-informationsschreiben-dsgvo

We, Engie Deutschland AG, appreciate your interest in our products and services. As part of our business relationship with you as a customer, we collect and process your personal data if you are a natural person. In addition, we collect and process personal data of employees or representatives of customers, e.g. contact persons named by you. We take the protection and confidentiality of this data very seriously and comply with data protection law, in particular the European General Data Protection Regulation ("GDPR"). For the purposes of this notice, personal data means information relating to an identified or identifiable natural person.

1. Controller according to Art. 4 No. 7 GDPR

Controller within the meaning of the data protection regulations is

ENGIE Deutschland GmbH

Aachener Str. 1044, 50858 Köln, Germany

Phone: +49 0221/46905-0

E-Mail: info-deutschland@engie.com

2. Data Protection Officer

You can reach the Data Protection Officer of ENGIE Deutschland AG at the following contact details:

Mr. Boris Reibach

Scheja & Partners GmbH & Co. KG

Adenauerallee 136, 53113 Bonn, Germany

Phone: +49 228 227226-0

Contact form: scheja-partner.de/en/contact/contact

3. Sources and categories of personal data processed

We process personal data which we

- collect directly from our business partners in the course of our business relationship;
- permissibly obtain from publicly accessible sources (e.g. land registers, commercial registers and registers of associations, press, internet) in the course of providing our services, or which are permissibly transmitted to us by third parties (e.g. a credit agency or service providers in the area of address determination and research).

The personal data concerned are of the following categories: personal details (name, address and other contact data, for

entrepreneurs who are natural persons additionally birthday and place of birth), banking and tax data, data in connection with the performance of the contract, creditworthiness data, advertising and sales data as well as other data comparable to the aforementioned categories.

4. Purposes and legal bases of processing

We collect and process personal data only for the purposes stated below:

- **Preparation and execution of our business relationship**

This includes, in particular, the preparation of offers, the settlement of services, the invoicing process, and, if applicable, dunning and payment transactions as well as the transmission of contract-related information (e.g. price notifications) to the respective business partner. The legal basis for this is Art. 6(1)(b) and (c) GDPR.

- **Direct advertising for own products**

We provide our business partners with product information by mail (letter post or transmission of the ENGIE customer magazine) while processing personal data. The legal basis in this respect is Art. 6(1)(f) GDPR.

- **Market and opinion research**

We regularly commission market and opinion research institutes to carry out surveys in order to obtain feedback on the quality of our services and customer services. The legal basis for this is Art. 6(1)(f) GDPR.

- **Credit assessment**

In order to decide on the establishment, implementation and termination of contractual relationships with natural persons, we may transmit their name, address and – if known – date of birth to credit agencies such as Schufa Holding AG in order to carry out a credit check. You can object to the transmission of this data to the service providers at any time, however, it may then no longer be possible to conclude a contract. The legal basis for this is Art. 6(1)(f) GDPR, whereby the legitimate interest of ENGIE is to minimize the risk of payment defaults.

- **Data processing based on consent given**

Processing of personal data by ENGIE that goes beyond the aforementioned purposes only takes place insofar as we have been granted consent to process personal data for the respective purpose by the data subject.



This applies in particular to direct advertising for our own products via channels other than postal service. The legal basis in these cases is Art. 6(1)(a) GDPR.

5. Recipients of personal data

We only pass on personal data to external recipients outside ENGIE if this is necessary for one of the purposes mentioned in section 4, if we have been given consent to do so by the data subject, or if there is other legal permission. External recipients can be, for example:

- Processors: Commissioned service providers that we use to provide services, for example in the areas of technical infrastructure and maintenance, or the provision of contractually relevant content.
- Public bodies: Authorities or state institutions, such as courts or tax authorities, to which we must transfer personal data for legally compelling reasons.

In addition, we only pass on personal data to third parties insofar as this is necessary to achieve the purposes stated in section 4. These may include, for example, network operators, market and opinion research companies, specialist companies and tradesmen, subcontractors, property management companies, and the information agencies mentioned in section 4.

6. Transfer to third countries or international organizations

Personal data may be transferred to recipients whose registered office or place of data processing is not located in a member state of the European Union or in another state which is party to the Agreement on the European Economic Area.

In this case, we ensure before the transfer that, outside of exceptional cases permitted by law, either an adequate level of data protection exists at the location of the recipient (e.g. through an adequacy decision of the European Commission, through suitable guarantees such as the agreement with the recipient of so-called EU data protection standard contractual clauses of the European Commission) or your express consent has been given.

You can obtain a copy of the specifically agreed regulations to ensure the appropriate level of data protection from us. Please use for your request the contact details under item 1.

7. Duration of storage of your personal data

We store personal data only as long as it is necessary for the fulfilment of the purposes. In some cases, we are also legally obliged to store the data, for example, due to commercial and tax retention periods or due to statutory limitation regulations.

If we have been given consent, we delete the personal data concerned if the consent is withdrawn by the data subject and no other legal basis applies.

8. Your rights

You have the right of **access** to your personal data stored at ENGIE Deutschland AG at any time (Art. 15 GDPR in conjunction with § 34 BDSG [German Federal Data Protection Act]). In accordance with the relevant legal provisions, you have the **right to rectification** (Art. 16 GDPR), the **right to erasure** (Art. 17 GDPR in conjunction with § 35 BDSG), the right to **restriction of processing** (Art. 18 GDPR) as well as the right to receive your personal data stored at ENGIE Deutschland AG in a structured, commonly used and machine-readable format, and to have it transmitted directly to a third party designated by you (**right to data portability**, Art. 20 GDPR). You can also **object** to the processing of your personal data by ENGIE Deutschland AG under the conditions of Art. 21 GDPR (for more information, see "Right to object").

Insofar as you have given us consent to the processing of personal data for certain purposes, you can **withdraw** this at any time towards ENGIE Deutschland AG. This also applies to the withdrawal of declarations of consent given before 25 May 2018. The lawfulness of the processing of your personal data until withdrawal remains unaffected.

If you believe that the processing of your personal data by ENGIE Deutschland AG violates the provisions of data protection, you have the **right to lodge a complaint** (Art. 77 GDPR) with the competent supervisory authority.

9. Obligation to provide personal data

The personal data marked as mandatory in our order and contact forms (physical and electronic) are required for the conclusion of the contract. You are obliged to provide this personal data. If the data is withheld, proper execution and performance of the contract cannot be guaranteed, so that the contract cannot be concluded.

10. Automated decision-making and profiling

We do not use automated decision-making or profiling.



Right to object

I. Individual right to object

You have the right to object, on grounds relating to your particular situation, at any time to processing of personal data by ENGIE Deutschland AG concerning you which is based on Art. 6(1)(f) GDPR (in this respect, cf. the indication of the legal bases above under section 4). If you object to the processing, we will no longer process your personal data for the respective purposes unless we can demonstrate compelling legitimate grounds which override your interests, rights and freedoms, or the processing serves to establish, exercise or defend legal claims.

II. Right to object to data processing for direct marketing purposes

You have the right to object at any time to processing of personal data by ENGIE Deutschland AG concerning you for the purpose of direct marketing. If you object to the processing, ENGIE Deutschland AG will no longer process your personal data for the respective purposes.

The objection can be made – both in the cases according to section I. and in the cases according to section II. – free of form using the contact data mentioned under section 1.

Status: 10. April 2024