

Privacy Policy

The PIKO Solar Portal of KOSTAL Solar Electric GmbH is available at <https://www.piko-solar-portal.com>. This portal allows customers to monitor photovoltaic systems using KOSTAL inverters.

In the following, you will find information about the controller responsible for processing your personal data and the Data Protection Officer appointed by the controller (**Section A**) as well as your rights in relation to the processing of your personal data (**Section B**).

You will also receive information in the following about the processing of your personal data (**Section C**) and information about the use of cookies (**Section D**) associated with the website and the services provided on the website.

A. Information on the controller

I. Name and contact details of the controller

KOSTAL Solar Electric GmbH Hanferstr. 6
79108 Freiburg im Breisgau, Germany
+49 761 47744 – 100
service-solar@kostal.com

II. Contact details of the Data Protection Officer designated by the controller

Gottfried Brand
An der Bellmerei 10
58513 Lüdenscheid, Germany
dataprotection@kostal.com
+49 2351 16 2931

B. Information on the rights of data subjects

As a data subject, you have the following rights in relation to the processing of your personal data:

- Right of access (Article 15 of the General Data Protection Regulation ("GDPR"))
- Right to rectification (Article 16 GDPR)
- Right to erasure ('right to be forgotten') (Article 17 GDPR)
- Right to restriction of processing (Article 18 GDPR)
- Right to data portability (Article 20 GDPR)
- Right to object (Article 21 GDPR)
- Right to withdraw consent (Article 7 Section 3 GDPR)
- Right to lodge a complaint with a supervisory body (Article 57 Section 1 lit. f) GDPR)

You can exercise your rights by contacting our Data Protection Officer (Section A.II.).

You can find details about any modalities and mechanisms that facilitate the exercise of your rights, particularly exercising your rights to data portability and objection, in the information about the processing of your personal data in Section C of this Privacy Policy.

To inform yourself about the full extent of your rights you can refer to the above-mentioned articles of the GDPR, which can be accessed via the following link: <http://eur-lex.europa.eu/legal-content/EN/TXT/HTML/?uri=CELEX:32016R0679>.

In the following, you will find more detailed information about your rights in relation to the processing of your personal data:

I. Right of access

As a data subject you have the right of access under the conditions of Article 15 of the GDPR.

In particular, this means that you have the right to request that we confirm whether we process personal data relating to you. If this is the case, you also have a right to access this personal data and the information listed in Article 15 Section 1 of the GDPR. This includes, for instance, information about the purposes of the processing, the categories of personal data processed and the recipients or categories of recipients to whom the personal data have been or will be disclosed (Article 15 Section 1 lit. a), b) and c) GDPR).

II. Right to rectification

As a data subject, you have the right to rectification under the conditions of Article 16 of the GDPR.

In particular, this means that you have the right to request that we rectify inaccurate personal data concerning you and complete incomplete personal data without undue delay.

III. Right to erasure ('right to be forgotten')

As a data subject, you have the right to erasure ('right to be forgotten') under the conditions of Article 17 of the GDPR.

In principle, this means that you have the right to request that we erase personal data concerning you without undue delay and we are required to delete personal data without undue delay if one of the grounds listed in Article 17 Section 1 of the GDPR applies. This may be the case, for example, if the personal data are no longer necessary for the purposes for which they were collected or otherwise processed (Article 17 Section 1 lit. a) GDPR).

Insofar as we have made the personal data public and we are required to erase the personal data, we are also required, taking account of available technology and the cost of implementation, to take reasonable steps, including technical measures, to inform other controllers responsible for data processing who process personal data that the data subject has requested that they erase any links to, copies or replications of those personal data (Article 17 Section 2 GDPR).

By way of exception, the right to erasure ('right to be forgotten') does not apply if processing is necessary for the grounds listed in Article 17 Section 3 of the GDPR. This may be the case,

for example, if processing is necessary for compliance with a legal obligation or for the establishment, exercise or defence of legal claims (Article 17 Section 3 lit. a) and e) GDPR).

IV. Right to restriction of processing

As a data subject, you have the right to restriction of processing under the conditions of Article 18 of the GDPR.

This means that you have the right to request that we restrict processing should one of the conditions listed in Article 18 Section 1 of the GDPR be applicable. This may be the case, for example, if you contest the accuracy of the personal data. Processing will then be restricted for a period that enables us to verify the accuracy of the personal data (Article 18 Section 1 lit. a) GDPR).

Restriction means the marking of stored personal data with the aim of limiting their future processing (Article 4 (3) GDPR).

V. Right to data portability

As a data subject, you have the right to data portability under the conditions of Article 20 of the GDPR.

In principle, this means that you have the right to receive the personal data concerning you, which you have provided to us, in a structured, commonly used and machine-readable format and have the right to transmit these data to another controller without being impeded by us if the processing is based on consent pursuant to Article 6 Section 1 lit. a) or Article 9 Section 2 lit. a) of the GDPR or on a contract pursuant to Article 6 Section 1 lit. b) of the GDPR and the processing is carried out by automated means (Article 20 Section 1 of the GDPR).

You will find information about whether processing is based on consent pursuant to Article 6 Section 1 lit. a) or Article 9 Section 2 lit. a) of the GDPR or on a contract pursuant to Article 6 Section. 1 lit. b) of the GDPR in the information about the legal grounds for processing in Section C of this Privacy Policy.

When exercising your right to data portability you also in principle have the right to have us transmit the personal data directly to another controller, where technically feasible (Article 20 Section 2 GDPR).

VI. Right to object

As a data subject, you have the right to object under the conditions of Article 21 of the GDPR.

We explicitly notify you in our first communication with you at the latest of your right to object as a data subject.

In the following, you will find more detailed information about this:

1. Right to object on grounds that result from the specific situation of the data subject

As a data subject, you have the right to object to the processing of personal data concerning you that occurs based on Article 6 Section 1 lit. e) or f) of the GDPR on grounds resulting from your specific situation at any time; this also applies to profiling based on these provisions.

You will find information about whether processing occurs based on Article 6 Section 1 lit. e) or f) of the GDPR in the information about the legal grounds for processing in Section C of this Privacy Policy.

In the event of an objection on grounds that result from your specific situation, we will stop processing the personal data concerned, unless we can demonstrate compelling legitimate grounds for such processing that override your interests, rights and freedoms or where processing serves the purposes of establishing, exercising or defending legal claims.

2. Right to object to direct marketing

Where personal data are processed for direct marketing purposes, you have the right to object to the processing of personal data concerning you for such marketing at any time, this also applies to profiling to the extent that it is related to such direct marketing.

You will find information about whether and to what extent personal data are processed for direct marketing purposes in the information on the purposes of processing in Section C of this Privacy Policy.

In the event of an objection to processing for direct marketing purposes, we will stop processing the personal data concerned for such purposes.

VII. Right to withdraw consent

Should the processing be based on consent pursuant to Article 6 Section 1 lit. a) or Article 9 Section 2 lit. a) of the GDPR, you have the right as data subject under Article 7 Section 3 of the GDPR to withdraw your consent at any time. This withdrawal of consent will not affect the lawfulness of processing based on this consent prior to its withdrawal. We will inform you of this prior to consent being granted.

You will find information about whether processing is based on consent pursuant to Article 6 Section 1 lit. a) or Article 9 Section 2 lit. a) of the GDPR in the information about the legal grounds of processing in Section C of this Privacy Policy.

VIII. Right to lodge a complaint with a supervisory body

As a data subject, you have the right to lodge a complaint with a supervisory body under the conditions of Article 57 Section 1 lit. f) of the GDPR.

The supervisory authority responsible for us is:

The State Officer for Data Protection in Baden-Württemberg
PO box 10 29 32, 70025 Stuttgart, Germany
poststelle@lfdi.bwl.de
0711 / 61 55 41 0

C. Information about the processing of personal data

Various personal data will be processed for different purposes associated with the website and the services provided on the website. For example, we process specific log data that arises for technical reasons when the website is accessed to provide the content of the website you visit.

Insofar as we, as a so-called controller, decide alone or jointly with others on the purposes and means of the processing of personal data, the following specifically provides information concerning

- the personal data or categories of personal data to be processed,
- the purposes for which personal data are to be processed,
- the legal grounds for processing and if processing is based on Article 6 Section 1 lit. f) of the GDPR, the legitimate interests pursued by us or a third party,
- if applicable, the recipients or categories of recipients of the personal data,
- if applicable, our intention to transfer the personal data to a third country or to an international organisation and the existence or absence of a determination of suitability by the Commission or, in the case of transfers pursuant to Article 46, Article 47 or Article 49 Section 1 Subsection 2 of the GDPR, reference to the suitable or appropriate guarantees and the option for you to obtain a copy or where they are available,

- the period for which the personal data are to be stored or, if this is not possible, the criteria for determining this period.

Insofar as we collect personal data from you as a data subject, you will also find information in the following as to whether provision of such personal data is legally or contractually required or is required for the conclusion of a contract, whether you are required to provide personal data and the potential consequences of non-provision.

Insofar as we do not collect personal data from you as a data subject, you will also find information in the following on the source of such personal data and, if necessary, whether they are sourced from publicly accessible sources.

I. Use of the website for information purposes

In the event that you use our website purely for information purposes, the browser on your device may send certain information such as your IP address to our website's server for technical reasons. We process this information to provide the content of the website accessed by you. This information is also temporarily stored in a so-called web server log file to ensure the security of the IT infrastructure used to provide the website.

We use cookies on our website to enable you to use the website for information purposes (→Section D of this Privacy Policy). These are used to process personal data.

In the following, you will find more detailed information about this:

1. Details on personal data that are processed

Categories of personal data that are processed	This category/These categories contain/may specifically contain	Data sources	Obligation to provide data	Storage period
Log data that accrue for technical reasons when the website is accessed ("HTTP data").	IP address, type and version of your Internet browser, operating system used, the site accessed, the previously visited site (referrer URL), date and time of access.	User of the website.	Provision is not legally or contractually required or necessary for the conclusion of a contract. There is no obligation to provide data. We cannot provide the accessed website	Data are saved in server log files in a format that enables identification of the data subject for a maximum period of 2 weeks, unless a security-related



			content if the data are not provided.	event occurs (e.g. a DDoS attack). Should a security-related event occur, server log files are saved until the security-related event has been eliminated and resolved in full.
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2. Details on the processing of personal data

Purpose of processing personal data	Categories of personal data that are processed	Automated decision-making	Legal grounds and any legitimate interests	Recipient
HTTP data are temporarily processed on our webserver to provide the website content accessed by users.	HTTP data.	Automated decision-making does not take place.	Balancing of interests (Article 6 Section 1 lit. f) GDPR). Our legitimate interest is the provision of the website content accessed by users.	PlusServer GmbH as hosting provider.
HTTP data are temporarily processed in web server log files to safeguard the security of the IT infrastructure used to provide the website, in particular to determine and eliminate faults and secure evidential documentation thereof (e.g. DDoS attacks).	HTTP data.	Automated decision-making does not take place.	Balancing of interests (Article 6 Section 1 lit. f) GDPR). Our legitimate interest is safeguarding the security of the IT infrastructure used to provide the website, in particular determining and eliminating faults and securing evidential documentation thereof (e.g. DDoS attacks).	PlusServer GmbH as hosting provider.

3. Details on the recipients of personal data and the transfer of personal data to third countries and/or to international organisations

Recipient	Role of the recipient	Registered office of the recipient	Adequacy decision or suitable or appropriate guarantees for transfers to third countries and/or to international organisations

PlusServer GmbH as hosting provider.	Processor	EU	-
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II. Use of the PIKO Portal functions

You can register in the PIKO Portal so that you can register and monitor your system(s). This requires the inverter to be manually connected to the PIKO Solar Portal.

In the following, you will find more detailed information about this:

1. Details on personal data that are processed

Categories of personal data that are processed	This category/These categories contain/may specifically contain	Data sources	Obligation to provide data	Storage period
Log data that accrue for technical reasons when the website is accessed ("HTTP data").	IP address, type and version of your Internet browser, operating system used, the site accessed, the previously visited site (referrer URL), date and time of access.	User of the platform.	Provision is not legally or contractually required or necessary for the conclusion of a contract. There is no obligation to provide data. We cannot provide the accessed website content if the data are not provided.	Data are saved in server log files in a format that enables identification of the data subject for a maximum period of 2 weeks, unless a security-related event occurs (e.g. a DDoS attack). Should a security-related event occur, server log files are saved until the security-related event has been eliminated and resolved in full.
Data that you enter to register on the platform ("registration data")	E-mail address, password, first name, surname, country, language.	User of the platform.	We cannot contractually make the portal available to you if you do not provide these data.	Data are erased/anonymised on customer request. Information about inverters, log data and systems are maintained.

Your consent for advertising after registration ("advertising consent")	E-mail address, advertising consent.	User of the platform.	Provision is not legally or contractually required or necessary for the conclusion of a contract. There is no obligation to provide data. We cannot send you any advertising material if this data are not provided.	Data are erased/anonymised on customer request. Information about inverters, log data and systems are maintained.
Evaluation of data supplied in the portal by the inverter ("inverter data")	Information on registered systems (item no. and serial number) as well as information about the system (name, owner, description, location, postcode, time zone, installation, remuneration, electricity procurement costs, data transfer), events, revenues, consumption, voltages	Self-generated by the data supplied by the inverter.	Provision is not legally or contractually required or necessary for the conclusion of a contract. There is no obligation to provide data. You will not be able to use the portal if these data are not provided.	Data are erased/anonymised on customer request. Information about inverters, log data and systems are maintained.

2. Details on the processing of personal data

Purpose of processing personal data	Categories of personal data that are processed	Automated decision-making	Legal grounds and any legitimate interests	Recipient
HTTP data are temporarily processed on our web server to provide the website content accessed by users.	HTTP data.	Automated decision-making does not take place.	Balancing of interests (Article 6 Section 1 lit. f) GDPR). Our legitimate interest is the	PlusServer GmbH as hosting provider.

			provision of the website content accessed by users.	
Representation of customer revenues/consumption/anomalies, provision of the option of remote support	Registration data and inverter data	Automated decision-making does not take place.	Performance of a contract to which the data subject is party and - before conclusion of the registration process – for the execution of steps at the request of the data subject prior to entering into a contract (Article 6 Section 1 lit. b) GDPR).	PlusServer GmbH as hosting provider.
Disclosure of the inverter data to third parties that you authorise.	Inverter data	Automated decision-making does not take place.	Performance of a contract to which the data subject is party and - before conclusion of the registration process – for the execution of steps at the request of the data subject prior to entering into a contract (Article 6 Section 1 lit. b) GDPR).	Third parties that you authorise (e.g. installers)
Transmission of advertising or information if you have agreed to it by means of the double opt-in procedure.	Advertising consent.	Automated decision-making does not take place.		PlusServer GmbH as hosting provider.

3. Details on the recipients of personal data and the transfer of personal data to third countries and/or to international organisations

Recipient	Role of the recipient	Registered office of the recipient	Adequacy decision or suitable or appropriate guarantees for transfers to third countries and/or to international organisations
PlusServer GmbH as hosting provider.	Processor	EU	
Third parties that you authorise	Own controllers.	-	

D. Information about the use of cookies

We use cookies in connection with the website and the services provided on the website. We use the processing and storage functions of the browser of your device and collect information from the memory of the browser of your device.

In the following, you will find more detailed information about this.

I. General information about cookies

Cookies are small text files containing information that can be placed on the device of the user via the browser when a website is visited. The cookie and the information it contains can be retrieved the next time the same device is used to visit that website.

1. First- and third-party cookies

A distinction is made between first-party cookies and third-party cookies, depending on the source of the cookie:

First-party cookies	Cookies that are placed and retrieved by the website operator as the controller responsible for processing, or by its appointed processing agent.
Third-party cookies	Cookies that are placed and retrieved by controllers responsible for processing other than the website operator, who are not acting as processing agents on behalf of the website operator.

2. Transient and persistent cookies

A distinction is also be made between so-called transient and persistent cookies, depending on the period of validity:

Transient cookies (session cookies)	Cookies that are automatically deleted when you close your browser.
Persistent cookies	Cookies that remain saved on your device for a specified period of time when you close the browser.

3. Consent-free cookies and cookies requiring consent

User consent to the use of certain cookies may be required, depending on their function and purpose. Cookies can therefore differ according to whether user consent is required for their application:

Consent-free cookies	Cookies which have the sole purpose of transmitting communication over an electronic communications network.
	Cookies that are strictly necessary for the provider of an information society service explicitly requested by the subscriber or user to provide the service ("strictly necessary cookies")
Cookies requiring consent	Cookies for all other application purposes than those stated above.

II. Management of cookies used on this website

You can also manage the use of cookies in your browser settings. Different browsers offer different methods for configuring the cookie settings in your browser. For instance, you can find further detailed information about this at <http://www.allaboutcookies.org//manage-cookies/>.

We would like to point out, however, that some features of the website may not function or may no longer function correctly if you disable cookies in general in your browser.

III. Cookies used on this website

The following cookies can be used on this website:

Designation	First-party/Third-party	Purpose and content	Validity period	Need for consent
PSP_SessionId	First-party	Cookie that is essential for the provision of the website.	Transient.	No.

E. Status of and amendments to this Privacy Policy

This Privacy Policy is dated 17 May 2018.

Technical development and/or revised statutory and/or regulatory requirements may require amendment of this Privacy Policy.

Our applicable Privacy Policy can be accessed at any time at <https://www.piko-solar-portal.com>.