www.energypartners.de

Privacy policy for customers and business partners*

Energy Partners GmbH
Bahnhofsplatz 2a
83278 Traunstein

Version 2 dated 27.10.2025



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In the following, we would like to inform you about how we handle your personal data.

As the protection of your personal data is very important to us, we treat your personal data confidentially and in accordance with the current legal data protection regulations. Personal data refers to all data that can be used to identify you personally.

The entity responsible
for data processing is:

Energy Partners GmbH
Bahnhofsplatz 2a
83278 Traunstein

Phone: +49 861 2097090
Fax: +49 861 2090929

Please contact us directly if you have any questions, requests, or comments regarding data protection.
Data Protection Officer:
Veit Krahl
External data protection officer in the Rosenheim district
E-Mail: mail@veit-krahl.de

What data we collect from you, when, for what purpose, and on what basis:

We collect and store personal data when you request information or a quote (e.g., by phone, email, or web form) or when you place an order with us.
We also collect and store personal data when you are involved in an order or are a contractual partner within the scope of an order.
Depending on the specific order, we collect contact information, communication data (e.g., emails), and data related to inquiries, orders, or contracts.
We store and process all this information exclusively for the purpose of fulfilling the order you have placed (GDPR Art. 6 (1) (b)). If you supplement your order with additional information, we will also store and process this information for the purpose of fulfilling the order.
Occasionally, we collect additional data within the scope of consent. In these cases, we will inform you about the purpose of the processing in this consent. The basis for data processing and any transfer is then Art. 6 (1) lit. a GDPR, which permits the processing of data within the scope of consent.
We store consents granted, revocations, and data subject requests, as well as other information subject to verification or documentation requirements, in order to protect ourselves against possible legal claims, to be able to comply with verification requirements, or to comply with legal regulations. The basis for data processing is Art. 6 (1) lit. f GDPR, which permits the processing of data within the scope of a balancing of interests, and Art. 6 (1) lit. c GDPR, which permits the processing of data for the fulfillment of a legal obligation. It is in our interest to document processes to the extent necessary and to protect ourselves against legal claims.
If you are a customer of ours, we may use your contact details (in particular your email address and telephone number) to send you product information or advertising for similar goods or services. You can object to this at any time without incurring any costs other than the transmission costs according to the basic rates. Furthermore, we collect and store personal data in the context of events and functions organized by us.
Depending on the respective event, we collect contact information, communication data (e.g., emails), and data related to inquiries, orders, or contracts.
We store and process personal data that we collect in the context of an event exclusively for the purpose of organizing the respective event (GDPR Art. 6 (1b)) or to fulfill a related order (GDPR Art. 6 (1b)). If you supplement your order with additional information, we will also store and process this information for the purpose of fulfilling the order.

What happens if you do not provide us with the data:

We normally only collect data that is necessary for the fulfillment of an order. Failure to provide this data will generally result in us being unable to fulfill the order and therefore unable to accept it.

If we process data within the scope of consent, failure to give consent will not result in any disadvantages. However, it is possible that we will not be able to provide certain services.

If we collect data that is not strictly necessary for the execution of the order, failure to provide this data may mean that we are unable to execute your order to the desired quality.

To whom is data disclosed:

We pass on personal data, e.g., to subcontractors or other companies involved in a project or order, if this is necessary for the fulfillment of the order.
The data is passed on exclusively for the purpose of fulfilling the order you have placed (GDPR Art. 6 (1b)).
We also pass on personal data to third parties, e.g., to the tax authorities, if this is necessary for the fulfillment of the order.
If necessary, we will pass on your data to appropriate service providers for the purpose of payment processing. This transfer is also carried out exclusively for the purpose of fulfilling the order you have placed (GDPR Art. 6 (1b)).
As part of our normal work processes, we pass on personal data to service providers and providers of various software solutions (cloud providers). We ensure the security of processing required by the GDPR and the rights of data subjects,
for example, through a contract for order processing. The basis for the transfer is Art. 6 (1) lit. f GDPR, which permits the processing of data in the context of a balancing of interests in combination with Art. 28 GDPR. It is in the interest of the company to organize its business activities using the best possible software solution.
After careful consideration of a large number of providers, the solution used has proven to be the best possible for the individual needs of the company.
If we are subject to a legal requirement to do so, we also pass on personal data to public authorities and agencies. The basis for this transfer is then Art. 6 (1) (c) GDPR, which permits the processing of data to fulfill a legal obligation.

How we protect your data

Your data is primarily stored at our business premises in Germany. We ensure that this data is protected appropriately and in accordance with the latest technology.

When we transfer data to third parties for order processing, we contractually ensure that the service provider also protects this data appropriately and in accordance with the current state of the art.

When we transfer data to service providers in third countries for order processing and if there is no adequacy decision by the EU for the third country in question, we ensure the security of the processing via standard contractual clauses of the EU.

How long do we store your data?

We usually delete personal data collected in connection with an inquiry or a request for a quote after 4 years. This does not apply to information that must be retained for longer periods in accordance with legal requirements. In this case, the data will be deleted once the obligation no longer applies (usually after 10 years).
We usually delete order-related data after 10 years, unless other legal requirements prevent this.
We delete data that we process on the basis of your consent after you revoke your consent.
We delete data that we store for the purpose of defending legal claims as soon as it is no longer required.

Video surveillance:

As part of our security concept, we monitor individual entrances, corridors, and sensitive areas using video cameras. Video surveillance is not covert, but is carried out using visible cameras. Only images are recorded, not sound. Recording only takes place when an alarm is triggered.
We also monitor individual construction sites using video cameras. Monitoring is carried out both in connection with project execution and to prevent or investigate criminal offenses.
The video recordings are used solely for the prevention or prosecution of possible criminal offenses and are intended, among other things, to support the authorities. The video data will only be used in the aforementioned case and in cooperation with the authorities.
Unless the data must be retained for the investigation of a specific crime for and in cooperation with the authorities, it will be deleted after 7 days at the latest.
The basis for data processing is Art. 6 (1) lit. f GDPR, which permits the processing of data in the context of a balancing of interests. It is in our interest to ensure the safety of our employees and assets and to protect ourselves against criminal offenses. Video surveillance of particularly critical areas is a necessary part of our security concept. When the measure was introduced, deliberate emphasis was placed on limiting it to the minimum necessary. Similarly, access was regulated as far as possible in order to protect personal rights.

What rights do you have?

If data processing is based on Art. 6 (1) (e) or (f) GDPR, you have the right to object to the processing of your personal data at any time for reasons arising from your particular

situation; this also applies to profiling based on these provisions. If you object, we will no longer process your personal data unless we can demonstrate compelling legitimate grounds for the processing that override your interests, rights, and freedoms, or the processing serves to assert, exercise, or defend legal claims (objection pursuant to Art. 21(1) GDPR).

If your personal data is processed for direct marketing purposes, you have the right to object at any time to the processing of your personal data for such marketing purposes; this also applies to profiling insofar as it is related to such direct marketing. If you object, your personal data will no longer be used for direct marketing purposes (objection pursuant to Art. 21 (2) GDPR). If you object, your personal data will no longer be used for the purpose of direct marketing (objection pursuant to Art. 21 (2) GDPR).

You have the right to obtain information about the origin, recipient, and purpose of the storage of your personal data at any time and free of charge. You also have the right to correct, supplement, delete, or block your personal data.

You have the right to request the restriction of processing in the following cases:

- If you doubt the accuracy of the personal data stored by us and we need time to verify this. For the duration of the verification, you have the right to have the processing of your personal data restricted.
- If the processing is unlawful.
- If your personal data is no longer required for the purposes of processing, but must be stored for the assertion, exercise, or defense of legal claims, or for the fulfillment of legal requirements.
- If you have objected to the processing and it is not yet clear whether the legitimate reasons of the controller outweigh yours

If you have requested a restriction, this data (apart from storage) may only be processed with your consent or for the assertion, exercise, or defense of legal claims, or for the protection of the rights of another natural or legal person, or for reasons of important public interest of the European Union or a Member State. If you have requested erasure, we will erase this data as soon as possible, unless we are required to retain it for legal reasons.
You have the right to revoke your consent at any time and without giving reasons for the future. To do so, simply send an informal message to the person responsible. The legality of the data processing carried out up to the point of revocation remains unaffected by the revocation.
You have the right to have data that we process automatically on the basis of your consent or in fulfillment of a contract handed over to you in a common, machine-readable format or transferred to a third party. If you request the direct transfer of the data to another controller, this will only be done if it is technically feasible.
If you wish to exercise a right or have questions about data protection in our company, you can contact us at any time at the address given above or in the legal notice.
In addition, you have the right to lodge a complaint with a supervisory authority. A list of supervisory authorities can be found at the following link:
https://www.bfdi.bund.de/DE/Infothek/Anschriften_Links/anschriften_links-node.html

* The English version is a translation of the German version. In the event of any ambiguities with regard to the translation, the German version shall take precedence over the English version.