

# SOLARWATT Manager portal

EN    [Privacy policy for installers](#)



---

# PRIVACY POLICY FOR INSTALLERS

Our company takes the protection of personal data very seriously. We want you to know when we save which data and how we use it. When processing personal data, we comply with the provisions of the EU General Data Protection Regulation (GDPR) and the German Federal Data Protection Act (BDSG).

As an installer, you can use the Manager portal as a technical tool to communicate with your end customers and provide services via it. In Supply of the joint data processing of the personal data of end customers who register for the portal, you must conclude a corresponding contract with Solarwatt in accordance with Art. 26 GDPR.

The collection of the personal data of end customers to whom you send an e-mail with an invitation link via the InstallerCenter is your sole responsibility under data protection law. This also applies to personal data of end customers that you process outside the Manager portal.

This Privacy Policy therefore applies solely to the personal data concerning you as an installer (and other persons designated by you as authorized to use the portal) that you provide for the use of the portal via the InstallerCenter. Solarwatt is solely responsible for this personal data.

The following therefore applies:

## 1. Name and address of the controller

**The controller within the meaning of the GDPR and the BDSG is**

Solarwatt GmbH  
Maria-Reiche-Str. 2a  
01109 Dresden  
info@solarwatt.com  
Telephone: +49-351-8895-0  
Fax: +49-351-8895-100

## 2. Name and address of the data protection officer

You can reach the data protection officer of Solarwatt GmbH at

**datenschutz@solarwatt.com**

Any data subject can contact our data protection officer directly at any time with any questions or suggestions regarding data protection.

## 3. Legal basis for the processing of personal data

Insofar as you have given your consent to the processing of your personal data, Art. 6 para. 1 lit. a GDPR serves as the legal basis. The processing of personal data that we require for the fulfillment of a contract or for pre-contractual measures is based on Art. 6 para. 1 lit. b GDPR. Insofar as processing is carried out to fulfill a legal obligation to which we are subject, Art. 6 para. 1 lit. c GDPR serves as the legal basis. If processing is necessary to safeguard our legal interests or those of a third party and if the interests, fundamental freedoms and fundamental rights of the data subject (i.e. yours) do not outweigh this, Art. 6 para. 1 lit. f GDPR serves as the legal basis.

---

## 4. Data erasure and storage duration

Your personal data will be deleted or blocked as soon as the purpose of its storage no longer applies. Data may be stored for longer if this is stipulated by the European or national legislator in regulations, laws or other provisions to which we are subject.

## 5. Description and scope of data processing

Various personal data is collected and processed in order to use the Manager portal's InstallerCenter and take advantage of our services. Please note that, as an installer, you are obliged to ensure that your employees or other third parties whom you allow to use the Manager portal are also informed about this privacy policy.

The following data is collected:

- Master data (login data for the Manager portal such as name, e-mail address, address, password, etc.).
- Internet service provider of the user
- IP address of the user
- Date and time of access
- User settings

The legal basis for the storage of the data is Art. 6 para. 1 lit. a GDPR, provided that you have given your consent. For the fulfillment of inquiries and other orders on your part, the legal basis is Art. 6 para. 1 lit. b GDPR.

The collection of certain data is absolutely necessary for the provision and operation of the Manager portal. This applies to all data required for the registration process.

## 6. Recipients and transfer to third countries

Within our company, the departments that are responsible for processing your request have access to your data. We also use external service providers, in particular processors, if we cannot or cannot reasonably perform services ourselves. These external service providers are primarily providers of IT services that operate on the basis of a so-called order processing contract in accordance with Art. 28 GDPR. The platform is technically operated by Kiwigrid GmbH, Kleiststraße 10 a-c, 01129 Dresden. A transfer to third countries outside the European Economic Area (EEA) only takes place under certain conditions within the framework of Art. 44ff GDPR.

The European Commission certifies that some third countries have a level of data protection comparable to the EEA standard by means of so-called adequacy decisions (a list of these countries and a copy of the adequacy decisions can be found here: [http://ec.europa.eu/justice/data-protection/international-transfers/adequacy/index\\_en.html](http://ec.europa.eu/justice/data-protection/international-transfers/adequacy/index_en.html)). However, in other third countries to which personal data may be transferred, there may not be a consistently high level of data protection due to a lack of legal provisions. If this is the case, we ensure that data protection is adequately guaranteed. This is possible through binding corporate rules, standard data protection clauses of the European Commission for the protection of personal data (available at <https://eur-lex.europa.eu/legal-content/DE/TXT/PDF/?uri=CELEX:32010D0087&from=DE>), certificates or recognized codes of conduct. You can contact our data protection officer if you would like more information on this.

---

## 7. Your rights as a data subject

If your personal data is processed by us, you are a data subject within the meaning of the GDPR. You therefore have the following rights vis-à-vis us as the controller

### 7.1. Right to confirmation

Every data subject has the right to obtain from the controller confirmation as to whether or not personal data concerning him or her is being processed.

### 7.2. Right to information

You have the right to obtain from the controller free information about the personal data stored about you and a copy of this information at any time. Furthermore, the European legislator has granted the data subject access to the following information

- the purposes of the processing
- the categories of personal data being processed
- the recipients or categories of recipients to whom the personal data have been or will be disclosed, in particular recipients in third countries or international organizations
- if possible, the planned duration for which the personal data will be saved or, if this is not possible, the criteria for determining this duration
- the existence of the right to request from the controller rectification or erasure of personal data or restriction of processing of personal data concerning the data subject or to object to such processing
- the existence of the right to lodge a complaint with a supervisory authority
- if the personal data are not collected from the data subject: All available information about the origin of the data
- the existence of automated decision-making, including profiling, referred to in Article 22(1) and (4) GDPR and, at least in those cases, meaningful information about the logic involved, as well as the significance and envisaged consequences of such processing for the data subject

Furthermore, the data subject has a right to information as to whether personal data has been transferred to a third country or to an international organization. If this is the case, the data subject also has the right to obtain information about the suitable guarantees in connection with the transfer.

### 7.3. Right to rectification

You have the right to request the immediate rectification of inaccurate personal data concerning you. Furthermore, the data subject has the right to request the completion of incomplete personal data, including by means of a supplementary declaration, taking into account the purposes of the processing.

---

#### **7.4. Right to erasure (right to be forgotten)**

You have the right to obtain from the controller the erasure of personal data concerning you without undue delay where one of the following grounds applies and insofar as the processing is not necessary

- The personal data have been collected or otherwise processed for such purposes for which they are no longer necessary.
- The data subject withdraws consent on which the processing is based according to point (a) of Article 6(1) of the GDPR, or point (a) of Article 9(2) of the GDPR, and where there is no other legal ground for the processing.
- The data subject objects to the processing pursuant to Art. 21 (1) GDPR and there are no overriding legitimate grounds for the processing, or the data subject objects to the processing pursuant to Art. 21 (2) GDPR.
- The personal data have been processed unlawfully.
- The personal data must be erased for compliance with a legal obligation in Union or Member State law to which the controller is subject.
- The personal data have been collected in relation to the offer of information society services referred to in Art. 8 (1) GDPR.

If one of the above-mentioned reasons applies and you wish to request the deletion of personal data saved by us, you can contact us and our data protection officer (e-mail: [datenschutz@solarwatt.com](mailto:datenschutz@solarwatt.com)) at any time.

#### **7.5. Right to restriction of processing**

You have the right to obtain from the controller restriction of processing where one of the following applies:

- The accuracy of the personal data is contested by the data subject, for a period enabling the controller to verify the accuracy of the personal data.
- The processing is unlawful and the data subject opposes the erasure of the personal data and requests the restriction of their use instead.
- The controller no longer needs the personal data for the purposes of the processing, but they are required by the data subject for the establishment, exercise or defense of legal claims.
- The data subject has objected to processing pursuant to Article 21(1) GDPR pending the verification whether the legitimate grounds of the controller override those of the data subject.

If one of the aforementioned conditions is met, and a data subject wishes to request the restriction of the processing of personal data stored by us, they can contact us and our data protection officer (email: [datenschutz@solarwatt.com](mailto:datenschutz@solarwatt.com)) at any time.

#### **7.6. Right to data portability**

You have the right to receive the personal data concerning you, which you have provided to a controller, in a structured, commonly used and machine-readable format. They also have the right to transmit those data to another controller without hindrance from the controller to which the personal

---

data have been provided, where the processing is based on consent pursuant to point (a) of Article 6(1) GDPR or point (a) of Article 9(2) GDPR or on a contract pursuant to point (b) of Article 6(1) GDPR and the processing is carried out by automated means, unless the processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller.

Furthermore, in exercising their right to data portability pursuant to Art. 20 (1) GDPR, the data subject has the right to have the personal data transmitted directly from one controller to another, where technically feasible and provided that this does not adversely affect the rights and freedoms of others.

### **7.7. Right to object**

You have the right to object, on grounds relating to your particular situation, at any time to processing of personal data concerning you which is based on point (e) or (f) of Article 6(1) GDPR. This also applies to profiling based on these provisions.

In the event of an objection, we will no longer process the personal data unless we can demonstrate compelling legitimate grounds for the processing which override the interests, rights and freedoms of the data subject or for the establishment, exercise or defense of legal claims.

In addition, the data subject has the right, on grounds relating to his or her particular situation, to object to processing of personal data concerning him or her by us for scientific or historical research purposes, or for statistical purposes pursuant to Article 89(1) GDPR, unless the processing is necessary for the performance of a task carried out for reasons of public interest.

The data subject is also free, in the context of the use of information society services, and notwithstanding Directive 2002/58/EC, to exercise his or her right to object by automated means using technical specifications.

### **7.8. Right to withdraw consent under data protection law**

You have the right to withdraw your consent to the processing of personal data at any time without affecting the lawfulness of processing based on consent before its withdrawal.

If the data subject wishes to exercise their right to withdraw consent, they can contact us and our data protection officer (email: [datenschutz@solarwatt.com](mailto:datenschutz@solarwatt.com)) at any time.

#### **This means that**

**To exercise your rights, you can contact us by email at: [info@solarwatt.com](mailto:info@solarwatt.com) or by post at Solarwatt GmbH, Maria-Reiche-Str. 21, 01109 Dresden or directly to our data protection officer at [datenschutz@solarwatt.com](mailto:datenschutz@solarwatt.com).**

### **7.9. Right to lodge a complaint with the supervisory authority**

In addition, without prejudice to any other administrative or judicial remedy, you have the right to complain to a data protection supervisory authority about the processing of your personal data by us. The state data protection officer can be contacted at the following e-mail address: [saechsdsb@slt.sachsen.de](mailto:saechsdsb@slt.sachsen.de)

---

## **8. Changes to this privacy policy**

Future changes to our privacy policy will be published on the Manager portal website and, if necessary, notified to you by email. Please check regularly for updates or changes to our privacy policy.



---

## ***Any questions? Please contact us.***

*We want to make it as easy as possible to actively participate in the energy revolution. Feel free to use the support area on our website. If you still have questions about the installation, commissioning or maintenance of our products, our technical customer service is looking forward to your call.*

Solarwatt GmbH  
Maria-Reiche-Straße 2a  
01109 Dresden

+49-351-8895-555  
[info@solarwatt.com](mailto:info@solarwatt.com)

[solarwatt.com](https://solarwatt.com)