



## Data protection information for customers and business partners

MaxSolar GmbH  
Schmidhamer Str. 22  
83278 Traunstein

Version 4 from 01.03.2024

In the following, we would like to inform you about the handling of 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 statutory data protection regulations. Personal data means all data that can be used to identify you personally.

#### Responsible for data processing is:

MaxSolar GmbH  
Schmidhamer Str.  
22  
83278 Traunstein

Phone: 0861 / 213966-0

E-Mail: [info@maxsolar.de](mailto:info@maxsolar.de)

Please contact us directly if you have any questions, requests or comments on the subject of data protection.

#### Data Protection Officer:

Veit Krahl  
E-mail: [mail@veit-krahl.de](mailto:mail@veit-krahl.de)

#### What data do we collect from you, when, for what purpose and on what basis?

We collect and store personal data when you request information or an offer (e.g. by telephone, e-mail or web form) or when you place an order with us.

Furthermore, we collect and store personal data if you are involved in an order or are a contractual partner in the context of an order.

Depending on the specific order, we collect contact information, communication data (e.g. emails) and data in connection with inquiries, orders or contracts.

We store and process all this information exclusively in order to be able to fulfill the order you have placed (GDPR Art. 6 para. 1b). If you place your order by

additional information, we also store and process this for the fulfillment of the order.

We also collect and store personal data in the context of events and functions organized by us. Depending on the event in question, we collect contact information, communication data (e.g. emails) and data in connection with inquiries, orders or contracts.

We store and process personal data that we collect in the context of an event exclusively for the organization of the respective event (GDPR Art. 6 para. 1b) or in order to be able to fulfill a related order (GDPR Art. 6 para. 1b). If you supplement your order with further additional information, we also store and process this for the fulfillment of the order.

We store consents granted, revocations and requests from data subjects as well as other information requiring proof or documentation in order to be able to protect ourselves against possible legal claims, to be able to comply with obligations to provide evidence or to comply with legal regulations.

The basis for data processing is Art. 6 para. 1 lit. f GDPR, which permits the processing of data in the context of a balancing of interests, and Art. 6 para. 1 lit. c GDPR, which permits the processing of data to fulfill 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 or business partner of ours, we may use your contact details (in particular your e-mail address and telephone number) to send you product information or advertising for similar products or services. If you take part in one of our events, we may use your contact details to invite you to similar events. You can object to this at any time without incurring any costs other than the transmission costs according to the basic rates.

If you charge your vehicle at a charging station managed by us, we store the check ID of your charging card and information about the charging process. We store and process all this information exclusively in order to be able to fulfill the order you have placed (GDPR Art. 6 para. 1b).

## 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 usually means that we cannot fulfill the order and therefore cannot accept it.

If we collect data that does not necessarily serve the execution of the order, failure to provide it may mean that we cannot execute your order in the desired quality.

## To whom data is passed on

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 transfer takes place exclusively in order to be able to fulfill the order you have placed (GDPR Art. 6 para. 1b).

If necessary, we will pass on your data to corresponding service providers for the purpose of payment processing. This transfer also takes place exclusively in order to be able to fulfill the order you have placed (GDPR Art. 6 para. 1b).

We use Microsoft Teams for internal communication, communication with customers and communication with applicants. If you communicate with us by video or audio conference via the internet, your personal data will be collected and processed by us and the provider (Microsoft). The provider collects all data that you provide/enter to use the tool (e-mail address and/or your telephone number). In addition, further information such as the duration of the conference, the start and end (time) of your participation in the conference, the number of

participants and other "context information" in connection with the communication process (metadata). In addition, the provider of the tool processes all technical data required to process the online communication. This includes, in particular, IP addresses, MAC addresses, device IDs, device type, operating system type and version, client version, camera type, microphone or loudspeaker and the type of connection. If content is exchanged, uploaded or made available in any other way within the tool, this is also stored on the tool provider's servers. Such content includes, in particular, cloud recordings, chat/instant messages, voicemails, uploaded photos and videos, files, whiteboards and other information shared while using the service.

The provider of Microsoft Teams is Microsoft Ireland Operations Limited, One Microsoft Place, South County Business Park, Leopardstown, Dublin 18, Ireland. Further details on data processing can be found in the Microsoft Teams privacy policy:

<https://privacy.microsoft.com/de-de/privacystatement>

Microsoft Teams is used to optimize internal communication. The basis for data processing is Art. 6 para. 1 lit. f GDPR, which permits the processing of data in the context of a balancing of interests. It is in the interest of the company to optimize business processes through suitable solutions. We have concluded an order processing contract (AVV) with the above-mentioned provider.

We do not make any recordings of video conferences. Should this be necessary in individual cases, we would obtain your consent for this.

We also pass on personal data to providers of various software solutions (cloud providers) or other processors as part of our normal work processes. We ensure the security of processing and your rights as a data subject as required by the GDPR, e.g. via a contract for order processing. The basis for the transfer is Art. 6 para. 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 company's interest to organize its business activities using the best possible software solution. After careful examination of a large number of providers, the solution used has proven to be the best possible for the individual needs of the company. Insofar as we are subject to a legal requirement to do so, we also pass on personal data to offices and authorities.

The basis for the transfer is then Art. 6 para. 1 lit. c GDPR, which permits the processing of data to fulfill a legal obligation.

## How we protect your data

Your data is primarily stored in our business premises in the Federal Republic of Germany or in data centers in the EU. We ensure that this data is protected appropriately and in accordance with the current state of the art.

If we pass on data to third parties as part of order processing, we contractually ensure that the service provider also protects this data appropriately and in accordance with the current state of the art.

## How long we store your data

We delete personal data that is collected in connection with an inquiry or a request for quotation after 4 years at the latest. This does not apply to information that must be stored for longer in accordance with legal requirements. In this case, the deletion takes place after the obligation no longer applies (usually after 10 years).

As a rule, we delete order-related data after 10 years, provided that there are no other legal requirements to the contrary.

Data that we process on the basis of your consent will be deleted after you withdraw your consent.

## What rights do you have

If the data processing is carried out on the basis of Art. 6 para. 1 lit. 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 lodge an objection, we will no longer process your personal data concerned unless

we can demonstrate compelling legitimate grounds for the processing which override your interests, rights and freedoms or the processing serves the establishment, exercise or defense of legal claims (objection pursuant to Art. 21 (1) GDPR).

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

You have the right to receive information about the origin, recipient and purpose of the storage of your stored personal data at any time and free of charge. You also have the right to have your personal data corrected or supplemented, deleted or blocked.

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

If you dispute the accuracy of the personal data stored by us and we need time to check this. For the duration of the review, you have the right to restrict the processing of your personal data.

If the processing is unlawful.

If your personal data is no longer required for the purposes of processing, but you need it to assert, exercise or defend legal claims, or to comply with legal obligations.

If you have objected to the processing and it has not yet been established that the legitimate grounds of the controller override your grounds

If you have requested a restriction, this data (apart from its storage) may only be processed with your consent or for the establishment, 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 of a Member State.

You have the right to revoke your consent at any time and without giving reasons for the future. All you need to do is send an informal message to the controller. The legality of the data processing carried out until the 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

data to another controller, this will only be done insofar as 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.

You also have the right to lodge a complaint with a supervisory authority.

You can find a list of the supervisory authorities at the following link:

[https://www.bfdi.bund.de/DE/Infothek/Anschriften\\_Links/anschriften\\_links-node.html](https://www.bfdi.bund.de/DE/Infothek/Anschriften_Links/anschriften_links-node.html)