

Privacy Policy

We are pleased you are visiting our website and thank you for your interest in our company. It is important to us that your personally identifiable data is protected while using our websites. For this reason your data will be exclusively processed within the framework of statutory regulations.

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Scope

This Privacy Policy applies for the use of all websites offered by dena. It does not apply however for the websites of other service providers referred to by links on the dena websites.



Up

Collection, processing and use of your data

Each time our website is accessed and every time a file stored on the website is called up, it is automatically logged when which website has been visited. The quantity of data transmitted, which web browser and which operating system was used, the domain enquiring and the IP number of your computer is also logged. These log data are automatically saved in log files and serve exclusively statistical purposes. The IP number is anonymised prior to every evaluation. dena does not create any pseudonym user profiles.

Moreover, we only collect, process and use personally identifiable data if you make them available to us voluntarily and this is permitted by law or you have consented. In particular, we process your personally identifiable data to respond to your enquiries, to process orders and to inform you about our offers and services.

Of course you can object to the use of your data for the purposes of advertising or market and opinion research at any time by sending us a notice to this effect. This can be addressed informally to the data protection officer of the Deutsche Energie Agentur GmbH (dena) – The German Energy Agency, Chausseestr. 128a, 10115 Berlin, Germany or by e-mail to datenschutz@dena.de.

Forwarding personally identifiable data

Your personally identifiable data are not sold or forwarded to third parties for marketing purposes. Furthermore, your data are only forwarded to third parties if this is necessary for handling transactions or you have expressly consented to it. Forwarding to third parties takes place, e.g. if we have commissioned a service provider with processing your orders or with sending information material or invitations. All our service providers are obliged to observe the Federal Data Protection Act.

Revoking your consent

You have the possibility of revoking consent granted in writing at any time. Please contact the mentioned dena contact person in this case.

Security of your data

dena adopts technical and organisational measures to protect your personally identifiable data against loss or misuse. We use SSL (Secure Sockets Layer) encryption for recording or transmitting especially sensitive data, such as your account data. The encryption ensures that no one apart from us can read the data. In this respect we would like to point out that we are unable to ensure complete data security in e-mail communication. We therefore recommend sending confidential information by mail.

Use of cookies and web beacons

A cookie is a small text file sent by a website and it is temporarily stored on the respective user's hard disk. If this server is called up again, the user's browser sends the cookie previously received back to the server. The server can thus evaluate the information received in various ways.

Cookies are used on the dena websites to make web applications more convenient for you or to allow dena's statistical evaluations. Provided you have given this information, personally identifiable data is also stored in the cookies to some extent. This is the case, e.g. if you register with your e-mail address. Storage then only serves the purpose of recognising you as a user again so you do not have to login again. dena does not evaluate the data.

Of course all web applications still work if you refuse the use of cookies. Every browser allows this to be set accordingly. Most browser presettings allow cookies to be received. If you do not want this, you can check in the Help menu of your browser how the settings have been made in regard to cookies and change these as required.

We also use web beacons on the dena websites in order to gain information for the design and advancement of our website, e.g. the screen resolution used or the colour depth of the monitor. A web beacon is an electronic, invisible image also known as a one-pixel or empty

GIF. With the exception of the IP address, personally identifiable data are not collected in this process.

Right to information

We would be pleased to inform you on request whether and which personally identifiable data on your person are stored by us.

Amendments to the Privacy Policy

This Privacy Policy is updated from time to time. Please always observe the current status of the Privacy Policy therefore. The status of this Statement is June 2010.

Do you still have any questions?

If you wish to exercise your right of information or if you have any questions on this Privacy Policy, please contact datenschutz@dena.de.