



Our Solar Town

General data privacy policy

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ΚΕΝΤΡΙΚΟ ΛΟΓΙΣΤΗΡΙΑΚΟ ΠΡΟΓΡΑΜΜΑ



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General Data Privacy Policy

Introduction

We believe in the importance to protect the privacy of website visitors, contacts and participants of this project. Therefore, we would like to be transparent about the collection and processing practices of personal data by our consortium. It will guide you to make well-informed choices about the information you provide and how we store and use this data.

This Privacy Policy Statement explains and summarizes how the consortium collects, uses and protects your personal data. The term “personal data [1]” refers to all data that allows your identification such as your email address, first and last name, pictures, IP addresses, etc. This privacy policy only applies to personal data we hold on individuals. We take very seriously the protection of your personal data and comply with the EU Data Protection Regulation (Regulation 2016/679), also known as GDPR, in addition to all the data protection legislation applicable in *Austria*.

The controller of your personal data is Klimabündnis Österreich GmbH, Prinz-Eugen-Straße 72/1.5, 1040 Wien/Vienna. If you have any issue regarding your personal data, please don't hesitate to send a message to Klimabündnis Österreich GmbH at *office@klimabuendnis.at*.

By your continued use of our services (including our website), you consent to the collection and use of your personal data for the purposes set out in this privacy policy.

Should you wish to consult, complete, rectify or remove any of the information that we hold about you, please contact us at: *office@klimabuendnis.at*.

To know more about your data protection and privacy rights, please consult the Austrian supervisory authority's website: <https://www.dsb.gv.at/>.

How do we receive your data?

We may receive information from you:

- When you contact us directly, normally via our tool, our registration tab, or other application linked to *Klimabündnis Österreich GmbH*, whether to apply for services or to make an enquiry or other request,
- From our network,
- Through meeting a consortium representative at events,
- Through our website and the use of cookies, uses which requires your consents before collecting your data,
- Occasionally from other third parties who may lawfully pass on us information about you.

Using your information

We will use your information, with your consent, for the following purposes:

- To provide or manage any information and services that you have requested,
- To provide you with products and services to which you are entitled as a registered user in our website (updates, flash news, newsletters, publications, etc.)
- To help us identify your requests and answer you when you contact us,
- To help us improve the quality of our products and services,





- To help us promote solar thermal/solar heat technologies,
- To carry out analysis and customer profiling, in order to improve your customer experience (i.e. visits of our website pages)

How do you provide your consent to process your personal data?

There can be several ways in which you provide your personal data to *Klimabündnis Österreich GmbH*:

- Self-registration to our website(s), event/survey applications,
- Written communication (by email, or any other kinds of written messaging including via social media channels),
- Accepting our website cookie policy.

You may request the permanent deletion of your personal data from any or all our records with a written request to *office@klimabuendnis.at*. Kindly note that this will directly affect your access to products and/or services which you may have subscribed to (e.g. subscriptions to publications, etc.)

We do not share your data with any third parties, with the exception of:

- When we have been asked to provide information for legal or regulatory purposes,
- When we are existing or future legal proceedings,
- When, for an event, extra security clearances are required for accessing a secured venue, such as the European Parliament or the European Commission.

Our website may contain links towards other websites than Solartown. Please bear in mind that our Privacy Policy applies only to our website and links. We are not responsible for the content, data uses or security processes of other websites and applications.

How long will we keep your data?

To comply with GDPR, this data will be kept and processed only during the duration of the project, unless you provided us with your agreement to use this data further.

Providing information to the consortium

If you give us information on behalf of someone else, we will consider that you have their consent to do so and that they are aware of this Privacy Policy and do not have any objection to the processing of their information by *Klimabündnis Österreich GmbH*, in accordance with this Privacy Policy.

You are responsible for informing us of any change in your details, such as a change of address. You have a right to ask *Klimabündnis Österreich GmbH* to correct any inaccuracies in the information we hold about you.

Furthermore, you can also ask *Klimabündnis Österreich GmbH* what personal data we hold about you by contacting us at *office@klimabuendnis.at*.





Security

We endeavor to work only with IT services providers which guarantee a high level of data security. However, we kindly ask you to acknowledge that when providing us your information through any information technology means (via websites, internet applications, emails, etc.) that the internet and email communications over the internet may not be secure. We cannot be responsible for any loss or unauthorized interception of information transmitted via the internet which is beyond our control.

Consequently, we cannot ensure or warrant the security of any information you transmit to us and you do so at your own risk. Once we receive your data, we make reasonable efforts to ensure security on our systems. *Klimabündnis Österreich GmbH* uses secure server software and firewalls to protect your information from unauthorized access, disclosure, alteration, or destruction. However, please note that this is not a guarantee that such information may not be accessed, disclosed, altered, or destroyed by the breach of such firewalls and secure server software.

According to the GDPR, if such breaches occur, we will contact you following the breach discovery without undue delay [2].

Links to third-party websites and co-branded websites

Our website may contain links to third party websites or may be co-branded. Please be aware that *Klimabündnis Österreich GmbH* is not responsible for and cannot control the privacy practices of other websites or third parties. We encourage you to read the privacy policies for these other websites, as they may differ from ours. Our websites and applications may also be created and maintained by service providers or/and may contain links to co-branded websites which do not display a *Klimabündnis Österreich GmbH* URL or/and may have information identifying a third party as the host of the particular website or/and application. Please read the privacy policy on the co-branded website for the applicable privacy practices relating to your personal data collected via this website, as it may differ from our Privacy Policy. This Privacy Policy applies solely to personal data collected by *Klimabündnis Österreich GmbH* on its websites or applications, where this Privacy Policy is posted. We are not responsible for the content, privacy or security of other websites and applications.

Accessing your personal information, opt-out, making changes or requesting information

You may restrict access to the correction of, or deletion of your personal data. For instructions on changing any of your privacy preferences, accessing your information, updating your information, for any privacy or data-protection-related question, please write to office@klimabuendnis.at for assistance.

Contact us

You can contact us at any time to request any questions/modifications/changes/deletion of your personal data by writing to us at office@klimabuendnis.at.





How to exercise your rights

You can send us a written request, either at the following address: Klimabündnis Österreich GmbH, Prinz-Eugen-Straße 71/1.5, 1040 Wien or to the following email address: *office@klimabuendnis.at*

You also always have the right to an appeal with the Commission for the protection of the Private life to the following email: commission@privacycommission.be. Further information can be found on the [Commission for the Protection of Privacy](#).





Solartown website: Terms & Conditions of Use

Introduction

These Terms & Conditions of Use and Privacy Policy apply to the consortium website www.solartown.eu. By accessing and browsing the consortium's website or by using and/or downloading any content from it, you agree to and accept the Terms of Use as set forth below.

If you have any questions about these Terms & Conditions of Use or Privacy Policy, you can contact us at office@klimabuendnis.at or write to Klimabündnis Österreich GmbH, Prinz-Eugen-Straße 71/1.5, 1040 Wien.

Disclaimer

The materials contained in this website are provided for general information purposes only and are not intended to provide legal or other professional advice nor do they commit the consortium to any obligation whatsoever. The consortium accepts no responsibility for any direct, indirect or consequential loss or damage which may arise from reliance on information contained in this site. Users are advised to seek confirmation of statements made herein before acting upon them; specialist advice should also be sought on specific issues.

Notification of Changes

The consortium intends to continuously improve and add new functionalities and features to its website following the duration of the project. Because of these ongoing changes, modification in the laws, and the changing nature of technology, the consortium website data practices may change from time to time, without prior noticing you. Please review our Privacy Policy on a regular basis to make sure you have read the latest version. Your continued use of our website following the posting of changes to these terms means that you consent to those changes.

Use of Content

The contents of this website, including but not limited to: text, graphics, pictures, illustrations, logos, software, trademarks, service marks and other material is protected by copyright and other laws.

Unless otherwise indicated in the relevant content, and on the condition that you comply with all of your obligations under these Terms of Use, you are authorized to view, copy, print and distribute, but not to modify, the content on this website; provided that (1) such use is for informational, non-commercial purposes only, and (2) any copy of the content made must include the copyright notice mentioning the consortium and Erasmus+ or other attribution associated with the content.

Third Party References and Content





Certain links on this website may lead to websites, resources or tools maintained by third parties over whom we have no control. We do not make any express or implied representations or warranties whatsoever regarding such websites, resources and tool, and links to any such websites, resources and tools should not be construed as an endorsement of them or their content by us.

The consortium's website may also include postings, listings, stories, and articles from third parties, clearly indicated as sources of the content. Such content is the responsibility of the third-party creator of the content. The consortium has no responsibility for such content and is merely providing access to such content as a service for you.

Klimabündnis Österreich GmbH may, in appropriate circumstances and at its sole discretion, remove or disable access to material on the website that infringes on the rights of others. If you believe that your work has been used on the website in a manner that constitutes copyright infringement, please provide us with a written notice – by postal mail or email – that includes the following information:

- The signature (electronic or physical) of a person authorized to act on behalf of the owner of the exclusive right that is allegedly infringed,
- Identification of the copyrighted work claimed to have been infringed,
- A description of where the material in question is located on the website,
- Your mailing address, telephone number, and email address,
- A statement by you that you believe in good faith that the disputed use is not authorized by the copyright owner, its agent, or the law,
- A statement by you, under penalty of perjury, that the information in your notice is accurate and that you are the copyright owner or authorised to act on the copyright owner's behalf.

For purposes of such notice, our address is as follows: Klimabündnis Österreich GmbH, Prinz-Eugen-Straße 71/1.5, 1040 Wien (Vienna) Austria, +43(0)1 581 5881 0, *office@klimabuendnis.at*

Registered Users

The consortium's website contains various password-protected content that can be only accessed by registered users. The conditions to become a registered user and may be changed at our discretion. If you become a registered user of our website, any password-protected content (including personal information of others registered users, any documentation irrespective of its format as well as your individual login details) must not be shared with non-authorized third parties.

Klimabündnis Österreich GmbH **reserves the right to:**

- Refuse the registered-user status to individuals that do not meet the established conditions,
- Remove the registered user status in the event of (1) resignation/exclusion of the user, (2) termination of a certain service provided or (3) if there is evidence of misuse of the data or passwords, with no liability to compensate the user for loss of access.

Klimabündnis Österreich GmbH does not control the information posted by registered users and has no obligation to monitor postings. However, we reserve the right at all times to disclose any information as necessary to satisfy any applicable law, regulation,





legal process or governmental request, or to edit, refuse to post or to remove any information or materials, in whole or in part, for any reason, whatsoever at *Klimabündnis Österreich GmbH*'s, sole discretion.

Consortium's Website: Privacy and Cookie Policy

This privacy policy governs the collection and use of personal relating to potential and existing users of the consortium website(s). For our general data privacy statement, please consult the dedicated chapter above.

Collection and Use of Personal data

The only personal data *Klimabündnis Österreich GmbH* currently collects through its website is the information you specifically and voluntarily give us when using our site. You may be required to provide personal data on different parts of our website – such as the “Contact us” form, our registration form (giving access to password-protected content on our intranet and/or specific services) or any other polls or forms integrated in our website. For example, we use the personal data you provide us via our “Contact us” form in order to answer the query you will have sent us through the website.

This personal data is stored by for the duration described in our general data privacy policy in the section “How long we keep your data” or until a specific request to erase your specific data is received from you.

By providing your personal data in order to become a registered user of the website, you agree to the following:

- To share this information with the consortium staff, the jury of the awarding framework and the European Institution involved in this project. Only *Klimabündnis Österreich GmbH*'s staff and other registered users of the website can view your personal information. On the website's intranet, you share your information with other participants, in a safe and trusted environment.
- To update your profile, *Klimabündnis Österreich GmbH* holds historic data and makes every effort to ensure this information is as accurate as possible. We keep you informed via email about the data we hold on your profile, when requested, and may request that you review and update this data regularly.

We will not publicly disclose your personal data nor share/sell it to third parties. You may send a request by writing at any time to *office@klimabuendnis.at* to request the deletion of your personal data from our records.

Security of Personal Data

We use administrative, technical, and physical measures to safeguard personal data against loss, theft and unauthorised uses, access or modifications. Certain areas of our website may be password protected. If you are a user of our website and have a password, you can help to preserve your privacy by ensuring that you do not share your password with anyone else.





Anonymous Information Collected – Cookie Policy

In addition to the information you provide when you use our website, *Klimabündnis Österreich GmbH* uses technology to collect anonymous information about the use of our website. For example, we use tracking technology to estimate the number of visitors our website counts in a day and which pages they view. We also use technology to determine which web browsers our visitors use and the address from which they accessed our sites. This technology does not identify you personally. It simply enables us to compile statistics about our visitors and their use of our website.

To ensure that this website is well managed and to facilitate improved navigation, we or our service providers may also use cookies (small text files stored in a user's browser) to aggregate data. Additional information on how we use cookies and other tracking technologies and how you can control these can be found on the following website: <https://cookies.insites.com/about-cookies/>.

We may use cookies for a number of purposes:

- Session cookies to allow you to log in to the intranet, in order to remember that you are logged in and that your session is secure, and to identify you as a user of our products and services when you have logged in,
- Analytical cookies to track the pages you visit via Google Analytics, in order to allow us to improve the performance of our website. These analyses will be performed through the use of anonymised IP addresses and cookies,
- Tracking cookies to embed YouTube videos and share content from other social media websites,
- Tracking cookies to allow you to share pages with social networks and email.

We use 'social buttons', to enable our users to share or bookmark web content. These are buttons for third-party social media sites and these sites may log information about your activities on the Internet including on this website. Please review the respective terms of use and privacy policies of the sites to understand exactly how they your information and to find out how to opt out or delete such information.

Most browsers accept cookies automatically. You can disable cookies in your browser, but these may stop our website from functioning properly. These browser controls will usually be found in the 'options', 'settings' or 'preferences' menu.

Furthermore, on our website, you can also request that *Klimabündnis Österreich GmbH* does not use cookies while on visiting our website by simply declining our Cookie Policy at the bottom right on our website's home page or in this website page.

Consortium's Events: Data Privacy Policy

For our events, we collected most generally the following data:

- First name,
- Last name,





- Email,
- Organisation

As such, we will be used solely for the purpose of the event and the project. We may also use this data to contact you *a posteriori* in order to evaluate potential room of improvement for this event.

This data will be kept for the duration of the project in order to report and disseminate.

You can at any moment ask/request or demand to delete the data you have provided to Solar Heat Europe at the following email address: *office@klimabuendnis.at*

This data privacy and cookie policy statement was last updated on February 21st, 2020.

[1] 'personal data,' means any information relating to an identified or identifiable natural person ('data subject'); an identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person. (Article 4 (1), Definitions, Regulation 2016/679)

[2] Article 34, GDPR, Regulation (EU) 2016/679





Contacts:



WEBSITE: <https://solartown.eu/>

NATIONAL CONTACTS:

akaryon GmbH, Austria

Website: <http://www.akaryon.com/>



Climate Alliance Austria

Website: <http://www.klimabuendnis.at/>



Solar Heat Europe/ESTIF

Website: <http://www.solarheateurope.eu/>



KPE Pertouliou Trikkeon, Greece

Website: <http://kpe-pertouliou-trikkaion.gr/>



VseUK Institute, Slovenia

Website: <http://www.vseuk.si>



CONTACTS: SOLARTOWN.EU

