

Information on data protection at Stromnetz Berlin GmbH

**Compliant to Art. 13 and 14 of the General
Data Protection Regulation (GDPR)**

Stromnetz Berlin GmbH
10871 Berlin

datenschutzbeauftragter@stromnetz-berlin.de
www.stromnetz.berlin

Only the German version of the privacy statement is legally binding.
This English version is an additional service as a convenience to the
non-German-reading public.

Privacy Notice

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Protecting your personal data is important to us. We therefore process personal data with the utmost care in accordance with the relevant regulations, such as the General Data Protection Regulation (GDPR).

Below, you will find all information relevant to data protection for our customers, service providers and other business partners.

A) **General data protection information at Stromnetz Berlin GmbH**

1. **Entity responsible and data protection officer**

The entity responsible for processing your personal data is:

Stromnetz Berlin GmbH
Eichenstraße 3a
12435 Berlin

represented by:

Dr. Erik Landeck
Bernhard Büllmann

You can get in touch with our data protection officer:

Stromnetz Berlin GmbH
Datenschutzbeauftragter
Eichenstraße 3a
12435 Berlin
email: datenschutzbeauftragter@stromnetz-berlin.de

2. **Data categories**

The data of our customers, service providers and other business partners are processed if these data are required to fulfil the purposes specified under Section 3. This specifically refers to the following people:

Customer

- End consumers
- Meter operation customers
- Connection users
- Power producers
- Other customers

Service providers (including employees of a service provider)

Other business partners

- User of websites or apps of Stromnetz Berlin
- People requesting information
- People with complaints

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- People who report power outages
- Visitors to Stromnetz Berlin GmbH premises / buildings
- Electricity supplier employees
- Damaging parties
- Damaged parties
- Premises owners
- People requesting cable information
- Public authority employees
- Employees of other distribution network companies
- Members of the citizen council
- People attending an event organised by Stromnetz Berlin
- Witness
- Further business partners

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Data processing includes the following categories of personal data if they are required for the purposes stated in Section 3:

- Master data (e.g. name, salutation)
- Contact data (private / business contact data: e.g. address, e-mail-address, telephone number, company / role)
- Contract data for meter operation (e.g. meter operation contract, meter number, location of meter, meter location ID, meter PIN, HAN access data (iMS), customer number, invoice (for invoicing meter operation to end customers), outstanding payments, bank account number, status of contract, business letters, meter alarms)
- Contract data for network usage (e.g. connection / connection usage / power producer / network usage contract) (e. g. load profile (usually 15-min-values), address of consumption, invoice, bank account number, produced electricity, address of generator, reimbursement (for generators), market location ID, data on power loss, customer number, contract status (e.g. "unit is shut off / not shut off"), network status data (current, voltage, phase angle: up to 1-min-values), business letters
- Other contract data (e. g. contract (except connection / connection usage / power producer / network usage / meter operation contract), request for offer, offer, prices, invoice, outstanding payments, business letters, audits (e.g. results of control of the Minimum Wage Act), easements, availability and qualification for task planning and execution of (employees of) service providers)
- Transaction data (e.g. type of transaction (e.g. complaint, notification of a fault in the electricity grid, notification of a damage, execution of connection work, check of a meter, claim for damages, on site review of an house connection, meter installation, inspection, switch on or off of a site, ticket

for IT problems or IT services, request for information on assets on a specific area), description, people involved, status

- Voice recordings (e.g. when reporting outages, conversation for switch operations, emergencies), photos and video recordings
- Physical access data (to buildings or rooms of the Stromnetz Berlin GmbH)
- IT admission data (e.g. name of user, password), IT access data (e.g. access rights), used hardware and software, logging of IT admission and access

and

- Comparable data.

Some tasks require a higher level of security. In these cases, information for the security clearance of employees is processed by service providers (e.g. when submitting a police clearance certificate).

3. Purpose and legal basis for the processing of personal data

Stromnetz Berlin GmbH, a network operator, is responsible for Berlin's distribution network. The company distributes electricity to grid users and operates meters.

Data processing is carried out:

3a. For the fulfilment of contractual obligations (Art. 6(1)(b) GDPR)

Data processing is necessary for the initiation, execution and billing of the contract (e.g. network connection contract with the landlord, service provider contract, meter operation contract with electricity supplier or with end user). In this case, data are collected at the time the contract is concluded and during the term of the contract. Among other data, master data (e.g. name, address, e-mail address), contract data (e.g. contract duration, price), qualifications of employees of a service provider and billing data (e.g. bank details) are collected.

3b. Based on consent (Art. 6(1)(a) GDPR)

If we have obtained your consent to process personal data for specific purposes, processing is legitimate on this basis (e.g. consent for SEPA direct debit mandate, documentation of name and contact data if you report fault in the electricity grid, handle complaints, documentation of the citizen council, voice recordings, photos and video recordings)

You may withdraw your consent at any time without stating the reason with effect for the future. Any withdrawal of consent applies with future effect and does not affect the legitimacy of the data processed until the withdrawal.

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3c. Based on a legitimate interest (Art. 6(1)(f) GDPR)

This includes the use of your data for the following purposes (among others):

- IT admission, IT access data and video recordings (in connection with § 4 BDSG), among other things to safeguard our domiciliary rights, occupational health and safety, protection against damage to Stromnetz Berlin GmbH property, prevention and investigation of criminal offences and to ensure data confidentiality.
- Prevention of manipulation of measuring equipment
- Data relating claims for the assertion, exercise or defence of civil law claims including filing a complaint
- Optimisation of business processes (e.g. optimised route planning for meter replacements)
- Skilled, fast and efficient handling of services through direct communication with the contacts designated by the service provider or business partner
- Photos and video recordings of groups e.g. at events
- Migration and test of IT systems
- Creation of anonymised time-lapse films e.g. of Stromnetz Berlin GmbH construction sites

3d. Based on legal obligation (Art. 6(1)(c) GDPR)

As an energy supply company, Stromnetz Berlin GmbH is obliged to supply electricity in accordance with Section 1 of the German Energy Act, i.e. the aim is "to provide the general public with a grid-bound supply of electricity that is as secure, cost-effective, consumer-friendly, efficient and environmentally compatible as possible".

As a company we are also subject to various legal obligations e.g. Energiewirtschaftsgesetz (e.g. data processing to provide a secure, cost-effective, consumer-friendly, efficient and environmentally compatible electricity distribution, data processing for market processes e.g. change of electricity supplier), Messstellenbetriebsgesetz (e.g. consumption data, customer data as part of the meter operation incl. meter reading, meter reading processing and transfer of consumption data according to this law), Mess- und Eichgesetze (e.g. regarding meter readings), Niederspannungsanschlussverordnung (e.g. reporting data in the event of damage to meters, operation of network connections, inspection of electrical installations incl. right of access), Konzessionsabgabenverordnung, Steuergesetze, Handelsgesetzbuch, Bürgerliches Gesetzbuch (e.g. compensation for damages), Abgabenordnung (e.g. data of invoices), Strafgesetzbuch (e.g. electricity theft, fraud), Datenschutz-Grundverordnung (e.g. data required to answer a data subject's request for information), Erneuerbare-Energien-Gesetz and Kraft-Wärme-Kopplungsgesetz (e.g. generated electricity), instructions of the Deutsche Gesetzliche Unfallversicherung e. V. (DGUV) (e.g. „Elektrische Anlage und Betriebsmittel für Überprüfungen von elektrischen Anlagen“), laws regarding corruption and competition, which requires data processing of your data.

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4. Recipient/transfer of personal data/third country

Within Stromnetz Berlin GmbH, only units requiring access to your personal data for fulfilling the purposes stated in Section 3 are granted access to it. This also applies to service providers engaged by Stromnetz Berlin GmbH, in other words processors, in accordance with Art. 28 GDPR. Examples of these are meter reading or meter replacement service providers, IT service providers, call centres, disposal service provider or debt collection agencies.

We only transfer personal data to third parties if this is necessary for fulfilling the above-stated purposes (e.g. your electricity provider or third-party metering point operators, insurance companies) or if you have previously given us your consent to do so.

The data is also transferred based on legal obligations to public authorities where overriding legislation exists.

In some cases, the processing of personal data takes place in countries for which there is an adequacy decision pursuant to Art. 45 GDPR from the EU Commission. The EU has established an adequate level of protection for these countries. Such processing takes place in the following cases:

- Support for debt collection services in Switzerland
- Administration of an IT system for an electronic shopping solution in the UK
- Technical support for IT security software in the United Kingdom
- Checking of e-mails to and from Stromnetz Berlin GmbH to increase IT security in the UK and in the USA; the company is certified accordingly with the U.S. Department of Commerce.
- Increased IT security using Google reCAPTCHA in the USA, the company is certified accordingly with the U.S. Department of Commerce; see also section "B) Specific information on the use of Stromnetz Berlin GmbH websites".

In addition, there is currently no transfer of personal data to third countries (i.e. countries outside the EU/EEA or without an adequacy decision pursuant to Art. 45 GDPR).

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5. Retention period for personal data

We store your personal data for the purposes stated in Section 3. We delete your personal data once the contractual relationship with you has expired, all mutual claims have been fulfilled and there are no other statutory retention periods or legal reasons for the storage of the data. These include statutory retention periods as stipulated in the German Commercial Code (HGB) and the German Tax Code (AO). Your personal data is deleted once the purposes stated in Section 3 and/or the statutory retention periods have expired.

6. Rights of the data subject

If you have any questions about the processing of your personal data, you can contact our data protection officer directly. Please send all inquiries regarding stored and/or processed personal data in accordance with Art. 15 GDPR to:

Stromnetz Berlin GmbH
Data Protection Officer
Eichenstraße 3a
12435 Berlin
email: datenschutzbeauftragter@stromnetz-berlin.de

The data protection officer is also your contact person for exercising your rights to rectification in the event of errors in the storage and processing of your data (Art. 16 GDPR), deletion of your data, for example in the event of discontinuation of purpose or withdrawal of issued consent (Art. 17 and 18 GDPR), restriction of processing, for example due to a dispute regarding the correctness of personal data or for the protection of possible existing claims (Art. 18 GDPR), opposition to processing on the basis of legitimate interest (Art. 21 GDPR), and portability of data provided by you in a machine-readable format (Art. 20 GDPR).

6a. Withdrawal of consent

If consent forms the legal basis for the processing of your data, you have the right to withdraw this consent at any time in the future. Please contact the above-mentioned data protection officer to do this.

6b. Objection pursuant to Art. 21 GDPR

If data processing takes place based on a balance of interests pursuant to Art. 6(1)(f) GDPR, you have the right to object to this processing at any time due to reasons arising from your particular situation. Please contact the above-mentioned data protection officer to do this.

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6c. Right to lodge a complaint

In addition, you have the right to lodge a complaint with a responsible data protection supervisory authority (Art. 77 GDPR). The data protection supervisory authority responsible for Stromnetz Berlin GmbH can be reached at:

Berliner Beauftragte für Datenschutz und Informationsfreiheit
Friedrichstr. 219
10969 Berlin.

7. Provision of personal data

We ask for and process only personal data that we absolutely need to deal with and fulfil the above-mentioned purposes and obligations (e.g. contract execution or to respond to questions). Without these data, no services can be carried out.

8. Data sources

We process personal data that we have received from you or from our business partners (e.g. from your electricity supplier) within the scope of our business relationship. We also process personal data that we are permitted to collect from public sources, such as land registers.

9. Automated decision-making

No automated decision-making process, including profiling (i.e. creating an overall picture of someone) is used for the justification and execution of agreements.

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B) Specific information for the use of Stromnetz Berlin GmbH websites

Stromnetz Berlin GmbH provides different websites online for targeted communication with its business partners.

Storing IP addresses

Stromnetz Berlin GmbH temporarily stores log data of access to its websites for reasons of data security to ensure that its system is stable and operates securely. Log data include user IP address, browser type, length of stay on the sites, for example. To clarify: Every device requires a unique IP address for transferring data via the Internet. No personal data is analysed in this process. Data records are anonymised or deleted after two weeks at the latest.

Basis for the use of cookies

A cookie is a text information file that can be stored in the browser on the user's computer for each website visited.

On Stromnetz Berlin GmbH websites, all cookies used are assigned to one of the following three categories:

- Cookies required for technical purposes
- Cookies for statistics
- Cookies for convenience

Cookies required for technical purpose are necessary for the proper and safe functioning of the website. Without these cookies, our websites could not be used as intended. These cookies are activated by default and cannot be deactivated in the consent management. Deactivating them in your browser may lead to the website not functioning properly. Data is processed based on Art. 6(1)(b) and (f) GDPR.

Cookies for statistics are used to perform statistical analyses on the use of our website and for perception of web presence. For this purpose, statistics are generated that give an overview of the visits to the websites. Based on the collected statistical data, weak points are analysed, and optimisation measures are worked out to improve the functionality, content, and attractiveness of the websites. The stored statistical data are anonymised and are therefore not personal data.

Cookies for convenience are used by Stromnetz Berlin to make your visit as convenient as possible. This includes cookies when using forms.

Data from cookies for statistics and convenience is processed based on Art. 6(1)(a) GDPR. Before cookies for statistics or convenience are stored, you will be asked for consent. The websites also function without these cookies. Consent can be withdrawn at any time.

Links to other websites

Our websites sometimes contain links to websites of third parties. If you use these links, you will leave the Stromnetz Berlin GmbH websites and therefore also the scope of this data protection policy. The respective operators, but not Stromnetz

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Berlin GmbH, are responsible for compliance with the legal provisions on the target pages of the links.

Specific privacy policies for each website are set out below.

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B1) Stromnetz Berlin GmbH website

Stromnetz Berlin GmbH's website can be found at www.stromnetz.berlin.

Use of cookies

Stromnetz Berlin GmbH's website uses different categories of cookies. These are:

- Cookies required for technical purposes
- Cookies for statistics
- Cookies for convenience

Cookie-Settings can be found here: www.stromnetz.berlin/en/about-cookies/

The cookies are described in detail below:

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Cookies required for technical purposes

Name	Description	Recipient	Storage period
cookieAgree	The cookie acceptance of the cookie consent confirmed by the user is documented in this cookie.	Stromnetz Berlin GmbH as well as selected IT service providers commissioned by it, that means no transfer to third parties	90 days
cookieSelection	The cookie categories of the cookie consent management confirmed by the user are documented in this cookie.		
crisisnotice	This cookie documents the user confirmation to close the pop-up.		For each session

Cookies for statistics

Name	Description	Recipient	Storage period
_pk_id	This cookie stores a user ID and is used to fill in statistics for Stromnetz Berlin GmbH. The statistics serve as a basis for analysing visitor behaviour and making improvements. The statistics themselves are anonymized.	Stromnetz Berlin GmbH as well as selected IT service providers commissioned by it, that means no transfer to third parties	13 months
_pk_ses	This cookie stores visitor behaviour for a short time and is used to fill statistics for the Stromnetz Berlin GmbH. The statistics serve as a basis for analysing visitor behaviour and making improvements. The statistics themselves are anonymized.		30 minutes
_pk_testcookie	This cookie enables the website to test whether cookies can be set at all. It does not contain any further data.		For each session

Cookies for comfort

Name	Description	Recipient	Storage period
Multiple	We use YouTube to show videos on our website and the video player places cookies on your computer. To read more about how YouTube (Google) uses cookies, please visit their website	Google/YouTube	Individual

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Use of the Matomo web analysis service

To allow us to keep improving our web pages for our end customers, we collect general information on how our website is used (page visited, browser used, length of time spent on the page, etc.).

We only collect this information if you have consented to the use of cookies for statistics.

We use the PiwikPro tool from Matomo to analyse usage of our web pages. The data is transferred to our web analysis service in encrypted form using an SSL encryption protocol. The collected data also includes the IP address of your computer. We use the full IP address exclusively for temporary determination of the probable location of use of our website, with the aid of an internal service. The IP address is anonymised on entry to the web analysis service by deleting the last two of the four bytes. This means that the full IP address is not stored in the web analysis service. Other unambiguous identifiers or references to the user, such as the MAC address, are not transferred. More information about the Matomo web analysis service is available at <https://piwik.pro/privacy-policy/>.

B2) Mein Stromnetz Berlin

"Mein Stromnetz Berlin" can be found at <https://mein.stromnetz.berlin/> including from various applications such as i.e. a customer contact form <https://mein.stromnetz.berlin/kundenanfrage>, or entering meter readings <https://mein.stromnetz.berlin/zaehlerstand> or request on low voltage grid connections and feeder <https://kundenportal.stromnetz.berlin>.

Use of cookies

"Mein Stromnetz Berlin" uses only cookies required for technical purposes.

The cookies are described in detail below:

Cookies required for technical purposes

Name	Description	Recipient	Storage period
_cfduid	This cookie stores a unique number (ID) for the user's computer. This cookie is used to identify individual computers behind a shared IP address (e.g. in an Internet cafe) and to apply IT security settings for each individual computer to protect the website.		1 year
XSRF-TOKEN	This is an IT security cookie that prevents third-party websites from exerting undesired influence on this website (attack scenario: so-called Cross-Site-Request-Forgery (CSRF)). This cookie does not contain any personal data.	Stromnetz Berlin GmbH as well as selected IT service providers commissioned by it, that means no transfer to third parties	For each session
ZUULSESSIONID	This cookie is used to identify the session and store the login in the IT infrastructure of this website and for load balancing.		For each session
Various cookies of Google	These cookies are stored as part of reCAPTCHA. reCAPTCHA is used to protect our website from malicious attacks and misuse and thus also to protect the personal data that is processed in our systems. reCAPTCHA collects personal data from users in order to determine whether the actions on our website really originate from humans (and not from machines). So the IP address and other data that Google needs for the reCAPTCHA service can be sent to Google.	Google Ireland Limited	Different

Use of Google reCAPTCHA

For protection of data transfer from entry forms, such as contact or registration forms, in specific cases we use the Invisible reCAPTCHA service from Google Ireland Limited, Google Building Gordon House, 4 Barrow St, Dublin, D04 E5W5, Ireland, hereafter referred to as "Google". Data is processed on the basis of Article 6(1)(f) GDPR. Using Google reCAPTCHA enables us to protect our website against mass improper use and spam. The use of Google reCAPTCHA may also involve the sending of personal data to the servers of Google LLC, Mountain View, California, USA.

As part of this service, the page that integrates reCAPTCHA and your IP address are sent to Google. Google additionally acquires further data that is necessary for the provision and performance of this service, such as the behaviour of the website

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visitor, information about the operating system, browser and length of visit, cookies, display instructions and scripts, the user's entry behaviour, and mouse motions in the vicinity of the reCAPTCHA checkbox.

The IP address transferred in the framework of reCAPTCHA is not combined with other data from Google unless you are logged in to your Google account at the time when you use the reCAPTCHA plug-in. If you wish to prevent this transfer and storage by Google of data about you and your behaviour on our website, you must log out from your Google account before visiting our site or using the reCAPTCHA plug-in.

The deviating data protection provisions of Google apply to all transferred data. For information regarding the purpose and scope of data collection and further processing and use of the data by the service provider, as well as your related rights and setting options for the protection of your privacy, please consult Google's privacy policy at <https://policies.google.com/privacy>.

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B3) **Customer triggered meter assemblies [Kunden ausgelöste Zählermontagen] (ZMP)**

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„Kunden ausgelöste Zählermontagen“ of Stromnetz Berlin GmbH can be found at <https://zaehlermontage.stromnetz.berlin/>.

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Use of cookies

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„Kunden ausgelöste Zählermontagen“ uses only cookies required for technical purposes.

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Cookies required for technical purposes

Name	Description	Recipient	Storage period
_cfduid	This cookie stores a unique number (ID) for the user's computer. This cookie is used to identify individual computers behind a shared IP address (e.g. in an Internet cafe) and to apply IT security settings for each individual computer to protect the website.	Stromnetz Berlin GmbH as well as selected IT service providers commissioned by it, that means no transfer to third parties	1 year
XSRF-Token	This is an IT security cookie that prevents third-party websites from exerting undesired influence on this website (attack scenario: so-called Cross-Site-Request-Forgery (CSRF)). This cookie does not contain any personal data.		For each session
ZMPPRDROU-TEID	This cookie is used to identify the session and to store the login in the IT infrastructure of the Stromnetz Berlin GmbH as well as for load distribution. Note: "ZMPPRDROUTEID" is only a proper name for the classic JSESSIONID cookie.		
JSESSIONID	This cookie is used to identify the session and to save the login in the IT infrastructure of this website and to distribute the load.		

B4) Service provider portal [Dienstleister Portal (DLP)]

"Dienstleisterportal" of Stromnetz Berlin GmbH can be found at <https://dienstleister.stromnetz.berlin>.

Use of cookies

„Dienstleisterportal“ uses only cookies required for technical purposes.

The cookies are described in detail below:

Cookies required for technical purposes

Name	Description	Recipient	Storage period
JSESSIONID	This cookie is used to identify the session and to save the login in the IT infrastructure of this website and to distribute the load.	Stromnetz Berlin GmbH as well as selected IT service providers commissioned by it, that means no transfer to third parties	For each session
DLPPRDROU-TEID	This cookie creates a unique connection between the user's computer and the website's IT infrastructure.		

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B5) Legally triggered meter assemblies [Gesetzlich ausgelöste Zählermontagen (PMR)]

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„Gesetzlich ausgelöste Zählermontagen“ of Stromnetz Berlin GmbH can be found at <https://mein.stromnetz.berlin/web/zaehlermontage/login>.

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Cookies required for technical purposes

Name	Description	Recipient	Storage period
_cfduid	This cookie stores a unique number (ID) for the user's computer. This cookie is used to identify individual computers behind a shared IP address (e.g. in an Internet cafe) and to apply IT security settings for each individual computer to protect the website.		1 year
VATTENPUB	This cookie is used to identify the session and to store the login in the IT infrastructure of the Stromnetz Berlin GmbH as well as for load distribution. Note: "VATTENPUB" is only a proper name for the classic JSESSIONID cookie.	Stromnetz Berlin GmbH as well as selected IT service providers commissioned by it, that means no transfer to third parties	For each session
ZUULSESSIONID	This cookie is used to identify the session and to store the login in the IT infrastructure of the Stromnetz Berlin GmbH as well as for load distribution.		
XSRF-Token	This is an IT security cookie that prevents third-party websites from exerting undesired influence on this website (attack scenario: so-called Cross-Site-Request-Forgery (CSRF)). This cookie does not contain any personal data.		

B6) Load profile online [Lastgang Online]

„Lastgang Online“ of Stromnetz Berlin GmbH can be found at <https://lastgang-online.stromnetz.berlin/>.

Use of cookies

„Lastgang Online“ uses only cookies required for technical purposes.

The cookies are described in detail below:

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Name	Description	Recipient	Storage period
PHPSESSID	The cookie is used to maintain the user's personalized registration when navigating the website.	Stromnetz Berlin GmbH as well as selected IT service providers commissioned by it, that means no transfer to third parties	For each session
TestCookie	This cookie enables the website to test whether cookies can be set at all. It does not contain any further data.		

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B7) Detail information on a open position and online application

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The detail information on an open position of Stromnetz Berlin GmbH and the possibility for an online application you can be found at the subpages www.stromnetz.berlin/karriere/jobs/.

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Use of cookies

These websites use only cookies required for technical purposes.

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Name	Description	Recipient	Storage period
stromnetzberlin-HR4YOU-ESEARCHER	This cookie stores a unique number (ID) of the particular browser session and collate activities to a singular session.	Stromnetz Berlin GmbH as well as selected IT service providers commissioned by it, that means no transfer to third parties	For each session
_messages	This cookie serves for the presentation of hints, success and error messages.		Less than 1 minute
notify_title_text	This cookie serves for the presentation of hints, success and error messages.		For each session
notify-duration	This cookie serves for the presentation of hints, success and error messages.		

C) Specific information for the use of Stromnetz Berlin GmbH apps

Stromnetz Berlin GmbH provides different apps for mobile devices for targeted communication with its business partners.

Basis for the use of cookies

A cookie is a text information file that can be stored in the browser on the user's mobile device for each website visited. On Stromnetz Berlin GmbH apps uses only cookies that are necessary for technical purposes. Cookies required for technical purpose are necessary for the proper and safe functioning of the website. Without these cookies, our websites could not be used as intended. These cookies are activated by default and cannot be deactivated in the consent management. Deactivating them in your browser may lead to the website not functioning properly. Data is processed based on Art. 6(1)(b) and (f) GDPR.

Specific privacy policies for each app are set out below.

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C1) Stromnetz Berlin Lichtstörung

The app "Lichtstörung" is available for the operating systems Android (Google Play Store) and iOS (Apple App Store).

Use of cookies

The app „Stromnetz Berlin Lichtstörung“ only uses cookies that are necessary for technical purposes.

The cookies are described in detail below:

Cookies required for technical purposes

Name	Description	Recipient	Storage period
SameSite	This is an IT security cookie that prevents external websites from exerting unwanted influence on this website (attack scenario: so-called Cross-Site Request Forgery (CSRF)). All users receive the same/identical cookies, so the cookie does not contain any personal data.		
Secure	This is an IT security cookie that prevents external websites from exerting unwanted influence on this website (attack scenario: so-called XSS attacks). All users receive the same/identical cookies, so the cookie does not contain any personal data.	Stromnetz Berlin GmbH as well as selected IT service providers commissioned by it, that means no transfer to third parties	For each session
i18next	This cookie is used so that the app can be used internationally. All users receive the same/identical cookies, so the cookie does not contain any personal data.		

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C2) **Stromnetz Berlin StörMeldung**

The app "StörMeldung" is available for the operating systems Android (Google Play Store) and iOS (Apple App Store).

Use of cookies

The app „StörMeldung“ only uses cookies that are necessary for technical purposes.

The cookies are described in detail below:

Cookies required for technical purposes

Name	Description	Recipient	Storage period
SameSite	This is an IT security cookie that prevents external websites from exerting unwanted influence on this website (attack scenario: so-called Cross-Site Request Forgery (CSRF)). All users receive the same/identical cookies, so the cookie does not contain any personal data.		
Secure	This is an IT security cookie that prevents external websites from exerting unwanted influence on this website (attack scenario: so-called XSS attacks). All users receive the same/identical cookies, so the cookie does not contain any personal data.	Stromnetz Berlin GmbH as well as selected IT service providers commissioned by it, that means no transfer to third parties	For each session
i18next	This cookie is used so that the app can be used internationally. All users receive the same/identical cookies, so the cookie does not contain any personal data.		

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D) Specific information on the social media presence of Stromnetz Berlin GmbH

Stromnetz Berlin GmbH is active in various social networks. These social media channels complement Stromnetz Berlin GmbH's own website.

Principles

The social media can be called up directly on the website of the provider of this social media or with the help of external links from the website of Stromnetz Berlin GmbH.

As soon as you call up the respective social media profile of Stromnetz Berlin GmbH on the respective platform, the terms and conditions and data processing guidelines of the respective operator apply there. The Stromnetz Berlin GmbH has no influence on the data processing by the third-party providers of the social networks. In particular, processing outside the EU (so-called "third country", in particular the USA) can be assumed. Stromnetz Berlin GmbH is not responsible for the data processing by these companies.

Information on the safe use of social media is provided e.g. B. the Federal Office for Information Security (BSI) [BSI - Sicherheit in Social Media \(bund.de\)](https://www.bsi.bund.de/BSI-Sicherheit-in-Social-Media)

With the exception of YouTube, it is possible for you to address messages in the respective social media network directly to Stromnetz Berlin GmbH. Therefore, these messages would be not public. Please use the other possible channels (e.g. email, [customer contact form](#)) to get in touch with us if necessary.

Stromnetz Berlin GmbH uses software for the management of the social media mentioned here. This software also temporarily processes copies of your data that you have published in connection with Stromnetz Berlin.

The Stromnetz Berlin GmbH does not use any plugins or other interfaces on its websites that the respective platforms offer for embedding their offers on websites.

Facebook

All functions in the Social Media network Facebook are offered by Meta Platforms Ireland Limited, Merrion Road, Dublin 4, D04 X2K5, Irland. If you are logged into Facebook with your own profile and call up the social media channel of Stromnetz Berlin GmbH (www.facebook.com/100ProzentBerlin), Meta can assign your visit to your logged-in profile.

Messages that you submit under Stromnetz Berlin GmbH posts on Facebook or that you address to Stromnetz Berlin GmbH will be stored according to Meta's specifications or until you delete them yourself. This also applies to direct messages (i.e. messages that are not publicly visible but are addressed directly to Stromnetz Berlin GmbH).

Further information on this can be found in Facebook's data protection declaration: <https://privacycenter.instagram.com/policy>

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Instagram

All functions in the social media network Instagram are offered by Meta Platforms Ireland Limited, Merrion Road, Dublin 4, D04 X2K5, Ireland. If you are logged into Instagram with your own profile and call up the social media channel of Stromnetz Berlin GmbH, Meta can assign your visit to your logged-in profile.

Messages that you submit under Stromnetz Berlin GmbH posts on Instagram or that you address to Stromnetz Berlin GmbH will be stored according to Meta's specifications or until you delete them yourself. This also applies to direct messages (i.e. messages that are not publicly visible but are addressed directly to Stromnetz Berlin GmbH).

Further information on this can be found in Instagram's data protection declaration: <https://privacycenter.instagram.com/>.

LinkedIn

All functions in the LinkedIn social media network are offered by LinkedIn Ireland Unlimited Company, Wilton Place, Dublin 2, Ireland. If you are logged into LinkedIn with your own profile and call up the social media channel of Stromnetz Berlin GmbH, LinkedIn can assign your visit to your logged-in profile.

Further information on this can be found in LinkedIn's data protection declaration: <https://de.linkedin.com/legal/privacy-policy>.

X (formerly Twitter)

All functions in the social media network X (formerly Twitter) are offered by X Corp., 1355 Market Street, Suite 900, San Francisco, CA 94103, USA. Twitter International Unlimited Company, One Cumberland Place, Fenian Street, Dublin 2 D02 AX07, Ireland is responsible for the data processing of persons living outside the United States. If you are logged into X with your own profile and call up the social media channel of Stromnetz Berlin GmbH, X can assign your visit to your logged-in profile.

Information on this can be found in Twitter's privacy policy: <https://twitter.com/privacy>.

Xing

All functions in the social media network Xing are offered by Xing, New Work SE, Dammtorstraße 30, 20354 Hamburg, Germany. If you are logged into Xing with your own profile and call up the social media channel of Stromnetz Berlin GmbH, Xing can assign your visit to your logged-in profile.

Information on this can be found in Xing's data protection declaration: <https://privacy.xing.com/de/datenschutzerklaerung>.

YouTube

All functions in the social media network YouTube are offered by Google Ireland Limited, Gordon House, Barrow Street, Dublin 4, Ireland. If you are logged into YouTube with your own profile and call up the social media channel of Stromnetz Berlin GmbH, Google can assign your visit to your logged-in profile.

Information on this can be found in Google's data protection declaration: <https://policies.google.com/privacy?hl=de&gl=de>.

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