DATA PROTECTION INFORMATION FOR CUSTOMERS, TRAINING PARTICIPANTS, INTERESTED PARTIES AND PARTNERS

We take the protection of your personal rights seriously and hereby inform you how we process your data and what claims and rights you are entitled to.

1. Contact details of the controller

Tyczka Trading GmbH & Co. KG
Managing Director: Frederick Tyczka-Christoph
Blumenstraße 5
82538 Geretsried
Phone 08171 / 627-0
E-Mail: trading@tyczka.com

2. Contact details of the data protection officer

The external data protection officer of the controller is:
CBH Services UG
Mr Kjell Vogelsang
Habsburgerring 24
50674 Cologne
Phone: +49 221 / 29251296
E-Mail: datenschutz_tyczka@cbh-services.de

3. What is it about?

This privacy policy serves to fulfil the legal requirements for transparency in the processing of personal data. For the purposes of data protection law, personal data is any information relating to an identified or identifiable natural person. This includes, for example, information such as your name, age, address, telephone number, date of birth, email address, IP address or user behaviour when visiting websites. Information that we cannot link to your person is not personal data and is therefore generally not subject to data protection laws.

The processing of personal data (e.g. the collection, retrieval, use, storage or transfer) always requires a legal basis and a defined purpose. Below we inform you about the various processing activities and the purposes and legal bases assigned to the respective processing.

We regularly delete personal data as soon as the purpose of the processing has been achieved and there are no legitimate reasons for further storage of the data. We will inform you of the specific storage periods or criteria for storage in the individual processing operations. Irrespective of this, we store your personal data in individual cases for the assertion, exercise or defence of legal claims and in the event of statutory retention obligations.

4. Recipients of your data

Your personal data is generally processed by Tyczka. In addition, external service providers who may be recipients of your data are also involved for various processes, e.g. we transmit your data to freight forwarders, installers, architects, planning offices and lecturers at our seminars to the extent necessary in order to reliably fulfil the contract concluded with you.

We may also use service providers for processing within the scope of your consent (e.g. e-mail advertising, meter reading).

If legal requirements are fulfilled or on the basis of a legitimate interest, your data may be transmitted to tax authorities, supervisory authorities, auditors, lawyers and authorised monitoring bodies (e.g. TÜV) and other authorities. We also use service providers for certain activities (e.g. IT services).

If the recipients of the data are not already subject to a statutory duty of confidentiality, we oblige them to maintain confidentiality and comply with data protection regulations.

For internal administrative purposes, we transfer your data to Tyczka GmbH, Blumenstraße 5, 82538 Geretsried, Germany. This is a company within our group of companies that carries out accounts receivable accounting centrally and works for us as an IT service provider.

Data transfer to a third country

As a matter of principle, we do not transfer your data to a country outside the EU or outside the European Economic Area. We would like to draw your attention to the fact that we use products and work with service providers (such as Microsoft) for which we cannot rule this out. If personal data is knowingly transferred to a third country by a product or service provider, the person responsible for the division will point this out separately and take the necessary measures in accordance with Art. 44 ff. GDPR and conclude the necessary contracts.

5. Processing of your data

Purpose, type and scope of processing

Tyczka processes personal data in many different areas.
Which personal data we process in which way depends on the requested or agreed contractual services.

This data may include:

- Name (title, first name and surname)
- Salutation
- Your address
- Telephone numbers
- E-mail address
- Date of birth
- bank details
- different account holder
- Credit information
- Delivery, billing and payment data
- Energy consumption data
- Information on the property and building
- Technical information on the liquid gas tank used
- Information on technical faults
- Voice recording when using the emergency number
- Advertising consent or objection to advertising
- Customer ratings for liquid gas delivery
- Partner-ID
- Company details (company)

We process personal data in accordance with the applicable data protection regulations, generally the General Data Protection Regulation (GDPR), the Federal Data Protection Act (BDSG) and the Act on the Regulation of Data Protection and Privacy in Telecommunications and Telemedia (TTDSG).

Purposes for the fulfilment of a contract with you or pre-contractual measures (Article 6 (1) b GDPR)

We process your data in order to fulfil our contract with you and so that we can execute your orders. This includes the services, measures and activities necessary for this.
This also applies to pre-contractual relationships, e.g. with parties interested in our products or training programmes.

Processing based on your consent (Art. 6 (1) a GDPR)

If you have given your consent to the processing of your data for certain specified purposes, we will process your data within this framework (e.g. use of your e-mail address for advertising purposes).

You can revoke your consent at any time for the future. To withdraw your consent, please use the contact details of the controller specified in section 1. We will also inform you of your right of revocation and your revocation options when you give your consent and each time we contact you for advertising purposes.

Processing on the basis of a legitimate interest (Article 6 (1) f GDPR)

Furthermore, we process your data if the processing is necessary to protect our legitimate interests or those of third parties, e.g.

a) for internal administrative purposes, accounts receivable accounting is carried out by Tyczka GmbH, Blumenstraße 5, 82538 Geretsried, Germany.

b) for technical information regarding our products and training courses, for direct advertising, market and opinion research, provided you have not objected to the use for this purpose.

c) to obtain creditworthiness information to secure an economic risk for us.

d) to assert legal claims, e.g. via debt collection service providers.

e) for defence in legal disputes.

f) for the investigation or prevention of criminal offences.

g) for the purposes of IT and data security.

Processing for the fulfilment of legal requirements (Art. 6 (1) c GDPR)

Like all companies, we are also subject to various legal regulations that oblige us to process or transfer data.

The principle of data minimisation is always observed.
Your data will only be processed for purposes other than those mentioned if such processing is permitted under Art. 6 (4) GDPR and is compatible with the original purposes of the business relationship. We will inform you about this processing before processing your data in this way.

We have either received your data directly from you or taken it from publicly accessible sources.

Storage duration
We store your data for the duration of our business relationship with you.

In addition, we are subject to various retention obligations, e.g. from the German Commercial Code or Fiscal Code. This leads to storage for up to ten years - possibly even beyond the end of our business relationship.

Further criteria for the storage period may be statutory limitation periods or special legal regulations for certain processing operations.

There are also retention periods based on our legitimate interests (e.g. test reports, acceptance certificates, product liability).

Provision of your data
You only need to provide us with the data that is required for the fulfilment of pre-contractual or contractual business relationships with us. However, we would like to point out that without this data we will generally not be able to enter into or conduct the business relationship with you.

If we request additional data from you, you will be informed of the voluntary nature of the information.

Automated decision making
We do not use any procedures for automated decision-making.

6. Rights of data subjects

Under the conditions of the statutory provisions of the General Data Protection Regulation (GDPR), you have the following rights as a data subject::

- Information pursuant to Art. 15 GDPR about the personal data stored about you in the form of meaningful information on the details of the processing as well as a copy of your data;
- Correction in accordance with Art. 16 GDPR of incorrect or incomplete data stored by us;
- erasure pursuant to Art. 17 GDPR of the data stored by us, unless the processing is necessary for exercising the right of freedom of expression and information, for compliance with a legal obligation, for reasons of public interest or for the establishment, exercise or defence of legal claims;
- restriction of processing pursuant to Art. 18 GDPR if the accuracy of the data is contested, the processing is unlawful, we no longer need the data and you oppose their erasure because you require them for the establishment, exercise or defence of legal claims or you have objected to processing pursuant to Art. 21 GDPR.
- Data portability pursuant to Art. 20 GDPR, insofar as you have provided us with personal data on the basis of consent pursuant to Art. 6 (1) a GDPR or on the basis of a contract pursuant to Art. 6 (1) b GDPR and these have been processed by us using automated procedures. You will receive your data in a structured, commonly used and machine-readable format or we will transmit the data directly to another controller if this is technically feasible.
- Objection pursuant to Art. 21 GDPR to the processing of your personal data, insofar as this is based on Art. 6 (1) e, f GDPR and there are reasons for this arising from your particular situation or the objection is directed against direct advertising. The right to object does not exist if overriding, compelling legitimate grounds for the processing can be demonstrated or the processing is carried out for the establishment, exercise or defence of legal claims. If the right to object does not exist for individual processing operations, this is indicated there.

- Revocation pursuant to Art. 7 (3) GDPR of your given consent with effect for the future.
- Complaint pursuant to Art. 77 GDPR to a supervisory authority if you believe that the processing of your personal data violates the GDPR. As a rule, you can contact the supervisory authority of your usual place of residence, your workplace or our company headquarters.

7. Contact details of the competent supervisory authority

Bayerisches Landesamt für Datenschutzaufsicht (BayLDA)
Promenade 18
91522 Ansbach
Telephone: +49 (0) 981 180093-0
Websites: https://www.lda.bayern.de/de/index.html

8. Note

This privacy policy to fulfil the information obligations under Art. 13 and 14 GDPR may change from time to time. We will archive all changes.

(Status_ January 2026)