

Privacy Policy

Version: 28 September 2026

Convenience translation. Only the German version is legally binding.

1. Controller

The controller within the meaning of the General Data Protection Regulation (GDPR) is:

WISNOTS GmbH, Möckernstraße 141, 10963 Berlin, Germany

Contact: tobi@wisnots.com

Managing directors: Oluwatobi Wichert, Andrii Potapov

2. Accessing the website

When you visit our website, we automatically process your IP address, the date and time of access, browser type and version, operating system, referrer URL and pages visited. This processing is necessary to ensure the stability, functionality and security of the website.

Legal basis: Art. 6(1)(f) GDPR (legitimate interest).

Our website is hosted by Vercel Inc. It is delivered through European regions. See section 7 for details.

3. Contact requests

If you contact us by email or through the contact form, we process your name, email address, company name (if provided) and the content of your message in order to answer your request.

Legal basis: Art. 6(1)(b) GDPR (pre-contractual measures) or Art. 6(1)(f) GDPR (legitimate interest).

4. Use of our service

WISNOTS handles registrations of energy systems for companies, in particular with grid operators, metering point operators and in the Market Master Data Register.

Account and usage data. When a company creates an account, we process the name and business email address of its contact persons, company details and technical usage data. To sign in to the customer portal, we send a one-time code by email. Legal basis: Art. 6(1)(b) GDPR (performance of contract).

Our customers' case data. To handle registrations, we process data of system operators, in particular name, address, contact details, meter number, system data and submitted documents. Depending on the requirements of the competent body, further information may be required, such as date of birth, tax identification number or bank details for the feed-in tariff. The following applies to this data:

- The controller under data protection law is the respective customer, i.e. the company that submits the case to us.
- WISNOTS acts as a processor under Art. 28 GDPR.
- Processing takes place exclusively on the customer's documented instructions and is governed by a data processing agreement.
- The customer remains the applicant towards the competent body.

Transfer to grid operators and registers. To fulfil the order, we transmit the required data to the competent body. It processes the data it receives as an independent controller on a statutory basis.

Access credentials for third-party portals. If a customer provides us with access credentials for installer registers or grid operators' portals, they are stored encrypted, used exclusively for case handling, logged and deleted without delay on request.

5. Payment processing

For the purchase of grid registrations we use Stripe Payments Europe, Ltd., 1 Grand Canal Street Lower, Grand Canal Dock, Dublin, Ireland. Payment details are entered directly with Stripe; full card details never reach our systems.

We process: name and company name, email and billing address, VAT ID (optional), selected package, price and payment status, and transaction identifiers assigned by Stripe.

Legal bases: Art. 6(1)(b) GDPR (performance of contract), Art. 6(1)(c) GDPR (commercial and tax obligations) and Art. 6(1)(f) GDPR (fraud prevention). Stripe may process some payment data under its own responsibility; see stripe.com/de/privacy.

6. Retention periods

- Case data: 3 years after completion of the case, in line with the regular limitation period under Section 195 BGB
- Contract and billing data: up to 10 years in accordance with statutory retention periods (Section 257 HGB, Section 147 AO)
- Access credentials for third-party portals: deleted without delay after the end of the cooperation or on request
- Log data: generally up to 12 months
- Contact requests: until final handling, unless statutory retention obligations apply

Where we act as a processor, deletion takes place after the end of the contractual relationship in accordance with the respective agreement.

7. Service providers and data transfers

To provide our services, we use service providers that process personal data on our behalf: Convex, Inc. (database and file storage for grid registrations; Ireland), Vercel Inc. (website and server functions; Frankfurt am Main), Supabase, Inc. (database for our other services; Frankfurt am Main), Requesty Ltd with the AI model providers connected through it, Google, Microsoft and Amazon Web Services (analysis of submitted documents; EU endpoint in Frankfurt am Main, models exclusively in EU data centres), Plus Five Five, Inc. / Resend (sending and receiving email, including but not limited to OTP sign-in codes; sent from Ireland, stored in the USA), Microsoft Ireland Operations Ltd. (email), Stripe Payments Europe, Ltd. (payment processing) and PostHog Inc. (audience measurement; EU data centre in Frankfurt am Main, without cookies). We use PostHog on the basis of Art. 6(1)(f) GDPR (legitimate interest in improving our offering); no data is stored on your device and no individuals are identified.

Storage and processing take place predominantly in data centres within the EU. Some service providers are based in the USA; access from there is possible, and with the email service Resend, messages and logs are stored in the USA. In these cases, the basis is the recipient's certification under the EU-U.S. Data Privacy Framework or the EU Standard Contractual Clauses under Implementing Decision (EU) 2021/914. For the United Kingdom, an adequacy decision of the European Commission applies.

Data processing agreements under Art. 28 GDPR are in place with all service providers named. We provide our customers with a complete list of sub-processors, including processing locations and transfer bases, as an annex to the data processing agreement.

8. Data security

We take appropriate technical and organisational measures under Art. 32 GDPR to protect personal data against unauthorised access, loss or misuse. These include encryption in transit and at rest, role-based access control, multi-factor authentication for administrative access and logging of security-relevant events.

9. Your rights

Where we act as controller, you have the right of access (Art. 15), rectification (Art. 16), erasure (Art. 17), restriction of processing (Art. 18), data portability (Art. 20) and objection (Art. 21 GDPR).

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

Where we process data as a processor, please contact the respective customer as controller.

10. Updates

We may update this privacy policy from time to time. The current version is always available on our website.