

D1.5: Data Management Plan



WP1 - Project Management, Coordination and Administration

Report No. D1.5 / Date: 30/11/2021



AUTHORS NAMES

Alim Nayum, Christian A. Klöckner with input from all consortium partners

Norwegian University of Science and Technology, Norway



This project has received funding from the European Union's Horizon 2020 research and innovation programme under grant agreement No 957115.

ENCHANT Report

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VERSION: 02 / DATE: 30.11.2021

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Alim Nayum (NTNU), Christian A. Klöckner (NTNU) with input from all consortium partners

Quality assurance: All project partners

PROJECT NO.: 957115 (H2020) / PAGES/ANNEXES: 91/5

ABSTRACT

The Data Management Plan (DMP) provides an effective framework to ensure comprehensive collection and handling of primary and secondary data during the lifetime of ENCHANT. It describes what kind of data will be collected, processed, and synthesised, and which methodology and standards will be applied during the data collection and handling processes. It elaborates the procedures for sharing and open access to the data, as well as for curation and preservation of the data. Furthermore, it defines the procedure that the exchange of data in ENCHANT will be in full compliance with EU and national legislation, as well as with the participating user partners' internal data protection strategies. **This document is updated in November 2021, and the last version will be updated in January 2022.**

REPORT NO.: D1.5

ISBN: NA

CLASSIFICATION: Public

CLASSIFICATION THIS PAGE: Public



DOCUMENT HISTORY:

VERSION	DATE	VERSION DESCRIPTION
1	25.11.2021	First version for a quality check sent to partners
2	30.11.2021	The final version sent to the European Commission



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1. Introduction and Overview

1.1 General overview of data collection activities in ENCHANT

ENCHANT is a multimethod project where established science-based behavioural intervention techniques are implemented to increase energy efficiency behaviour among millions of European citizens through a contextual and multi-disciplinary approach. Its key methodological strength comes from combining both qualitative and quantitative methodologies with a multi-disciplinary theoretical foundation from the perspectives of behavioural sciences, sociology, social anthropology, human geography, and economics. This excellent theoretical and methodological competence allows not only successful design and implementation of the large-scale interventions, but also answering the question of which (the combination of) intervention tools are most effectively implemented by which societal actor in which cultural context. Through a systematic evaluation of data gathered from implementing these interventions, in combination with re-analysing already existing data, ENCHANT will design an empirically informed, web-based decision tool for impactful campaign design targeting energy-efficiency, relevant for a number of public and private actors (e.g., policymakers). The work in the project is delivered in different work packages, which have their own methodological approaches.

1.2 Purpose and scope of this document

This Data Management Plan (DMP) aims to describe the procedure for data collection, consent procedure, storage, protection, retention, and destruction of data in ENCHANT, and confirmation that they comply with national and EU legislation. It also defines access to data within the open data pilot of the EU. The DMP provides an effective framework to ensure comprehensive collection and handling of the primary and secondary data used in the project. It needs to be noted that a DMP is a dynamic document, which will evolve during the lifetime of the project. **Changes to the previous version of the DMP are indicated in red in this document.** In that respect, the DMP describes ENCHANT's data management at the point in time it is delivered to the European Commission. The document is written with reference to the Guidelines to FAIR data management in Horizon 2020

(http://ec.europa.eu/research/participants/data/ref/h2020/grants_manual/hi/oa_pilot/h2020-hi-oa-data-mgt_en.pdf) and the GDPR (Regulation (EU) 2016/679). The DMP will comply with the open access strategy of H2020 while also ensuring the protection of the involved households' and individuals' data, information, and privacy rights; thereby contributing with Open Research Data wherever possible. Furthermore, the project will comply with each user partner's internal data protection strategy.



1.3 Future revisions of this document

The DMP is a dynamic document, which will be constantly adjusted and adapted during the project. **This is the first formal revision of the DMP, and the final revision will be conducted by January 2023.**



2. Data Collections

ENCHANT is a mixed-methods project and its methodological strength comes from combining qualitative and quantitative techniques with an interdisciplinary approach. This allows us to integrate multi-disciplinary knowledge, which is essential for the successful design and implementation of the large-scale interventions targeting millions of European citizens using a Randomised Control Trial (RCT) approach and for monitoring the effects of the interventions on different levels. By a systematic evaluation of the data gathered from implementing these interventions, supplemented with re-analysing already existing (secondary) data, ENCHANT will test the effects of the intervention tools in real-life settings with the objective to unlock an energy efficiency potential among the general public through behavioural change.

The RCT will aim to single out the marginal or joint effects of the selections of independent parameters on the dependent parameters. The selection of different choices of dependent and independent variables, number of trials, and sample and sample size choice are components of the experiment design. Rather than a full-factorial experiment design (including all possible combinations of factors), the project will construct and test scenarios, where each test scenario corresponds to the specification of which parameter(s) are selected as dependent variable(s) and which parameters are selected as the independent variable(s). The scenario approach is chosen for several reasons. First, not all combinations of the parameter selections are feasible or applicable, e.g., non-governmental organisations cannot select bills as the means of communication, since they do not issue them. Even considering all feasible combinations of parameters, efficient use of resources requires that the most relevant experiments are carried out based on the project goals. Moreover, the parameters are not necessarily independent and may involve dependencies which are not easy to single out a priori. Second, the project results need to be replicable and scalable. Therefore, the RCTs will be designed in a way to select the intervention packages and other parameters that will enhance higher replicability and scalability. This aspect of the experimental design also relates to the design of the empirically informed decision support tool for impactful energy efficiency campaign design. The design of this tool requires the identification of patterns and rules to be used in the underlying algorithm for the decision support tool. The selection of the experiments is also geared towards identifying as many generalizable patterns and rules as possible. The experiments are designed based on their desired impacts. Hence, the experimental design and selection also rely on the intervention packages' assessed impacts.

Results of the intervention packages using RCTs will be captured through several mechanisms regarding the pre-and post-intervention situation, depending on the targeted behavioural change by the intervention package, as well as data availability and accessibility. The selection of the data to be collected and the means of data collection represents another dimension of the experiment design. The resulting behavioural



change may be observed in terms of energy consumption, energy savings, and energy conservation behaviour that can be reflected by energy investment behaviours, maintenance behaviours, or adjustment of everyday behaviour. The data to be collected and analysed in WP5, with close collaboration with WP4, is either measured directly: by digital data tracking or by collecting consumption data obtained from utility companies; or indirectly: from the consumers self-reporting through mobile or web-based apps, from focus groups, from surveys conducted by external companies, or through netnography based on consumer social media use. In the indirect category, also data on (changes in) well-being of the recipients of interventions will be recorded. A fundamental purpose of the project is to observe the behavioural change of a large number of people as much as possible with the effects of the interventions applied. In order to ensure representativeness, the project will employ a diverse large sample. There are multiple challenges in reaching a high number of people, including challenges regarding collecting data, implementing pre-and post-test experiment design on the same groups of people in different countries, and measuring the impact of the interventions. Moreover, for the post-test design, reaching the same target group contacted in pre-testing constitutes a barrier for the data gathering process which also requires implementing careful tracking systems in line with GDPR.

The ENCHANT project prioritises data gathering methods such as directly or indirectly measuring energy consumption data and digital data tracking but supplements these techniques with additional methods to validate and extend the findings. Data tracking is mostly associated with digital information that characterizes consumer behaviour. In this sense, how many times a link has been clicked, or how many times a digital pamphlet has been read, provides insight into the interaction between energy information and behavioural change. An important obstacle with consumption data and data tracking is that energy consumption data on resolution of hours, weeks or even months only provides information about a concrete consumption level without any insight into the consumers' level of awareness. Digital real-time tracking provides information through smartphones and relevant applications. In this sense, the individuals who do not have any access to smart systems and applications will be unable to provide sufficient data through this channel. ENCHANT will through method triangulation focus on assessing the bias effects each data collection method has.

As stated above, energy consumption data provides a single-dimensional data flow, which means other factors such as the level of awareness and underlying reasons behind such a consumption habit are ignored. ENCHANT's strategy of combining energy consumption data with surveys will therefore obtain more insightful results. In a research experiment design, it is crucial to reach as many and as diverse respondents and participants as possible to ensure and increase representativeness, reliability, and validity. Since reaching such a large number of people requires established reliable data collection structures, an intermediary actor in the form of a survey company will function as a facilitator to overcome this problem. A survey company can also easily overcome challenges



associated with pre-test and post-test experiments by re-contacting their fixed sample of respondents. The ENCHANT project will use survey companies to provide an automated platform providing the interventions in a standardized and automated matter following an RCT design so that a larger number of individuals can participate in the data collection process.

ENCHANT will also use self-reporting as a method to get responses from consumers, through mobile or web-based apps. The major challenge of this method is the bias in the responses, which implies the individuals' tendency to provide self-assessed measures of the relevant phenomenon¹. The bias challenge will be overcome by relying on a wide range of data collection methods, including focus group interviews, which allows triangulating results. Focus groups have a number of qualities, providing elaboration into complex situations and behaviours². ENCHANT aims to use this method during the pre-testing period when testing and controlling the validity and reliability of the intervention pilots, interviewing one group in the pre-test and then again post-test to look for changes in the consumers' energy behaviour. Further, ENCHANT uses netnography, which is an online ethnographic method, coined by Kozinets³, focusing on social interaction and internet behaviour to collect relevant data. The method analyses the digital traces people leave when participating in social activities on the net, such as contributions to discussion forums, Facebook or Instagram entries, or tweets. Netnography will study how some of the interventions make use of ENCHANT's user partners existing social media channels to reach their targeted audiences (customers/citizens/members), and how energy attitudes and behaviours might be affected.

ENCHANT includes data collection and handling activities in most of the WPs, which strongly depend on each other. This complexity demands strict coordination between the different tasks and WPs as they depend on one another, and input from preceding tasks is not only required within the same WP but also in other WPs. Furthermore, ENCHANT is a project that also depends on already existing (secondary) data provided by the case cluster cities partners and other sources. This makes it necessary to define procedures for how data access rights for secondary data are achieved and how that data is used and matched with primary data.

¹ Rosenman, R., Tennekoon, V. and Hill, L.G., 2011. Measuring bias in self-reported data. *International Journal of Behavioural and Healthcare Research*, 2(4), pp.320-332.

² George, M., 2013. Teaching focus group interviewing: Benefits and challenges. *Teaching Sociology*, 41(3), pp.257-270.

³ Kozinets, R.V., 2010. *Netnography: Doing ethnographic research online*. Sage publications.



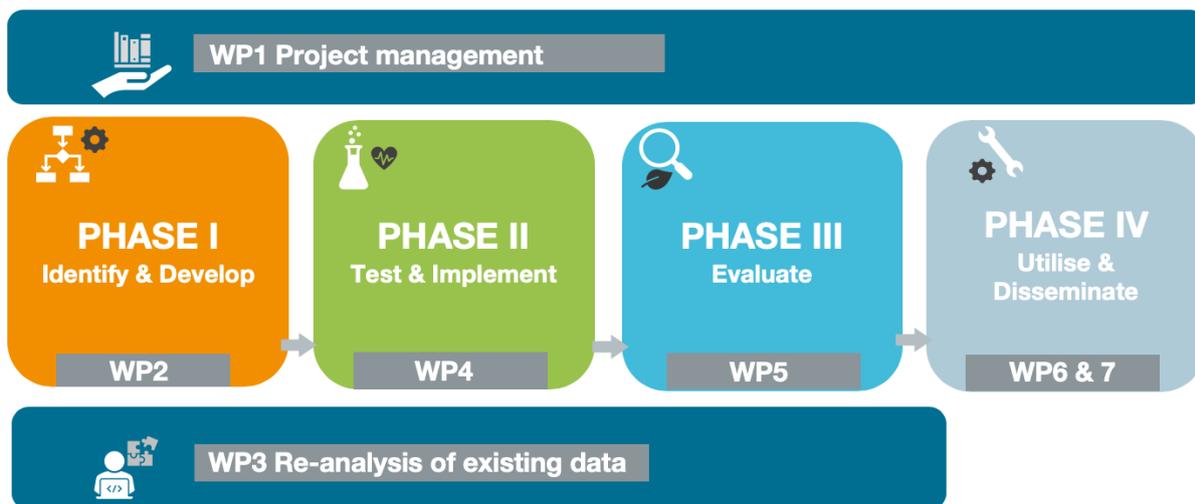


Figure 1 Methodological approach of ENCHANT

ENCHANT’s methods are organized to most effectively 1) identify and develop, 2) test and implement and 3) evaluate the ENCHANT interventions (WPs 2, 4 and 5), as shown in Figure 1. The other work packages are designed to provide the right input at the right time (WP3), to utilise the results at the right time (WP6 and 7) and finally to provide support and to ensure that all activity is carried out effectively in accordance with all relevant legislation in addition to the project's own principles (WP1).

Table 1 presents an overview of the various data collection methods (see the first column) used in the different WPs of ENCHANT (see the first column) and indicates which WP(s) participate in each data collection or data handling. For example, one of the data collection methods is “Document study”, and WP2, WP3 and WP5 utilize this data collection activity.

Table 1 Data collection methods used in different WPs

Method / WP	WP1	WP2	WP3	WP4	WP5	WP6	WP7
Literature search		✓	✓		✓		
Document study		✓	✓		✓		
Meta-analysis		✓	✓				
Re-analysis of existing data			✓			✓	
Surveys					✓	✓	
Quantitative experiments				✓		✓	
Online data tracking					✓		
Energy use data					✓		
Interviews					✓		
Focus group					✓		
Netnography			✓				



Workshop		✓		✓	✓		
Decision-making architecture						✓	

2.1. Research data and personal information for non-research purposes

We define data as all research data obtained from respondents directly or indirectly, through various research methods, for the project research purposes. We distinguish data, as defined, from personal information used for external communication and dissemination purposes in WP7 (for example quotes from experts or interviewees for project videos, blogs, etc. meant for communication). Such personal information will be published only after the informed written consent⁴ of the involved individuals have been received. In this latter instance, personal information used for communication will not be anonymised, encrypted or pseudonymised.

2.2. Data types

Table 2 presents the key characteristics of each data collection in ENCHANT. The first column indicates the type of data collection, the second column indicates where the data come from for each data collection method, the third column indicates how the data are collected, the fourth column indicates whether data, from a given data collection type, will be published in an open access mode at the end of the project, the next column lists the tasks and/or WPs that contribute to a given data collection type, and finally the last column names all partners involved in a given data collection type. Note that the same data collection type may be used in several independent data collections in different WPs.

⁴ Informed consent forms are included as part of Annex II in this DMP



Table 2 Details of data collection

Type of data collection	Source of data	How data is collected	Open access	WP/task	Partners (lead partners underlined)
Literature search	Published studies, reviews, meta-analyses from both user-partners and previous projects	Relevant bodies of literature are identified by conducting a comprehensive review of existing behavioural interventions through published studies, reviews, and meta-analytical syntheses. Search engines (e.g., Google Scholar) and databases (e.g., the European Commission’s document database, Web of Science, Scopus) have been used to identify the relevant literature. Furthermore, user partners were asked for available internal reports.	Y [if no restrictions by the owners of the document/data are made]	WP2 / T2.1 WP3 / T3.1 WP5 / T5.1	<u>ROMA3</u> , <u>UBB</u> , <u>EI-JKU</u> , NTNU, IUE, SIN, NSR
Document study	Documents published by relevant stakeholders, such as policymakers and regulators, NGOs, and professional organizations	Relevant bodies of documents and data from previous studies and research projects about interventions, intervention evaluations/ assessments, plans of action and periodical reports implemented in interventions, and other relevant documents in previous interventions were located through direct contact with the user partners and search engines (e.g., Google Scholar) and databases (e.g., European Commission’s document database, Web of Science, Scopus).	Y [if no restrictions by the owners of the document/data are made]	WP2 WP3 WP5	<u>ROMA3</u> , <u>UBB</u> , <u>EI-JKU</u> , NTNU, IUE, SIN, NSR



Meta-analysis	Published studies, reviews, and meta-analytical syntheses on existing behavioural interventions. Data from both user-partners and previous projects on energy efficiency and consumer behaviour	<p>The relevant body of literature on existing behavioural interventions were identified through a literature search.</p> <p>Data on the topic of energy efficiency and consumer behaviour from user-partners and previous projects were collected through a chain referral method, based on enquiries of experts at the national and European level.</p> <p>Input to the meta-analyses will be extracted from the identified documents or if the documentation there is incomplete by an inquiry from the authors of the documents.</p>	Y [if no restrictions by the owners of the document/data are made; ENCHANT accepts restrictions by the owners]	WP2 / T2.1 WP3 / T3.3	<u>ROMA3</u> , <u>UBB</u> , NTNU, IUE, EI-JKU, SIN, NSR
Re-analysis of existing data	Existing data sets, and studies on the topic of energy efficiency and consumer behaviour The consolidated data set of previous projects, open-access datasets	An inventory of all relevant data sets is made, and a data review was conducted to integrate and process the disparate empirical sources	Y [if no restrictions by the owners of the document/data are made]	WP3 / T3.1, T3.3, T3.4 WP6 / T6.1	<u>UBB</u> , <u>SIN</u> , NTNU, ROMA3, IUE, EI-JKU, NSR
Surveys	Responses of participants in the pre-post surveys	In order to reach as many and as diverse respondents and participants as possible to ensure and increase representativeness, reliability and validity of responses, an intermediary actor in the form of a survey company will be used to overcome	Y [after anonymisation; respondents will be informed prior to data collection]	WP5 / T5.2 WP6 / T6.4	<u>EI-JKU</u> , <u>SIN</u> , NTNU, ROMA3, IUE, UBB, NSR



		challenges associated with pre-test and post-test experiments by re-contacting their fixed sample of respondents.			
Quantitative experiments	Responses of experimental participants	ENCHANT tests and experiments 7 types of interventions using a Randomised Control Trial (RCT) approach and collects detailed information on the hypothesized personal and contextual moderators in a pre-experimental survey.	Y [after anonymisation; respondents will be informed prior to data collection]	WP4 / T4.2 WP6 / T6.4	<u>IUE</u> , <u>SIN</u> , NTNU, ROMA3, UBB, SIN, NSR
Online data tracking	Digital information through smartphones and relevant applications, which shape consumer behaviour.	ENCHANT will apply automated digital data-tracking, where the technical channels used to allow for it, as a means of verification intervention impact. This might be in the form of keeping track of the overall number of clicks or visualizations on a specific web link, or responses in apps, social media, homepages or similar. This will be done only when consent is given by the user and the owner of the digital platform.	Y [after anonymisation; only when express consent is given by the user and the owner of the digital platform]	WP5 / T5.2	<u>EI-JKU</u> , NTNU, ROMA3, IUE, UBB, SIN, NSR
Energy use data	Energy use estimates from energy providers	Before and after the interventions, energy use estimates will be obtained with consent by the participants or in	Y [after anonymisation;	WP5 / T5.2	<u>EI-JKU</u> , NTNU, ROMA3, IUE, UBB, SIN, NSR



		aggregated form from collaborating energy providers wherever possible and adjusted for seasonal variation.	only when consent is given by the user and the owner of the energy providers]		
Interviews	Responses of key informants/ citizens in individual interviews	In-depth interviews with the strategically selected informants/ citizens, who are involved in interventions, will be conducted pre and post-intervention as part of WP5. Interviewees will be selected by taking into account the features of each intervention. Consent will be obtained before.	N [interview raw data cannot be published in line with GDPR. However, anonymised summaries of the data are included in the project deliverables]	WP5 / T5.2	<u>EI-JKU</u> , NTNU, ROMA3, IUE, UBB, SIN, NSR
Focus group	Responses of key informants/ citizens in focus group discussions	Focus group interviews with the strategically selected informants/ citizens, who are involved in interventions, will be conducted pre and post-intervention as part of WP5. Individuals belonging to each group will be selected by taking into account the features of each case intervention.	N [interview raw data cannot be published in line with GDPR. However, summaries of the data are included in the project deliverables]	WP5 / T5.2	<u>EI-JKU</u> , NTNU, ROMA3, IUE, UBB, SIN, NSR



Netnography	Consumer social media use and the social dynamics triggered by the intervention campaigns	By focusing on social interaction and internet behaviour, ENCHANT analyses the digital traces people leave when participating in social activities on the net (e.g., contributions to discussion forums, Facebook or Instagram entries, or tweets). The analyses reveal how some of the interventions make use of ENCHANT's user partners existing social media channels to reach the targeted audiences (customers/citizens/members) and how energy attitudes and behaviours might be affected.	Y [after anonymisation; only data publicly accessible is used]	WP3 / T3.1 & T3.4	<u>UBB</u> , NTNU, ROMA3, IUE, EI-JKU, SIN, NSR
Workshop	Responses of workshop participants	Views of relevant experts, user-partners and stakeholders during workshops with academic and non-academic partners will be feed into the design of the intervention package.	Y [in the form of brief reports]	WP2 / T2.3 WP4 / T4.1 WP5 / T5.4	<u>NTNU</u> , <u>IUE</u> , EI-JKU, <u>NSR</u> , ROMA3, UBB, SIN,
Decision making architecture	Historical and primary data sources, i.e., data from the pilots provided by ENCHANT's WP5 and data from secondary sources provided by ENCHANT's WP3, and other relevant data	Relevant data sources from ENCHANT's WP2, WP3, WP4, and WP5 are transformed to be suitable for designing the high-level architecture of the decision-making tool. This includes a normalization process and checking data quality to be able to better utilise, exploit the data for the resulting AI algorithm, and identifying the relationships among the interventions and users.	Y	WP6 / T6.2	<u>SIN</u> , NTNU, ROMA3, IUE, EI-JKU, UBB, NSR



	from ENCHANT's WP2 and WP4				
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3. Partner Responsibilities

The data collections and data processing each WP is responsible for are described in this section. For a complete overview of data collection responsibilities, see Annex I (constantly updated during the project). WP1 is not directly included in any data collection or processing but defines the overarching procedures, which is why it is mentioned in the following paragraph.

3.1 WP1 (NTNU)

In the ENCHANT project, informing all other WPs on an overarching level, NTNU (WP1 lead beneficiary) is responsible for ensuring that the project is methodologically and ethically sound. ENCHANT will use a large amount of existing data and data collected specifically for the project. This data needs to be integrated, monitored, securely stored, and made available for analysis within and beyond the project. Even though data collection, curation, analyses, and exploitation will be conducted in WPs 2 – 6, WP1 will have the overall responsibility to secure the compliance of the data collection and handling with data protection laws (national and GDPR) and the open data pilot regulations.

Amongst other things, WP1 takes charge of a data management plan (DMP), with the contribution from all other project partners. All procedures for the data collection methodology and standards, data coding, referencing, and processing, exploitation of the data during the project and beyond, data protection regulations, and open access to data are included in the DMP. The elaboration of a DMP according to scientific standards and the principles of accuracy, correctness, currency, completeness, and relevance is, therefore, part of the methodological approach of WP1. The DMP will also assure that the gender dimension and the perspective on vulnerable energy consumers are correctly built into surveys and data collection in general, paying specific attention to aspects such as income inequality, time use and preferences/values, which are areas one can expect to find the major differences related to gender. **The DMP will be updated a second time in M28.**

3.2 WP2 (ROMA3)

Methodologically, the first phase of the ENCHANT **was** concerned with identifying and developing the intervention packages, for which ROMA3 (WP2 lead beneficiary) **had** the main responsibility. WP2 **identified** key factors affecting the impact of interventions on energy behaviour, **designed** the intervention packages, and **defined** the main independent variables for the experimental design. It further **defined** the protocols for standardized interventions for behavioural change, to make the interventions replicable and suitable for upscaling and comparability. To do so, WP 2 **used** a range of methodological approaches producing the data that is used in WP2, including conducting a comprehensive review of existing behavioural interventions, through published studies,



reviews, and meta-analytical synthesising the relevant body of literature. In the process, WP2 further **identified** good and bad practices affecting interventions, as well as major contextual boundary conditions for more successful and for less successful practices (i.e., Task 2.1). WP2 also **defined** a set of standardized procedures and protocols to conduct effective behavioural interventions (i.e., Task 2.2). WP2 **arranged** a series of participatory co-construction workshops to select and define the ENCHANT intervention matrix together with WP4. These workshops **addressed** various types of user-partners to discuss and identify practical implications, main infrastructures and existing or potential policy schemes (i.e., Task 2.3). In this first part of the project, the RCT procedure, as well as research protocols for intervention evaluation (WP5), **were** defined, alongside the definition of outcome indicators assessing the success of the interventions (i.e., Task 2.4).

3.3 WP3 (UBB)

The first phase of the ENCHANT – identifying and developing the intervention packages – **was** also informed by work in WP3, which is led by UBB. WP3 **made** an inventory of all relevant data sets and conduct a data review in order to inform the development of the intervention packages and their implementation. There are several challenges regarding existing datasets on citizens' energy consumption patterns. The main concerns are to which extent the data is reliable, accurate, statistically significant, replicable, etc. Methodological concerns are raised by the fact that large-scale data collection is usually done by non-academic parties (e.g., energy providers and NGOs), at various levels, and for a variety of purposes. The collection methodology is largely informed by the initial goal of the data collection, which might make it hard to use large data sets for comparative analytical purposes. Moreover, the data collection level varies greatly; in some countries, it is systematically collected at the national level, while in other countries it is only collected through local smaller-scale research projects. Finally, behavioural analysis is only conducted in some countries, while such data is unavailable in the majority of EU member states. This data heterogeneity makes structured comparison difficult, and thus limits our potential for inference, and necessitates the ENCHANT comparative assessment.

To address these issues, WP3 not only **collected** relevant data on the topic of energy efficiency and consumer behaviour from user-partners and previous projects but also allows for triangulation of data using datasets generated the ENCHANT project and through this, better usage of ENCHANT's datasets making data relevant for ENCHANT topics. Based on the consolidated data set of previous projects, the re-analysis of the existing data will necessitate efforts to integrate and process the disparate empirical sources, and then to deploy a descriptive and inferential statistical analysis. To this end, it will build upon and feed into the literature review performed by WP2. The curation procedures of the data sets follow two main steps: first, the data repository from previous studies and projects will be catalogued and processed to be operational and accessible (i.e., Task 3.1). Second, the descriptive and inferential analysis will inform a data review of energy consumption behaviour to date presented as a meta-analysis report (i.e., Task 3.3).



In order to achieve a consolidated dataset from ENCHANT's interventions, data collection within the consortium, data sorting and processing, and data analysis will be performed (Task 3.4).

3.4 WP4 (IUE)

As of the central part of ENCHANT, i.e., the second phase, IUE coordinates and implements the intervention packages (i.e., Task 4.2), which **were** developed in WPs 2–3 based on experimental design and the guidelines / operational plan developed in Task 4.1, using RCT. The intervention packages will be developed and tested during the project to unlock an energy efficiency potential. As the efficiency and impact of a particular intervention depend on a multitude of factors, which types of interventions will be grouped in intervention packages is one of the main determinants.

In this process, the intervention packages **were** fine-tuned with the development of operational plans and the establishment of monitoring mechanisms for impact assessment. The operational plan for implementation **is** based on a matching of the intervention packages with the user-partners and the associated communication channels. The development of guidelines **considered** technical compatibility, geographical fit, and the likelihood of attaining the expected impact. The operational implementation plan also **considers** adopting and improving the intervention packages in order to ensure sufficient variety, which may enhance the replicability and reproducibility of interventions during the project, and beyond the project lifetime. The monitoring and follow-up mechanisms will rely on the key performance indicators (i.e., KPIs that are established in WP5 Task 5.1) developed for the preparation, pilot, and post-implementation stages of the interventions, along with targets for the developed KPIs. Potential setbacks and problems identified during the implementations will be handled through coordination with project partners through workshops.

3.5 WP5 (EI-JKU)

The third phase of the project, i.e., evaluating the interventions implemented in WP4, is led by EI-JKU. For each ENCHANT' intervention, Task 5.1 of WP5 will establish key performance indicators (KPIs) related to the impact categories. Quantitative and qualitative KPIs, with which the outcomes of the interventions will be evaluated, are defined ex-ante in Task 5.1 to provide a set of (measurable) performance indicators for the project's overall efficacy in achieving its objectives. These KPIs in terms of energy efficiency enhancement, energy (and monetary) savings, greenhouse gases emissions reduction, and well-being impact etc., will not only be used for external evaluation but also serve as an internal reference throughout the project. The elicitation of these success indicators, including those addressing the effectiveness of the respective interventions, follows a hierarchical process: first, indicators are formulated verbally, in order to identify the necessary measurements without the need of a mathematical background (so that



discussions are not hampered by algorithmic complication). In the next step, the hitherto formulated indicators are then translated into mathematical formulae by scientific partners. For each of the indicators, the thresholds are defined for the category's success, promising, and missed the target and displayed separately in accordance with the indicators using a traffic light methodology for ease of interpretation. Using these KPIs, the impact of the interventions is calculated (i.e., Task 5.2). The related data collection process will also allow the thorough assessment of their replicability and up-scalability as well as the limitations and barriers encountered (i.e., Task 5.3). Finally and in close cooperation with all other WPs, WP5 will provide a guidebook on how to transfer the best practice interventions identified and will develop a policy instrument matrix (matching the intervention matrix) for standardised interventions towards behavioural change (i.e., Task 5.4).

3.6 WP6 (SIN)

Building on the work from WPs 2–5, WP6 will design a decision-making tool for policymakers, energy providers, NGOs, and municipalities. It will also implement this tool as a web-based, easy-access interface. In doing so, it will transfer the data from WPs 2–5 (i.e., Task 6.1), and supplement the quantitative analyses in WPs 3 and 5, for the purpose of designing a recommender system (i.e., Task 6.2). The system will use an algorithm that will be developed and trained in WP6 (i.e., Tasks 6.3). The tool will be adjusted, with strong involvement from user-partners, to meet the needs of the specific user groups, and validated by tests in the pilot environment (i.e., Task 6.4).

The decision-making tool's basis is an adaptation of a recommender system, which is a technology-based on machine learning that identifies patterns within large data sets and matches desired states (in ENCHANT, it is substantial changes in energy efficiency) with behavioural or demographic patterns in the population. The structure of the recommender system envisioned for ENCHANT is illustrated in Figure 2.



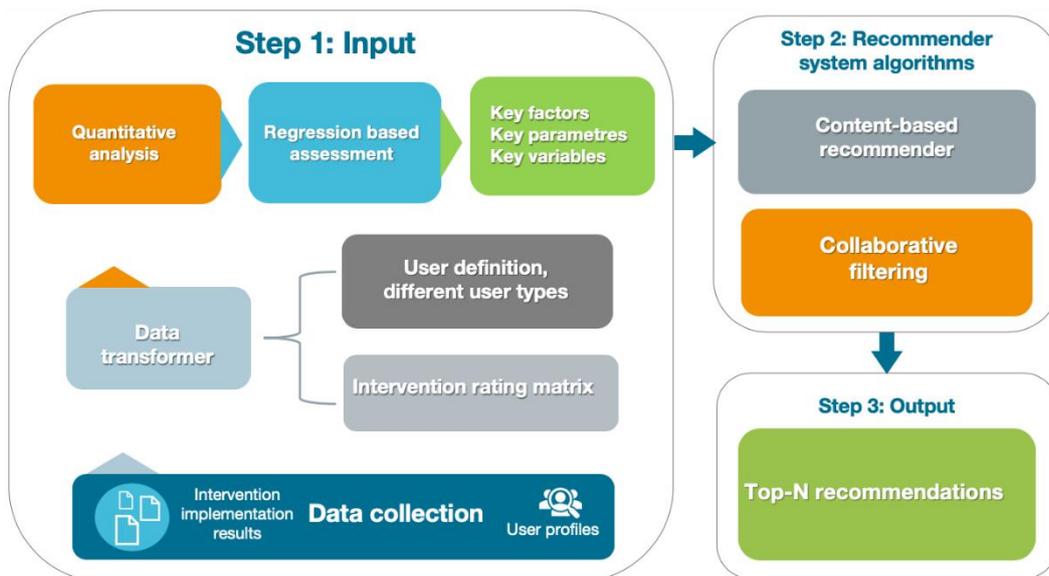


Figure 2 Framework of the ENCHANT recommender system

A machine learning system like the recommender system needs substantial data input to provide reliable and useful output. Therefore, the main purpose of *Step 1*, depicted in Figure 2, is to prepare the necessary data sources and information for the learning stage. Data from WP2, WP3, WP4 and WP5 will be harvested and transformed to fit the requirements of the following steps 2 and 3. Analyses conducted in WP3 and WP5 will be complemented with additional analyses of primary and secondary data tailored to feed into the recommender system process to figure out the key factors and their relations. Clustering techniques will be used to define homogenous user groups. A regression-based methodology will be used to match user profiles, intervention profiles, and intervention effects.

The main task of *Step 2* is to implement and train the recommender systems. Two recommender systems – a content-based recommender and a collaborative filtering recommender – will be the starting point in this step. The content-based recommender aims to suggest the intervention packages that are similar to the ones that yielded the best results in terms of energy efficiency improvements and user well-being in the past for specific user-groups. The similarity of the interventions is determined depending on the similarity of profiles of the compared interventions for the user group. For instance, if a user from a specific user group has responded well to an intervention in the past which is including a discount of energy-efficient household appliances, the program can learn to suggest other interventions from this category for this user. A Collaborative Filtering recommender is a popular technique for a recommender system that bases its recommendations on the ratings of *other users* in the system. This system learns to use the past ratings of users to predict or recommend a new intervention that an individual user will like, based on the similarity of the user profiles and intervention packages. The similarity between users or between interventions is expressed as a function of agreement between past ratings or preferences. Four parameters will be analysed and used as measuring factors to provide the recommendations:



- User similarities: Determine user similarities based on clustering in rating patterns in the survey and energy use patterns within the target user group. Then use this information to estimate predictions and recommendation for similar user groups.
- Intervention similarities: Analyse the clustering among the interventions and produce predictions based on conclusions made from related intervention techniques.
- Cosine similarities: Identify the similarity between two interventions that are considered as vectors in the user group space. This means that similarity of interventions is assessed based on the response patterns they create across different user-groups, thus being a higher-order assessment of similarity as compared to the similarity measures described in the first two bullet points.
- Pearson or Spearman correlations: Assess the relationship between two user responses, two intervention profiles or between (degrees of) interventions and user response ratings through correlational analysis. The stronger the correlation, the more closely related the two concepts are.

Step 3 is based on the results obtained from Step 2. The trained algorithm will be able to provide the most relevant recommendations of interventions for specific given target groups to energy decision-makers. The recommendations will be a set of interventions or intervention packages, which provides different options to the decision-makers to choose the best strategy to implement according to the customers/companies' situation. In this final step, the decision-making tool will be implemented as a web-based dialogue system, where the decision-maker will be able to define the target groups for the intervention and will be provided with the recommended list of most likely successful interventions. The more information the user of this web-tool can provide, the more accurate this recommendation process will work. However, well-trained recommender systems have been shown to work relatively well already with limited input.

The design of the recommender system in ENCHANT will be closely coordinated with the user-partners so that it will be adjusted in terms of user feedback. Issues about data privacy related to the data handled in the recommender system will be addressed in WP1 before the data handing in Step 1. The maintenance of this tool after the project is part of the business plans developed in the exploitation strategy in WP7.

3.7 WP7 (NSR)

WP7 will derive a multimedia platform for presenting ENCHANT throughout the project period, and beyond. It will also derive a strategy for effective dissemination and exploitation of the ENCHANT results to all relevant users of the web-based tool. WP7 is essential for raising the project's impact on policy, business, and citizen initiatives in promoting energy efficiency. It has to guarantee that the valuable knowledge and new data on individual and collective engagement in the energy field are transferred to those actors who can convert it into tangible actions and new projects in the field of energy



efficiency. WP7 relies on the results to be delivered by WP 2-5 for its execution, plus their interpretation with regard to policy relevance in WP5. Methodologies to be applied are limited to a sound dissemination and communication plan, with clear target audiences and effective ways of reaching them. Furthermore, it proposes a lean methodology for elaborating business plans for those outputs of the project, for which commercial and non-commercial exploitation is possible, not the least the web-tool which will require a maintenance concept for the time after the project.

The dissemination activities will consider the perspective of gender in accordance with the European Council (EC) strategy on gender equality in research and innovation. During ENCHANT's dissemination activities, WP7 will consider the perspective of gender in the following ways: during the visual design of the dissemination material, web page and other components of the dissemination activities, a positive relationship between female characters and energy will be established; a gender-neutral language will be sought; gender-relevant findings of the project will be tagged as such on the project website and in press releases and other communications.



4. Data Management

This chapter describes the procedures applied in ENCHANT for the different steps of data collection, management, storage, and publication in detail.

4.1 Formal ethical approval

The compliance with national and European regulations is embedded in the concept and activities of ENCHANT. Ethical and societal dimensions as well as national and international regulations will be considered at all stages of the ENCHANT project. All proposed ENCHANT tasks are permissible under the applicable laws and regulations, given proper observance of requirements. All project beneficiaries have existing and operational policies regarding potential ethics issues. Table 3 identifies the data protection officer or national agency responsible for the approval of every data collection activity or inquiry for secondary data of the partners. Their opinion will be guiding for how ENCHANT handles the different types of data. The necessary actions will be taken by the project management and all beneficiaries to ensure compliance with applicable European and national regulations and professional codes of conduct relating to personal data protection. This will include, in particular, Directive 95/46/EC regarding data collection and processing, the General Data Protection Regulation (GDPR, 2016/679) that entered into effect in May 2018, and respective national requirements, ensuring legal and regulatory compliance.

NTNU confirms that the Data Protection Officer (DPO) has been appointed and the contact details of the DPO will be made available to all data subjects involved in the research. For beneficiaries not required to appoint a DPO under the GDPR, a detailed data protection policy for the project will be kept on file and submitted to the EC services upon request. Each beneficiary will submit a confirmation within this respect to the coordinator.

In order to fully comply with the research ethics requirements, the following sections address ethical aspects relevant for ENCHANT's planned research activities, which involve human participants, personal data collection and processing, and involvement of non-EU countries.

4.1.1 Involvement of human participants

ENCHANT will involve the voluntary participation of adult participants within WP4 and WP5 activities. Dedicated surveys, interviews, and questionnaires will be implemented within tasks 4.3 and 5.1. With respect to mandatory ethical requirements, the consortium will implement the following steps concerning these activities:

- Submit procedures and criteria described below that will be used to identify potential research participants, also as a separate deliverable (D1.7).



- Deliver the informed consent procedures that will be implemented for the participation of humans described below, also as a separate deliverable (D1.7).
- Prepare templates of the Informed Consent Forms and Information Sheets, in national languages whenever necessary, covering the voluntary participation and data protection issues in terms intelligible to the participants. The templates will be submitted to the EC services upon their request.

Table 3 Data protection officer or national agency per partner

Name of partners	Short name	Data protection officer / National agency (responsible for the approval of data collection/use/inquiry)
Norges teknisk-naturvitenskapelige universitet	NTNU	Norwegian Centre for Research Data (NSD)
Universita degli studi Roma Tre	ROMA3	Ing. Alessandro Masci
Izmir Ekonomi Universitesi	IUE	Prof. Dr. Murat Aşkar (Rector)
Universitatea Babes Bolyai	UBB	Dr. Raul-Ciprian Dăncuță
Energieinstitut an der Johannes Kepler Universitat Linz Verein	EI-JKU	Marie Holzleitner
Smart Innovation Norway AS	SIN	Norwegian Centre for Research Data (NSD)
NTNU Samfunnsforskning AS	NSR	Ragnhild B. Overland
Izmir Buyuksehir Belediyesi	IBB	Güler Sağıt (Head of the Department of Information Technologies in IBB)
Gediz Elektrik Perakende Satis AS	GDZ	Gülin Sontuna
Energie Kompass GmbH	EKG	Michael Niederkofler
Norges Naturvernforbund	NNF	Sahar Arazi
Viken fylkeskommune	Viken	Guro Hegna Svendsen
Fondazione Roffredo Caetani onlus	FONDA	Not required to designate the DPO pursuant to the UE 2016/679 regulation
Energia Positiva Società Cooperativa	ENPOS	To be identified
Electrica Furnizare SA	EFSA	Ionut Claudiu Anghel
Municipul Cluj-Napoca	MCN	Alina Nițulescu (Law department – Cluj Napoca City Hall)
Asociatia Centrul pentru Studiul Democratiei	ACSD	Melania Lese
Badenova AG & CO KG	BDNV	Stefan Beyer

The consortium will ensure that all necessary procedures are followed, particularly with regard to the signing and collation of all necessary Informed Consent Forms prior to the collection of any data and storing the forms after the data collection. These Informed Consent Forms will apply also for anonymous/online data collection, e.g., questionnaires where consent is given by clicking “start” in the online survey. All involved stakeholders



and users will be informed in detail about measures and the consortium will obtain free and fully informed consent. Details of recruitment, inclusion, and exclusion criteria, and informed consent procedures will be prepared ahead of the start of any proposed measures.

4.1.1.1 Details on the criteria and procedures used to identify/recruit research participants

The following will NOT be involved in the project activities of ENCHANT:

- Children and/or adults unable to give informed consent.
- Vulnerable groups/individuals.

Participants to the primary quantitative data surveys will be recruited from already registered members/customers/citizens of the user partners, members of national or local web-panels, or they will be specifically recruited by the subcontracted survey companies or the user partners. Only survey companies complying with the regulations formulated in this DMP will be subcontracted. The participants will be sampled to be representative for each user case where possible. Participants should be 18 years or older and must be able to give informed consent (see point 4.1.1.3 below for consent/information sheet templates). They will be informed about the aim of the study, the collected data, if relevant the aim of connecting the survey data with secondary datasets (such for example energy consumption data) via a pseudonymised key table. The participants will also be informed about data handling, storage and pseudonymisation and anonymisation procedures as well as the publication of the anonymised data and its inclusion in the Open Data Pilot. This will be done, in accordance with GDPR, in simple language, easy to understand for the participants. In cases the data collection will be conducted online, by following the link to participate, they explicitly give their consent to participate. If participants are recruited from existing survey panels, they will likely earn points in the point system of their panel operator as a reward for their participation. If they are recruited specifically for this study, they may participate in a lottery of rewards for their participation. Participants are also informed that they can withdraw their consent until the data is anonymised, without any disadvantages and without having to give a reason. A contact (telephone and e-mail) will be provided where they can request to be informed about all data that is stored about them in the project. From the point of anonymising the data is no longer personal information.

For the other empirical studies, such as in-depth personal interviews, focus groups and workshops, information is presented in written form when participants are recruited. It will be repeated immediately before the data collections are started and the consent form is signed by the participant before the interview, focus group or workshop. Participants are also informed that they can withdraw their consent until the data is anonymised without any disadvantages and without having to give a reason. A contact (telephone and e-mail) will be provided where they can request to be informed about all data that is



stored about them in the project. From the point of anonymisation, the data is no longer personal information. Participants of this part of the empirical work will be recruited locally from the general population of customers/citizens/members of the user partners, who are older than 18 years and able to give informed consent. Participants will be recruited through personal contact by the user case representatives, mailing lists, newspaper advertisement, snowball systems, posters, or the like. Expenses that they have for participating will be reimbursed. Participants are also informed that they can withdraw their consent, until the data is anonymised, without any disadvantages and without having to give a reason. For the netnography, content in public fora is considered public information that can be analysed in an anonymised form.

4.1.1.2 Informed consent procedures

Before participation in an online survey, participants will be invited to the survey via e-mail through the survey panel provider or the user partner who has access to the mail addresses. E-mail addresses will not be shared within or outside the consortium. In the e-mail, the information from the informed consent form will be presented and a link to the survey will be included. The participants will be instructed that by clicking the link they consent to participate in the study as described in the information included in the e-mail. A contact (telephone and e-mail) will be provided where they can request to be informed about all data that is stored about them in the project. From the point of anonymisation, the data no longer includes personal information.

To the extent that interviews are conducted by project researchers, respondents will be informed before being interviewed and are asked for their consent. The principles of written informed consent will be applied. Their participation in research activities (e.g., interviews, focus groups, workshops) is entirely voluntary. They may give notice of their withdrawal from research activities at any time. Participants are also informed that they can withdraw their consent until the data is anonymised without any disadvantages and without having to give a reason.

When applying automated digital data-tracking (e.g., in the form of keeping track of the overall number of clicks or visualizations on a specific web link, or responses in apps, social media, homepages or similar) as means of verifying intervention impact, both the user and the owner of the digital platform will be informed beforehand and their consent will be sought.

4.1.1.3 Informed consent forms and information sheet

The information sheets and consent forms will be based on the standard form provided by the Norwegian Centre for Research Data (NSD – Norwegian organization acting as Data Protection Officer concerning GDPR for social science research organizations) and will be in line with national regulations. **Annex II documents all consent forms used until the point**



in time this report is submitted. A future update of the DMP will include documentation of all local consent forms/information sheets used in ENCHANT.

4.1.2 Data collection and processing

Three significant steps must be followed related to Data Collection and Processing:

- Copies of opinion or confirmation by the competent Institutional Data Protection Officer and/or authorization or notification by the National Data Protection Authority (whichever applies according to the GDPR and the national law) must be submitted from the partner collecting the data to the coordinator for archiving.
- If the position of a Data Protection Officer is established, their opinion/confirmation that all data collection and processing will be carried out according to EU and national legislation should be submitted from the partner collecting the data to the coordinator for archiving.
- Detailed information must be provided from the partner collecting the data to the coordinator for archiving on the procedures that will be implemented for data collection, storage, protection, retention, and destruction, and confirmation that they comply with national and EU legislation.

4.1.2.1 Copies of opinion/confirmation by the Institutional Data Protection Officer/Authority

All partners of the consortium that collect and process data agree that they will do so according to the GDPR and the national law. All confirmations by the institutional or national data protection officers regarding the conduction of data collections in ENCHANT in accordance with EU and national legislation will be collected in Annex III of the DMP as they are received. They will be provided from the partner collecting the data to the coordinator for archiving at the earliest possible time point prior to starting the data collections.

4.1.2.2 Information on the procedures for data collection, storage, protection, retention, and destruction

This DMP provides information on the procedures that will be implemented for data collection, storage, protection, retention, and destruction in ENCHANT (see 4.2 – 4.8 below). All procedures are in accordance with the principles of the “Guidelines on Data Management in Horizon 2020”.

4.1.3 Involvement of non-EU countries

ENCHANT has the coordinator not situated in the European Union but Norway. There are also partners from Turkey involved. Due to the ENCHANT project nature and its activities,



the data might be transferred from a non-EU country to the EU and vice versa to allow for joined analyses and storage of all data in the common database. With regards to this, the consortium confirms that such transfers comply with the laws of the country in which the data was collected, and such transfers are in accordance with Chapter V of the General Data Protection Regulation 2016/679. All data transferred between project partners (within or outside the EU) will be restricted to pseudonymised or anonymised data and the transfer will only be made in encrypted form via secured channels.

4.2 Data collection procedures

In order to achieve quality assurance, quality control, and consistency throughout the project, specific data collection procedures will be added to the DMP as they are developed by the involved partners ahead of the different data collections. All procedures will be developed to meet general scientific quality criteria for data collections as indicated in the following:

- Accuracy:
Is the data collected correct and complete?
Are the data entry procedures reliable?
- Efficiency:
Are the resources used to collect data the most economical available to achieve those objectives?
- Effectiveness:
Have the objectives been achieved?
Have the specific results planned been achieved?
- Feasibility and timeliness:
Can data be collected and analysed cost-effectively?
Can it provide current information in a timely manner?
- Relevance:
What is the relevance of the data/information/evidence for primary stakeholders?
Is data collection compatible with other efforts? Does it complement, duplicate, or compete?
- Security:
Is the confidentiality/privacy and protection of the data ensured?
- Utility:
Does data provide the right information to answer the questions posed?

4.2.1 Literature search

The literature search was conducted in WP2. In line with the overall stated goals of ENCHANT, in the early phases of the project (and of WP2 in particular), we analysed published studies, systematic reviews and meta-analyses, that were identified as useful to provide a synthesis of this literature body. In reviewing this broad corpus of studies, our purpose was also to identify and discuss the good and bad practices that might affect the efficacy and the success of practical interventions aimed at steering the behaviours of



individuals, groups, and communities in the direction of a sustainable energy transition, as well as the major contextual boundary conditions that are linked to successful practices. Relevant literature was identified through search with the key terms' "energy" or "energy efficiency" and the following seven intervention techniques:

1. Feedback on own consumption
2. Social norms
3. Information including simplification
4. Monetary incentives
5. Commitment
6. Competition
7. Collective vs. individual framing

4.2.2 Document study

In WP3, a document study was conducted. The methodology applied for this data collection was informed by three elements: The ENCHANT grant proposal, the WP2 literature review output and a description of data needs delivered by WP6. The WP3 team performed a rigorous reading of the grant proposal to identify all relevant elements that support the initial research design. This reading fed into an initial analytical table containing the projects assessment criteria. The table categories were extended or merged during analysis to reflect the availability of data. A first table column was created to list the projects to be assessed. These were selected in a two-step process: the review of the CORDIS website, where topic-related projects have been selected on an implementation-year basis. To limit the number of projects under review and to secure for their conceptual relevance, we decided to admit into the analysis tool projects that were not older than 2018 (including in the process of implementation). A second step was a consultation process with the rest of the consortium, where partners were admitted into the working document and invited to add other relevant projects to the list, or to add to the analytical criteria. Based on this tool, the project review was performed. We assessed all major project deliverables, data sets and academic outputs in order to fill-in the assessment tool. The assessment criteria and list of projects was continuously revised in the process to exclude projects that, at a deeper analysis, proved not to fit the interest area of ENCHANT.

4.2.3 Meta-analysis

Relevant studies and datasets for the meta-analytic analysis have been identified in the document study outlined under 4.2.2. The data is now analysed to calculate pooled effect sizes.



4.2.4 Re-analysis of existing data

WP3 further prepared the re-analysis of existing data. From a methodological point of view, this step builds upon the work performed by WP2 and published in deliverable D2.1, which had selected publications resulting from behavioural interventions, through a highly complex search method. WP3 made important use of this database to perform its work. WP3 performed a systematic analysis of these articles based on the methodology developed in D3.1. Without going into the details of this methodology, which was described thoroughly in our first report (D3.1), it is sufficient to say that it is ties between ENCHANT objectives as described in the grant proposal, the conclusions of the WP2 literature review and a very detailed a description of data needs delivered by WP6. Based on the assessment, only the most relevant academic articles have been kept for a more detailed review. This procedure not only ensured consistency with previous project outputs, but also it made sure that conclusions and results are relevant for the work of ENCHANT. Available datasets for re-analysis were identified in this step.

Likely, the reanalysis of existing data will be restricted to anonymised datasets, in which case the data does not fall under the GDPR.

4.2.5 Surveys

Surveys are currently under development in all cases. However, the exact wording of the surveys might change during their implementation procedures so that the final versions of these surveys will be included in the final update of the DMP.

4.2.6 Quantitative experiments

Quantitative experiments are currently under implementation in all cases. However, the exact setup might change during their implementation procedures so that the final versions of these experiments will be included in the final update of the DMP. However, D4.2 gives an overview about the planned activities.

4.2.7 Online data tracking

In some cases, online data tracking is planned to be implemented, but exact procedures are not defined yet. A description of the procedures will be presented in the final update of the DMP.

4.2.8 Energy use data

In some cases, energy use data is planned to be collected from participants, but exact procedures are not defined yet. A description of the procedures will be presented in the



final update of the DMP. For some cases, the decision has been made to monitor energy use data on an aggregated level (e.g., a county). Thereby, GDPR issues are avoided.

4.2.9 Interviews

In some cases, interviews are planned to be implemented, but exact procedures are not defined yet. A description of the procedures will be presented in the final update of the DMP.

4.2.10 Focus Group

In some cases, focus groups are planned to be implemented, but exact procedures are not defined yet. A description of the procedures will be presented in the final update of the DMP.

4.2.11 Netnography

In some cases, a netnographic analysis is planned to be implemented, but exact procedures are not defined yet. A description of the procedures will be presented in the final update of the DMP.

4.2.12 Workshop

In some cases, workshops are planned to be implemented, but exact procedures are not defined yet. A description of the procedures will be presented in the final update of the DMP.

4.2.13 Decision making architecture

In WP6, a decision-making architecture will be developed, but exact procedures are not defined yet. A description of the procedures will be presented in the final update of the DMP.

4.3 Data documentation

All collected data shall include a metafile when stored on ENCHANT's secure storage solution and/or ENCHANT's SharePoint server accessible through the TEAMS frontend. The file will later be made available for external users of the data. This metafile shall include metadata concerning the kind of data included, involved personnel, date and duration of the data collection, variable names/labels, recruiting procedures, response rates, whether it is anonymised, related WPs and tasks, and finally a summary. Annexe IV provides two templates for such metafiles for qualitative and quantitative data sets that will be adapted during ENCHANT.



4.4 Data storage and curation

All personal data will be stored and protected on ENCHANT's encrypted server space for secure data storage, as described in 4.4.1. WP1 (NTNU) and WP3 (UBB) are responsible for the curation of all data collected in ENCHANT and its safe storage. The storage solutions for personal raw-data and anonymised data include daily backup routines to prevent data loss. The underlying (aggregated) data will be made available as supplemental information, in a thematic repository or on the Zenodo platform, and will be mentioned in the main text of the publication.

4.4.1 Protection of personal data

The ENCHANT consortium agrees that any Background, Results, Confidential Information and/or all data and/or information that is provided, disclosed or otherwise made available between the beneficiaries during the implementation of the Action and/or for any Exploitation activities ("Shared Information"), shall not include Personal Data as defined by the General Data Protection Regulation 2016/679 hereinafter referred to as the Data Protection Legislation. By exception to the principle described above, the beneficiaries may share Personal Data of individuals involved in the project to execute the Consortium Agreement or the Grant Agreement including but not limited to; names, job titles, e-mail addresses, and other related tele-contact information ("Business Contact Information"). The beneficiaries agree that the Business Contact Information will be only processed to the limited extent required to manage the business relationship between the members. Each beneficiary, its affiliated entities, and its contractors may, wherever they do business, store and otherwise process such Business Contact Information. Where notice to or consent by the individuals is required for such processing, each beneficiary, as applicable, will provide notice or obtain such consent as applicable.

The ENCHANT project implies collecting different personal data from numerous individuals (i.e., personal data of the third parties) during the project's implementation. The ENCHANT consortium will pay dedicated attention to whether and how well the processes and procedures have been applied when processing different personal data to the project data sets.

The non-anonymised raw-data and the key tables for anonymised data will be stored on secure server solutions, such as the one hosted and operated by the University of Oslo (UiO) and their Services for Sensitive Data (TSD) or NTNU's own solution NICE-1, which comply with the Norwegian regulation regarding individual privacy. Each contact partner (including user partner and scientific partners) for the data collection tasks is responsible for storing these data and anonymising the datasets for the work in ENCHANT on storage locations with the following security standards. These server spaces will be established as soon as the first data is produced. ENCHANT's server solutions will comply with the regulations set by the TSD. Backup is performed through a regular backup system with



the addition of encryption. The encryption key is only available on the dedicated terminal server with a copy stored in safes on two separate locations. Data transfers (import/export) to and from the services is handled by a special purpose file staging service and the project administrator controls access rights for all project members. By default, all project members are able to transfer data in, but only the project administrator can do a data transfer out. For security reasons the infrastructure is accessible only with a 2-factor login, i.e., the username, password and electronically generated secure code (like in internet banking applications). Connecting to the system is first done by accessing a login server via an encrypted SSH tunnel. From the login server, users will connect to project VMs via PCoIP (Windows)/ThinLinc (Linux). The login procedure requires a one-time password that is received through a smartphone/Yubikey.

The project has engaged beneficiaries from Norway and Turkey. Therefore, the personal data might be transferred from a non-EU country to the EU and vice versa. With regards to this, the ENCHANT consortium confirms that such transfers will comply with the laws of the country in which the data was collected, and such transfers are in accordance with Chapter V of the General Data Protection Regulation 2016/679. In accordance with Section 5.1.2 Humans, the templates of the informed consent forms and information sheets (in language and terms intelligible to the participants) will be submitted to the EC services upon their request.

4.4.2 Data anonymisation

All data collection and processing that will be done during ENCHANT will be carried out according to national legislation and the EU General Data Protection Regulation (Regulation (EU) 2016/679). The ENCHANT project will respect the privacy of all stakeholders and users and will seek free and fully informed consent where personally identifiable data is collected and processed, implementing suitable data handling procedures and protocols to avoid potential identification of individuals by anonymising and aggregating data. This will include participants' data in activities that use techniques such as questionnaires, interviews, workshops, or data tracking. Where necessary, the data will be anonymised at the earliest possible point in time. The mapping of the anonymised ID and the person will be safeguarded and will not be available to persons other than the ones working with the data. Results may be used in anonymised or aggregated forms of analysis and may subsequently be published in project reports and scientific papers. All beneficiaries will handle all material with strict care for confidentiality and privacy in accordance with the legal and regulatory requirements, without any harm to participants, stakeholders, or any unknown third parties. At the end of the project, all data will be anonymised, and the key tables for the mapping of the anonymised ID and the person will be deleted.

Anonymised data will be stored at the ENCHANT's SharePoint solution in an encrypted and password-protected form (see Section 4.4.4). ENCHANT partners have access to this



solution through personal logins provided by NTNU. The overall folder structure is based on the ENCHANT WP and case cluster cities structure; each WP folder includes a data subfolder, and these will include folders for the specific kinds of data produced.

4.4.3 Data minimisation

All collected data are relevant to the ENCHANT project and will be exclusively limited to the purposes of the successful implementation of the action. The type of data to be collected and data collection processes are in accordance with the 'data minimisation principle'. The data collection and processing will be done to serve the closely engaged stakeholders' interests and society overall.

4.4.4 Technical and organizational measures (TOMs)

The technical and organisational measures (TOMs) that will be implemented to safeguard the rights and freedoms of the data subjects/research participants and a description of the security measures that are recommended to be implemented by the beneficiaries to prevent unauthorised access to personal data or the equipment used for processing are described in Annex V.

The following measures will notably be implemented:

- clear definition of roles and responsibilities regarding data processing operations (including collection, storage, access, sharing, protection, destruction), as part of the data management process.
- clear definition of the purposes of the processing and no further processing without specific new consent of data subjects or their legal representatives.
- notification of the data processing to relevant national protection authorities, if applicable.
- security of data and their processing (hardware, networks and physical businesses security, confidentiality agreements with employees through which authorised persons will notably commit to using the data for the strict purpose of the project, access control and log records).
- clear separation, each time it will be possible, between the different categories of data according to their degree of accuracy or reliability, particularly between data based on facts and data based on personal or technological assessments.
- enhanced protection of personal data.
- mechanisms ensuring data deletion when they are not anymore necessary to the purposes for which they were processed.
- no transfer of personal data to another party without a specific consent given by data subjects and their legal representatives; no transfer to third parties that do not ensure the same level of personal data protection.



- set up of procedures to ensure the efficiency of data subjects' rights, including their right of access, communication, rectification, erasure and to object.

4.4.4 Use of secondary data

ENCHANT will not only collect new data but also reanalyse existing data sources, such as datasets provided by the user partners. All these secondary data sources contain already anonymised datasets or will be anonymised by the user partners before analysis, which will not allow identifying individuals directly or indirectly as a default. In cases where past energy use data will be accessed on a personal level, the respective households need to give consent to that. Data will then be pseudonymised for matching with primary data recorded in the project.

4.4.5 Tracking and observations

ENCHANT will apply automated digital data-tracking as means of verifying intervention impact. This might be in the form of keeping track of the overall number of clicks or visualizations on a specific web link, or responses in apps, social media, homepages or similar. This will be done only when consent is given by the user and the owner of the digital platform.

All collection and handling of personal data through tracking and observations will be done following Directive 95/46/EC regarding data collection and processing, the General Data Protection Regulation (GDPR, 2016/679), and respective national requirements, ensuring legal and regulatory compliance. Data will be anonymised (see 4.4.2 Data anonymisation).

4.4.6 Encryption standards and procedures

All data files will be transferred via secure connections and in an encrypted and password-protected form (for example with the open-source 7-zip tool providing full AES-256 encryption: <http://www.7-zip.org/> or the encryption options implemented in MS Windows). Passwords will not be exchanged via e-mail but in personal communication between the partners. The encryption solutions will be chosen in accordance with the ENCHANT partners' IT supports departments.

4.4.7 Filename standards

The filename shall always consist of document number, document title and issue (in this order). Underscore shall be used between document number, issue number and document title. There



Table 4 Name standards of ENCHANT

XXX	XXX explanation	YYY	ZZZ
D	Deliverable	Report	1, 2, 3, etc.
MAN	Management	1.1, 1.2, 2.1, 2.2 etc.	1, 2, 3, etc.
DAT	Data files	1.1, 1.2, 2.1, 2.2 etc.	1, 2, 3, etc.
DOC	Data documentation file	1.1, 1.2, 2.1, 2.2 etc.	1, 2, 3, etc.
NOT	Notes	1.1, 1.2, 2.1, 2.2 etc.	1, 2, 3, etc.
MOM	Minutes of meeting	1.1, 1.2, 2.1, 2.2 etc.	1, 2, 3, etc.
PRE	Presentations	1.1, 1.2, 2.1, 2.2 etc.	1, 2, 3, etc.
PAP	Journal paper manuscript	1.1, 1.2, 2.1, 2.2 etc.	1, 2, 3, etc.

* XXX: Identifies which main category the document belongs to. In order to always easily identify the files, the project name ENCHANT - shall be included as a prefix to all document categories. YYY: Will always be a number assigned subsequently for each new doc in the XXX category and WP. ZZZ: Issue number.

shall be no open spaces in the document title. Logical short versions of words can be used in the document title part of the filename to shorten the filename. If the document is a draft version, this is indicated by "DR" after Issue# and underscore. For example, in the Data Management Plan document, the first issue will be named ENCHANT-D1.4_DMP_1.

To ensure that data files as well as any other file in ENCHANT have a clear name identifying the content, the following file name standards are used. All documents shall be numbered by their type of document, and the assigned subsequent numbering within each WP (first deliverable of WP1: D1.1, first deliverable of WP 2: D2.1).

The type of deliverable should be indicated using one of the following codes:

- R Document, report
- DEM Demonstrator, pilot, prototype
- DEC Websites, patent fillings, videos, etc.
- ETHICS Ethics requirement
- ORDP Open Research Data Pilot
- DATA data sets, microdata, etc.
- OTHER

4.5 Open access to ENCHANT's data

Data based on the empirical results (e.g., data and information collected via a web-based survey(s), workshops, and site visits etc.) from this project will be stored in an open-access database (e.g., Zenodo or EUDAT platforms). This database will be used to grant access to anonymised quantitative data after the project is ended. Qualitative raw data (e.g., recordings of interviews), however, will not be made open access because even after anonymisation identification might be possible through an in-depth analysis of speech patterns. The researchers have a duty of transparency to fully inform how the data will be used and to what purpose the data collected is for. Thus, the ethically compliant data



collection will be guided by proportionality and follow the legal safeguards (described in WP1 and WP3) to minimise any risks related to the unauthorised release of personal and private information. The empirical work of WP4 and WP5 will be coordinated (for data management issues) by WP1 and then transferred into the database created by WP3, which is responsible for the collection of existing data and curation of ENCHANT data sets. Furthermore, ENCHANT will, in WP6, provide a decision-making support tool utilizing the data curated and collected in the project. Secondary data will only be made available to open access if the licensing with the owners of the data allows for that.

4.6 Deletion of data

Identifying personal data and key tables will be retained for a maximum of 1 year after collection completion to allow for thorough quality control. All such data will thus be deleted by April 2024 at the latest. At this point, all data will be anonymised. Anonymised data will not be deleted but stored and made available for future use through the Open Data Pilot.

4.7 Open data pilot

Wherever possible, ENCHANT thoroughly complies with the Open Research Data Pilot of the European Commission regarding research data generated by Horizon 2020 projects (see <https://www.openaire.eu/what-is-the-open-research-data-pilot>). ENCHANT beneficiaries will also check that the metadata of the publications is adequate for interoperability/reusability. The underlying (aggregated) data, where publication of the data does not collide with copyrights of the initial data providers, will be made available as supplemental information, in a thematic repository or on the Zenodo platform, and mentioned in the main text of the publication using ENCHANT data. ENCHANT provides access to all quantitative primary data (after anonymisation) collected (qualitative data will not be made available open access for GDPR reasons). Data will be made available as soon as ENCHANT primary research and publication interests are fulfilled. No embargo period is implemented once the ENCHANT publications are finished and no restrictions are foreseen to be put on the re-use of the data at this point. WP1 and WP3 are responsible for providing open access to the data.

4.7.1 General principles

All data in ENCHANT shall be open access if no other important principles stand against it (such as restrictions on secondary data or GDPR restrictions). In this respect, the Grant Agreement is binding, especially ARTICLE 25 — ACCESS RIGHTS TO BACKGROUND and ARTICLE 31 — ACCESS RIGHTS TO RESULTS are relevant for determining the potential need for access restriction to ENCHANT data.



4.7.2 Size of the data

The size of the data files is not determined at this point of the ENCHANT project yet. Given that ENCHANT will test evidence-based intervention packages using RCT approach combined with a participatory approach involving stakeholders and user partners of millions of European consumers, the data, which is collected through various data collection methods ranging from energy use data to self-report data, is expected to be large for conventional storage media such as portable hard drives. Therefore, this section will be updated as soon as interventions are implemented, and more information is available.

4.7.3 Target group for the data use

The data provided in ENCHANT will be of interest to policymakers, businesses in the energy sector, stakeholder groups in the energy market and communities, and other researchers. They will be documented and presented in a way that makes them as easily accessible as possible.

4.7.4 Access procedures

The data made available through the open data pilot will be fully accessible without any restrictions (if exploitation benefits do not require an embargo period).

4.7.5 Documentation procedures

All data files provided by ENCHANT include metadata on the content of the data file and the context in which the data was collected. It is important to ensure the usefulness of the data for researchers and analyst not foreseen in the data collection. The documentation procedures will be constantly updated during the ENCHANT project.

4.7.6 Securing interoperability

For social science data, it is essential to document the use and source of theoretical concepts leading to data collections to ensure interoperability across different user groups. Sources for theoretical concepts and variables measures will be documented to ensure comparability with previous and future use. For quantitative data, the psychometric performance of the variables will be documented. The use of theoretical concepts will be standardized within ENCHANT and with previous use of the variables and concepts wherever possible.



4.7.7 Search keywords and data identification

Each data set will be assigned a unique and persistent Digital Object Identifier (DOI) to make it identifiable when stored in a data repository. Each file will be tagged with keywords for search purposes: ENCHANT is always a keyword, furthermore, keywords describing the type of the data (e.g., “energy use data”, “focus group”, etc.), the participants (e.g., “energy consumer”, “stakeholder”, etc.), the type of topics included (e.g., “energy use”, “feedback”, etc.).

4.7.8 File types

Each data file in ENCHANT will be made available with accompanying documentation of its content. Quantitative data will be made available in standard data formats for popular statistical program packages to make reuse as easy as possible (e.g., csv, sav, or R with popular character encoding such as ASCII or UTF-8 without BOM). Qualitative data such as interview transcripts will be made available internally in its entirety in the form of text documents (e.g., in .pdf, .txt, .rtf or .docx format) in their original language. Besides, excerpts of transcripts and other qualitative data will be made available in English.



ANNEXES



Annex I: Complete summary of all data collections and responsibilities

The following table presents a complete summary of all data collections in ENCHANT with the responsibilities indicated. The table will be constantly updated during the project as soon as data collections are started.

Data Collection	Source	Data	When	Format	Data Flow	Responsible for Data Production & Monitoring	Responsible for Data Preparation (transcription, data cleaning)	Responsible for Storage / Anonymisation	Responsible for Transfer to Long-term Storage	Data to Be Used by
Literature search	Published studies, reviews, meta-analysis	Relevant body of literature on behavioural interventions	M1-M10	Text files	WP2 collects publications on previous cases of intervention implementations; WP3 identifies other datasets; WP5 collects literature on KPIs	WP2, WP3, WP5	WP2, WP3, WP5	WP2, WP3, WP5 (no anonymisation necessary)	WP2, WP3, WP5, WP1	WP4, WP5, WP6, WP7
Document study	Documents published by relevant stakeholders	Existing data and records from previous studies and research projects about interventions	M1-M10	Text files	WP2 collects publications on previous cases of intervention implementations; WP3 identifies other datasets; WP5 collects literature on KPIs	WP2, WP3, WP5	WP2, WP3, WP5	WP2, WP3, WP5 (no anonymisation necessary)	WP2, WP3, WP5, WP1	WP4, WP5, WP6, WP7
Meta-analysis	Published studies, reviews, and meta-analytical syntheses on existing behavioural interventions	Data from both user-partners and previous projects on energy efficiency and consumer behaviour	M6-M13	Effect size data from other studies (extracted from papers or reports or requested from authors of these papers where not published)	Based on the input from the literature search and the document study, meta-analyses will be conducted	WP2, WP3	WP2, WP3	WP2, WP3	WP2, WP3, WP1	WP4, WP5, WP6, WP7



Re-analysis of existing data	Existing data sets, and studies on the topic of energy efficiency and consumer behaviour	The consolidated data set of previous projects	M3-M13	Secondary data from published or unpublished studies (scientific or user partner)	Data will be collected and curated for the analyses in ENCHANT and new analyses will be conducted on these data.	WP3	WP3	WP3	WP3, WP1	WP4, WP5, WP7
Surveys	Questionnaire	Participants' responses to questionnaire(s)	M10-M24	Primary data collections with quantitative surveys on participants in the pilots	The survey data will be collected pre and post-intervention and then analysed in WP5 and WP6	WP5, WP6	WP5, WP6	WP5, WP6, WP3	WP5, WP6, WP3, WP1	WP5, WP6, WP7
Quantitative experiments	Experiments	Responses of experimental participants	M10-M19	WP4 implements RCT based experiments and collects indicators in alignment with WP5 and WP6	The data collected will feed into the analyses in WP5 and WP6	WP4, WP6	WP4, WP6	WP4, WP6, WP3	WP4, WP6, WP3, WP1	WP5, WP6, WP7
Online data tracking	Digital information	Digital track of energy consumers	M10-M24	Use data of the implemented internet platforms/apps will be collected	The user data will be used in WP5 to evaluate the range of the used communication strategies	WP5	WP5	WP5, WP3	WP5, WP3, WP1	WP5, WP7
Energy use data	Energy providers	Energy use estimates of consumers	M10-M24	Energy use data will be obtained from energy providers or assessed based on self-reports	The energy use data feeds into the evaluation activities in WP5 and the tool development in WP6	WP5	WP5	WP5, WP3	WP5, WP3, WP1	WP5, WP6, WP7
Interviews	Stakeholders interviews	Responses of key informants and stakeholders	M8-M24	Personal interviews with selected participants will be conducted especially early in the implementation phase of the interventions to	The data from the interviews will be used to adjust the implementation of the interventions in WP4 and feed into the evaluation	WP5	WP5	WP5, WP3	WP5, WP3, WP1	WP5, WP6, WP7



				assess barriers and facilitators	activities in WP5 and the tool construction in WP6					
Focus group	Focus group discussions	Responses of focus group participants	M8-M24	Focus group interviews with selected participants will be conducted especially early in the implementation phase of the interventions to assess barriers and facilitators	The data from the focus groups will be used to adjust the implementation of the interventions in WP4 and feed into the evaluation activities in WP5 and the tool construction in WP6	WP5	WP5	WP5, WP3	WP5, WP3, WP1	WP5, WP6, WP7
Netnography	Social media	Information on consumers' social media use and social dynamics	M6-M24	Expressions of energy users in publicly accessible internet fora will be analysed (post, tweets, comments, etc.)	The data will contribute to assessing the effects of the interventions. In WP5 and the tool development in WP6	WP3	WP3	WP3	WP3, WP1	WP5, WP6, WP7
Workshops	Workshop discussions	Responses of workshop participants	M2-M21	Co-creation workshops with the user partners will be conducted to design and adjust the intervention packages	A series of national and joint workshops develop a common understanding of the intervention techniques and their adjustment to real-world conditions	WP2, WP4	WP2, WP4	WP2, WP4	WP2, WP4, WP3	WP4, WP7
Decision-making architecture	The historical and primary data sources	Data from secondary sources and data from ENCHANT	M17-M28	The AI analyses will build on primary and secondary quantitative data	The AI algorithms will analyse primary and secondary quantitative data	WP6	WP6	WP6	WP6	WP6, WP7



				collected in ENCHANT	to define the decision support tool. The tool will be a major part of the exploitation plan.					
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Annex II: Documentation of consent forms

This Annex collects all Consent Forms and Information Sheets used in ENCHANT.

The first included document is the template for ENCHANT information sheets based on the general template provided by the Norwegian Centre for Research Data (NSD). **The following are copies of Information Sheet and Consent forms used in data collection activities so far.**



NSD Template

*This is a template for informed consent when processing personal data in research projects.
It can be used for surveys, observation, interviews, sound recordings, etc.*

Please delete the text in italics and insert your own text

*NB! The information must be concise and easily understandable for the reader.
Use clear and simple language, headings, and bullet points, active (not passive) language,
avoid foreign words.*

Are you interested in taking part in the research project “(insert title of the project)”?

This is an inquiry about participation in a research project where the main purpose is to *[Insert a brief description of the project purpose]*. In this letter, we will give you information about the purpose of the project and what your participation will involve.

Purpose of the project

Describe the purpose of the project in more detail and indicate the scope of the project.

Briefly outline the project’s objectives/research questions

Indicate whether it is a research project, a doctoral thesis, a bachelor’s/master’s thesis, other student projects etc.

If you or others will use the collected personal data for other purposes (e.g., teaching or other research projects), describe these other purposes.

Who is responsible for the research project?

[Insert name of the institution(s)] is the institution responsible for the project.

If applicable, provide names and describe the cooperation with other institutions, external entities etc.

Why are you being asked to participate?

Describe how the sample has been selected (population, selection criteria and how many people have been asked to participate) so that it is clear why the person is receiving this inquiry

If applicable, indicate whether you have received the person’s contact details from another (and indicate any approval/permission obtained in order to do this), or whether another has sent out this information letter on your behalf.

What does participation involve for you?



Describe the methods (online/paper-based survey, interview, observation, etc.), the scope, what type of information will be collected and how the information will be recorded (electronically, on paper, sound/video recording), e.g.,

- *« If you chose to take part in the project, this will involve that you fill in an online survey. It will take approx. 45 minutes. The survey includes questions about (describe the most important questions/topics). Your answers will be recorded electronically»*

If applicable, indicate that you also will collect information about the participant from other sources – such as registers, records/journals, educational records, other project participants, etc., e.g.:

- *«I will also ask your teacher to provide information about you in an interview. It will be information about (describe the most important questions/topics). I will record the interview and will take notes»*

If children will participate, provide information that parents/guardians may on request see the survey/interview guide etc. in advance.

If there are multiple groups of participants, be clear about what participation will involve for each group or give a separate information letter to each group.

Participation is voluntary

Participation in the project is voluntary. If you chose to participate, you can withdraw your consent at any time without giving a reason. All information about you will then be made anonymous. There will be no negative consequences for you if you chose not to participate or later decide to withdraw.

Expand on this if the person being asked to participate is in a situation where they are dependent on the person asking. E.g., «It will not affect your treatment at the hospital / your relationship with your school/teacher, place of work/employer etc.(..)»

Your personal privacy – how we will store and use your personal data

We will only use your personal data for the purpose(s) specified in this information letter. We will process your personal data confidentially and in accordance with data protection legislation (the General Data Protection Regulation and Personal Data Act).

- *Describe who, in connection with the institution responsible for the project, will have access to the personal data (e.g., the project group, student and supervisor, etc.)*
- *Describe which measures you will take to ensure that no unauthorized persons are able to access the personal data, e.g., «I will replace your name and contact details with a code. The list of names, contact details and respective codes will be stored separately from the rest of the collected data», you will store the data on a research server, locked away/encrypted, etc.*

If applicable, indicate:

- *the name of the data processor that will collect/work with/store data, e.g., online survey provider or transcription service*



- *that persons from other institutions will be given access to the personal data, name the institutions, indicate the number of people and what type of information they will have access to (e.g., whether they will have access to data that can be directly linked to individual participants, or to collect data that has been de-identified)*
- *that personal data will be processed outside the EU (e.g., fieldwork, analysis, cloud computing, conferences), name the institution and country, describe security measures.*

Describe whether participants will be recognizable in publications or not, and to what extent. If applicable, indicate what type of personal information will be published (e.g., name, age, occupation etc.).

What will happen to your personal data at the end of the research project?

The project is scheduled to end *[insert date]*. *Describe what will happen to the personal data, including any digital recordings, at the end of the project.*

If the collected data will not be anonymised at the end of the project: indicate the purpose of further storage/use of personal data (e.g., verification, follow-up studies, archiving for future research), indicate where the personal data will be stored, who will have access to it, and the date for anonymisation (or, if applicable, specify that the personal data will be stored indefinitely and give a reason for this).

Your rights

So long as you can be identified in the collected data, you have the right to:

- access the personal data that is being processed about you
- request that your personal data is deleted
- request that incorrect personal data about you is corrected/rectified
- receive a copy of your personal data (data portability), and
- send a complaint to the Data Protection Officer or The Norwegian Data Protection Authority regarding the processing of your personal data

What gives us the right to process your personal data?

We will process your personal data based on your consent.

Based on an agreement with *[insert name of the institution responsible for the project]*, NSD – The Norwegian Centre for Research Data AS has assessed that the processing of personal data in this project is in accordance with data protection legislation.

Where can I find out more?

If you have questions about the project or want to exercise your rights, contact:

- *[Insert name of the institution responsible for the project] via [insert name of the project leader]. For student projects, you must include contact details for the supervisor/the person responsible for the project, not just the student.*
- Our Data Protection Officer: *[insert name of the data protection officer at the institution responsible for the project]*



- NSD – The Norwegian Centre for Research Data AS, by email: (personverntjenester@nsd.no) or by telephone: +47 55 58 21 17.

Yours sincerely,

Project Leader
(Researcher/supervisor)

Student (if applicable)

Consent form

Consent can be given in writing (including electronically) or orally. NB! You must be able to document/demonstrate that you have given information and gained consent from project participants i.e., from the people whose personal data you will be processing (data subjects). As a rule, we recommend written information and written consent.

- *For written consent on paper, you can use this template*
- *For written consent, which is collected electronically, you must choose a procedure that will allow you to demonstrate that you have gained explicit consent (read more on our website)*
- *If the context dictates that you should give oral information and gain oral consent (e.g., for research in oral cultures or with people who are illiterate) we recommend that you make a sound recording of the information and consent.*

If a parent/guardian will give consent on behalf of their child or someone without the capacity to consent, you must adjust this information accordingly. Remember that the name of the participant must be included.

Adjust the checkboxes in accordance with participation in your project. It is possible to use bullet points instead of checkboxes. However, if you intend to process special categories of personal data (sensitive personal data) and/or one of the last four points in the list below is applicable to your project, we recommend that you use checkboxes. This because of the requirement of explicit consent.

I have received and understood information about the project [*insert project title*] and have been given the opportunity to ask questions. I give consent:

- to participate in (*insert method, e.g., an interview*)
- to participate in (*insert other methods, e.g., an online survey*) – *if applicable*
- for my/my child's teacher to give information about me/my child to this project (*include the type of information*)- *if applicable*



- for my personal data to be processed outside the EU – if applicable*
- for information about me/myself to be published in a way that I can be recognised (describe in more detail)– if applicable*
- for my personal data to be stored after the end of the project for (insert purpose of storage e.g., follow-up studies) – if applicable*

I give consent for my personal data to be processed until the end date of the project, approx. *[insert date]*

(Signed by participant, date)



Vil du delta i forskningsprosjektet «Oppgradering av boliger: En studie med Viken fylkeskommune og Naturvernforbundet»?

Dette er en forespørsel om å delta i forskningsprosjektet «ENCHANT», som er finansiert av EUs forskningsprogram Horisont 2020. Prosjektet har som hovedmål å undersøke tiltak for å øke energieffektiviteten i europeiske husholdninger. I dette skrivet gir vi deg informasjon om målene for prosjektet og hva deltakelse vil innebære for deg.

Formålet til prosjektet – «Energy Efficiency through behaviour Change Transition Strategies (ENCHANT)» - er å gjennomføre utrulling av allerede vitenskapelig utprøvede intervensjonsteknikker som påvirker adferd under kontrollerte forhold. Formålet er å teste intervensjonenes anvendelighet under ulike forhold og på store utvalg av befolkningen. Intervensjonene blir utviklet, tilpasset og testet for å kunne utløse et potensial for energieffektivitet gjennom atferdsendringer i forskjellige regioner, og i samarbeid med lokale brukerpartnere.

ENCHANTs forskningsgruppe i Norge samarbeider med Viken fylkeskommune og Naturvernforbundet, og har som mål å vurdere et utvalg mulige intervensjoner. Hver av dem har fokus på ulike grupper og kategorier av målgrupper. Intervensjonen i denne delen av forskningsprosjektet er en kampanje for å øke energieffektiviteten i norske hjem via et nettsted (energiportalen.no og energismart.no), energirådgivning via telefon og energirevisjoner som skal tilbys i alle kommuner i Viken fylkeskommune og via Naturvernforbundet høsten/vinteren 2021/22. Mulige konsekvenser av energioppgraderingskampanjer i kommuner i Viken fylkeskommune og Naturvernforbundet vil først og fremst bli undersøkt gjennom surveyet: «Oppgradering av boliger, en studie med Viken fylkeskommune og Naturvernforbundet».

Ansvarlig for prosjektet er Institutt for psykologi, NTNU og NTNU Samfunnsforskning. Samarbeidspartnere Viken fylkeskommune og Naturvernforbundet sørger for rekruttering av deltakere til prosjektet.

Du får spørsmål om å delta i dette prosjektet fordi du er over 18 år og leter etter energirådgivning på nett, telefon og digitale befaringer.

Hvis du velger å delta i prosjektet, innebærer det at du fyller ut et spørreskjema på nett. Det tar rundt 15 minutter. Spørreskjemaet inneholder spørsmål om ulike typer av energieffektivisering, og om du enten har planlagt eller gjennomført noen av dem. Vi spør også om hva som motiverer til å foreta oppgraderinger og hva som eventuelt hindrer deg, hva dine oppfatninger og meninger om oppgradering er, og en del bakgrunnsinformasjon om deg. Svarene dine i spørreskjemaet registreres elektronisk, og blir anonymisert, slik at de ikke kan spores tilbake til deg. På slutten av skjemaet spør vi om vi kan kontakte deg om et år med et kort oppfølgings-spørreskjema eller om du er villig til å stille til et personlig intervju for å utforske temaet mer i dybden. Dersom du samtykker til en eller begge, vil vi be om epostadressen din for å kunne kontakte deg.

Det er frivillig å delta i prosjektet. Spørreskjemaet er fullstendig anonymt dersom du ikke registrerer epostadressen din for oppfølging. Dersom du velger å delta i oppfølgings-spørreskjema eller intervju kan du trekke samtykket ditt når som helst uten å oppgi noe grunn. All personlig informasjon vil da slettes. Det vil ikke ha negative konsekvenser for deg om du velger ikke å delta eller senere beslutter å trekke deg. Svarene dine er veldig verdifulle for oss også om du velger å ikke delta i oppfølgings-spørreskjema eller intervju.



Ditt personvern er viktig for oss, og vi vil bare bruke opplysningene dine til formålene vi har fortalt om i dette skrivet. Vi behandler opplysningene konfidensielt og i samsvar med personvernregelverket (GDPR).

- Forskere ved Institutt for psykologi, NTNU og NTNU Samfunnsforskning er ansvarlige for datainnsamlingen i spørreskjemaundersøkelsen.
- Det er kun forskere som er tilknyttet prosjektet ENCHANT ved Institutt for psykologi, NTNU, og NTNU Samfunnsforskning som vil ha tilgang til opplysningene.
- Ingen andre personer vil ha tilgang til personopplysninger.
- Datamaterialet vil bli kryptert og lagret på NTNUs server.
- Personopplysningene dine vil bli erstattet med en kode som lagres på egen navneliste adskilt fra øvrige data.
- Kun anonymiserte data vil deles med ENCHANTs andre prosjektpartnere.
- Data som kan kobles direkte til individuelle deltakere, vil IKKE bli delt med prosjektpartnere eller andre.

Med ditt samtykke vil data fra spørreundersøkelsen bli brukt i detaljerte analyser. Resultatene fra studien vil publiseres i rapporter og vitenskapelige artikler. All informasjonen du deler vil behandles fullstendig konfidensielt. Personopplysningene vil bli anonymisert slik at det ikke blir mulig å gjenkjenne deltakere i eventuelle publikasjoner.

Alle opplysninger du har kommet med vil bli fullstendig anonymisert når vi avslutter forskningsprosjektet, noe som etter planen er mars 2023. Data som samles gjennom ENCHANTs spørreundersøkelse i Viken fylkeskommune, vil imidlertid anonymiseres så snart som mulig (og senest 01.09.2022) slik at svar ikke kan spores tilbake til enkeltpersoner.

Dine rettigheter blir ivaretatt. Så lenge du kan identifiseres i datamaterialet, har du rett til:

- innsyn i hvilke personopplysninger som er registrert om deg, og å få utlevert en kopi av opplysningene,
- å korrigere personopplysninger om deg,
- å få slettet personopplysninger om deg, og
- å sende klage til Datatilsynet om behandlingen av dine personopplysninger.

Basert på ditt samtykke behandler vi personopplysningene du gir. På oppdrag fra Institutt for psykologi, NTNU, har NSD – Norsk senter for forskningsdata AS vurdert at behandlingen av personopplysninger i dette prosjektet er i samsvar med personvernregelverket.

Finn ut mer om prosjektet eller om du ønsker å benytte deg av dine rettigheter, ta kontakt med:

- Prosjektleder: Prof. Christian A. Klöckner, Institutt for psykologi, NTNU, på e-post (christian.klockner@ntnu.no) eller på telefon: +47 73 59 19 77
- Vårt personvernombud: Thomas Helgesen, Direktør organisasjon, NTNU, på e-post (thomas.helgesen@ntnu.no) eller på telefon: +47 930 79 038.

Hvis du har spørsmål knyttet til NSD sin vurdering av prosjektet, kan du ta kontakt med:

- Norsk senter for forskningsdata AS (NSD) på epost (personverntjenester@nsd.no) eller på telefon: +47 55 58 21 17

Med vennlig hilsen,

Christian A. Klöckner
Alim Nayum



Samtykkeskjema

Jeg har mottatt skriftlig informasjon om prosjektet «Oppgradering av boliger: En studie med Viken fylkeskommune og Naturvernforbundet», og jeg har forstått hva det innebærer å delta i prosjektet.

Jeg samtykker til

å delta i spørreskjema*

Og jeg samtykker til at

mine opplysninger behandles frem til prosjektet er avsluttet (ca. 31.03.2023) *



Information Sheet and Consent forms used in data collection activities with Nifsa gardens, Fondazione Caetani and Energia Positiva, Italy, 2021/2022

ALLEGATO 2 - Consenso Informato

MODULO CONSENSO INFORMATO

Io sottoscritto dichiaro di aver preso visione del Foglio Informativo concernente lo studio " ENCHANT - Energy Efficiency through behaviour Change Transition / DIALOGUES - Building a low-carbon, climate resilient future: secure, clean and efficient energy / CLEAN CULTURES - An approach for innovative Climate Learning, Evaluation and Action in Neighbourhoods." che si svolgerà in diversi siti sotto la supervisione del *Dipartimento di Scienze della Formazione dell'Università degli Studi di Roma Tre*.

In particolare dichiaro:

- di aver preso atto dell'informativa prevista dall'articolo 13 e 14 del D.lgs. 10 agosto 2016/679 per la partecipazione ad attività di ricerca scientifica e per il trattamento dei dati sensibili.
- di avere avuto a disposizione tempo sufficiente per poter leggere attentamente e comprendere quanto contenuto nel suddetto foglio illustrativo.
- di aver ricevuto dal Prof GIUSEPPE CARRUS o da uno dei collaboratori autorizzati allo svolgimento di questa ricerca scientifica esaurienti spiegazioni in merito alla mia richiesta di partecipazione allo studio.
- di essere stato informato del diritto di ritirarmi dalla ricerca in qualsiasi momento, senza dover fornire alcuna spiegazione.

Ciò premesso dichiaro

di acconsentire

di non acconsentire

a partecipare allo studio ed al conseguente trattamento dei miei dati personali sensibili.

data

cognome e nome della persona

firma della persona



Information Sheet and Consent forms used in data collection activities with Cluj-Napoca municipality and Echipa Electrica Furnizare, Romania, 2021/2022



NOTĂ DE INFORMARE/FORMULAR DE CONȘIȚĂMÂNT privind prelucrarea datelor cu caracter personal de către Societatea Electrica Furnizare SA

Deoarece protecția datelor cu caracter personal este deosebit de importantă, dorim să vă informăm când și de ce noi, Societatea Electrica Furnizare SA cu sediul în București, Sos. Ștefan cel Mare nr. 1A, Sector 1, (**Electrica Furnizare, noi**), în calitate de operator, vă prelucram datele cu caracter personal, care sunt drepturile dumneavoastră în calitate de persoană vizată, dar și modul în care vă puteți exercita aceste drepturi.

Atunci când vă prelucram datele cu caracter personal, acționăm responsabil și cu respectarea legislației europene și naționale în materia protecției datelor cu caracter personal, inclusiv a Regulamentului (UE) 2016/679 al Parlamentului European și al Consiliului din 27 aprilie 2016 privind protecția persoanelor fizice în ceea ce privește prelucrarea datelor cu caracter personal și privind libera circulație a acestor date și de abrogare a Directivei 95/46/CE (GDPR). Vom depune toate eforturile rezonabile pentru a vă proteja datele cu caracter personal aflate în posesia sau sub controlul nostru prin stabilirea unor măsuri rezonabile de securitate în vederea prevenirii, accesării, colectării, utilizării, divulgării, copierii, modificării sau ștergerii neautorizate, precum și a altor riscuri similare.

Vă rugăm să citiți în întregime acest document și să vă asigurați că îl înțelegeți. În situația în care aveți întrebări, vă rugăm să vă adresați în scris Responsabilului cu Protecția Datelor, la sediul Electrica Furnizare SA din București, Șoseaua Ștefan cel Mare nr. 1A, Sector 1, cod poștal 011736 sau la adresa de poștă electronică: proteciadatelor@electricafurnizare.ro.

Informații suplimentare privind protecția datelor cu caracter personal, inclusiv despre drepturile dumneavoastră în calitate de persoană vizată, găsiți pe pagina noastră de internet <http://electricafurnizare.ro/proteciadatelor>. Pentru o mai bună înțelegere a termenilor specifici folosiți, la finalul acestui document găsiți explicațiile acestora.

1. Datele cu caracter personal pe care le prelucram. Scopurile și temeiul prelucrării

Electrica Furnizare prelucreză datele cu caracter personal furnizate direct de dumneavoastră.

Datele dumneavoastră cu caracter personal sunt prelucrate de noi în scopuri specifice și numai dacă prelucrarea este necesară pentru executarea contractului de furnizare a energiei electrice și/sau a gazelor naturale, dacă avem acordul dumneavoastră, dacă există o obligație legală care ne impune prelucrarea sau dacă avem un interes legitim pentru realizarea activității de prelucrare, după cum detaliem în cele ce urmează.

a) Prelucrarea în temeiul necesității executării contractului

Scopurile urmărite prin activitatea de prelucrare întemeiată pe acest temei legal sunt executarea și administrarea contractului de furnizare a energiei electrice și/sau a gazelor naturale.

În aceste scopuri prelucram: datele din actul de identitate (cum sunt numele, prenumele, adresa de domiciliu, seria și numărul actului de identitate); datele din acte de proprietate; numărul de telefon; adresa de e-mail; adresa de corespondență; adresa locului de consum; codul de client; numărul și data încheierii contractului; numărul locului de consum; semnătura; datele privind consumul de energie electrică/gaze naturale (efectiv și prognozat); codul locului de consum; numărul și seria facturii; data emiterii, data scadenței facturii și perioada de facturare; numărul intern de factură, simbolul intern și codul de bare factură; produsele și serviciile facturate; cantitatea de produse și servicii facturate; consumul mediu zilnic; periodicitatea citire index; tipul contorului, nivelul tensiunii, seria contorului; constanta contorului; cantitatea consumată; situația soldului, total factură, sold curent; alte date incluse în factura de energie electrică/gaze naturale; numele utilizator în contul *MyElectrica*; datele privind vechimea în muncă pentru persoanele care beneficiază de anumite drepturi conform reglementărilor specifice.

b) Prelucrarea în temeiul conșimțământului

Scopurile urmărite prin activitatea de prelucrare întemeiată pe acest temei legal sunt promovarea/publicitatea serviciilor noastre prin activități de marketing, efectuare de sondaje de piață și verificarea gradului de satisfacție cu privire la serviciile noastre de furnizare a energiei electrice/gazelor naturale.

În aceste scopuri prelucram: numele, prenumele, localitatea de domiciliu/reședință, adresa de corespondență, numărul de telefon, adresa de e-mail, consumul mediu zilnic, cantitate consum; numele utilizator în contul *MyElectrica*.

c) Prelucrarea în temeiul necesității îndeplinirii obligațiilor legale.

Electrica Furnizare va prelucra strict datele necesare pentru îndeplinirea punctuală a obligațiilor legale stabilite în sarcina noastră în calitate de furnizor de energie electrică/gaze naturale, respectiv obligația de contractare, de rezolvare a solicitărilor și plângerilor, de transmitere de informații și/sau rapoarte către autorități publice și/sau de reglementare.

În aceste scopuri prelucram: datele din actul de identitate (cum sunt numele, prenumele, adresa de domiciliu, seria și numărul actului de identitate); datele din acte de proprietate; numărul de telefon; adresa de e-mail; adresa de corespondență; adresa locului de consum; codul de client; numărul și data încheierii contractului; numărul locului de consum; semnătura; datele privind consumul de energie electrică/gaze naturale (efectiv și prognozat); codul locului de consum; numărul și seria facturii; data emiterii, data scadenței facturii și perioada de facturare; numărul intern de factură, simbolul intern și codul de bare factură; produsele și serviciile facturate; cantitatea de produse și servicii facturate; consumul mediu zilnic; periodicitatea citire index; tipul contorului, nivelul tensiunii, seria contorului; constanta contorului; cantitatea consumată; situația soldului, total factură, sold curent; alte date incluse în factura de energie electrică/gaze naturale; numele utilizator în contul *MyElectrica*; datele privind vechimea în muncă pentru persoanele care beneficiază de anumite drepturi conform reglementărilor specifice.

d) Prelucrarea în temeiul interesului legitim

Scopurile urmărite prin activitatea de prelucrare întemeiată pe acest temei legal sunt prevenirea și investigarea fraudelor, apărarea drepturilor și a intereselor noastre legitime sau ale altor persoane (în instanță sau în fața relație cu alte autorități sau terți) sau dezvoltarea activității noastre prin promovarea de servicii similare prin intermediul poștei electronice în relație cu clienții existenți.

În aceste scopuri prelucram: datele din actul de identitate (cum sunt numele, prenumele, adresa de domiciliu, seria și numărul actului de identitate); datele din acte de proprietate; numărul de telefon; adresa de e-mail; adresa de corespondență; adresa locului de consum; codul de client; numărul și data încheierii contractului; numărul locului de consum; semnătura; datele privind consumul de energie electrică/gaze naturale (efectiv și prognozat); codul locului de consum; numărul și seria facturii; data emiterii, data scadenței facturii și perioada de facturare; numărul intern de factură, simbolul intern și codul de bare factură; produsele și serviciile facturate; cantitatea de produse și servicii facturate; consumul mediu zilnic; periodicitatea citire index; tipul contorului, nivelul tensiunii, seria contorului; constanta contorului; cantitatea consumată; situația soldului, total factură, sold curent; alte date incluse în factura de energie electrică/gaze naturale; numele utilizator în contul *MyElectrica*; datele privind vechimea în muncă pentru persoanele care beneficiază de anumite drepturi conform reglementărilor specifice.



De asemenea, în baza acestui temei legal vă putem prelucra datele cu caracter personal pentru a vă transmite prin adresa de poștă electronică oferte pentru servicii similare celor deja contractate de la noi, atunci când ne-ați furnizat adresa de poștă cu ocazia încheierii contractului de furnizare a energiei electrice/gazelor naturale și nu v-ați opus acestei prelucrări.

2. Divulgarea datelor cu caracter personal

În afară de situațiile de la capitolul 1 lit. c), pentru îndeplinirea scopurilor de prelucrare menționate anterior, Electrica Furnizare poate să dezvăluie o parte sau toate datele cu caracter personal colectate de la dumneavoastră către următorii destinatari: furnizorii de servicii IT, furnizorii de servicii în activitatea de marketing/promovare, furnizorii de servicii de recuperare creanțe, furnizorii de servicii de facturare, furnizorii de servicii poștale, entităților din Grupul Electrica; distribuitorilor de energie electrică și gaze naturale.

3. Stocarea datelor cu caracter personal

Electrica Furnizare va stoca datele cu caracter personal pe durata îndeplinirii relației contractuale, precum și ulterior în vederea conformării cu obligațiile legale aplicabile, inclusiv cu cele referitoare la arhivare. În cazurile în care nu este reglementată perioada de stocare, vom avea în vedere termenul de prescripție aplicabile, alături de practicile recomandate în domeniul protecției datelor (de exemplu, datele cu caracter personal cuprinse în documentele financiar contabile sunt păstrate pentru o perioadă de 5 sau 10 ani în funcție de natura documentului).

4. Transferul datelor cu caracter personal către terți

Ca regulă, nu vom transfera datele dumneavoastră cu caracter personal către un stat terț (din afara Spațiului Economic European). În situații de excepție și doar dacă este necesar, transferul datelor dumneavoastră cu caracter personal în afara Spațiului Economic European se va face doar cu aplicarea unor măsuri de protecție adecvate conform prevederilor legale specifice în materia protecției datelor cu caracter personal și cu informarea dumneavoastră corespunzătoare.

5. Inexistența unui proces decizional automatizat

Nu luăm decizii bazate exclusiv pe prelucrare automată, inclusiv crearea de profiluri, care produc efecte juridice în privința dumneavoastră sau care vă afectează semnificativ.

6. Drepturile de care beneficiați și cum vi le puteți exercita

Drepturile privind prelucrarea datelor dumneavoastră cu caracter personal sunt următoarele:

▶ Dreptul de acces la date	Aveți dreptul să accesați datele pe care le prelucrăm sau le controlăm sau copii ale acestora. De asemenea, aveți dreptul să obțineți de la noi informații privind natura, prelucrarea și divulgarea acestor date.
▶ Dreptul la rectificarea datelor	Aveți dreptul să obțineți rectificarea datelor pe care le prelucrăm sau le controlăm, dacă acestea nu sunt exacte.
▶ Dreptul la ștergerea datelor	Aveți dreptul să obțineți ștergerea datelor pe care le prelucrăm sau le controlăm, în conformitate cu prevederile legale aplicabile în domeniul protecției datelor cu caracter personal.
▶ Dreptul la restricționarea prelucrării datelor	Aveți dreptul să restricționați prelucrarea datelor pe care le prelucrăm sau le controlăm, în conformitate cu prevederile legale aplicabile în domeniul protecției datelor cu caracter personal.
▶ Dreptul de a obiecta	Aveți dreptul să obiectați cu privire la prelucrarea datelor de către noi sau în numele nostru.
▶ Dreptul la portabilitatea datelor	Aveți dreptul să transmiteți/transferați către un alt operator datele pe care le prelucrăm sau le controlăm.
▶ Dreptul la retragerea consimțământului	În situațiile în care prelucrăm datele cu acordul dumneavoastră, aveți dreptul să vă retrageți consimțământul, fără a afecta legalitatea prelucrării de dinainte de retragere.
▶ Dreptul de a depune o plângere la autoritatea de supraveghere	Aveți dreptul să depuneți o plângere la autoritatea de supraveghere a prelucrării datelor cu caracter personal (Autoritatea Națională pentru Supravegherea Prelucrării Datelor cu Caracter Personal – ANSPDCP) cu privire la prelucrarea datelor de către noi sau în numele nostru.

Cum vă puteți exercita drepturile?

Cu excepția dreptului de a depune o plângere la autoritatea de supraveghere (*plângerea se va depune conform instrucțiunilor de pe pagina de internet a autorității – www.dataprotection.ro*), vă puteți exercita aceste drepturi prin adresarea unei solicitări scrise Responsabilului cu Protecția Datelor, la sediul Electrica Furnizare SA din București, Șoseaua Ștefan cel Mare nr. 1A, Sector 1, cod poștal 011736, sau la adresa de poștă electronică: protectiadatelor@electricafurnizare.ro.

7. Consimțământul dumneavoastră

Având în vedere cele de mai sus, vă rugăm să vă exprimați consimțământul pentru prelucrările de date cu caracter personal întemeiate pe acest temei legal, după cum urmează:

Sunt de acord ca Electrica Furnizare să îmi trimită comunicări comerciale privind serviciile și produsele sale (materiale publicitare, oferte de servicii și produse)

- DA prin servicii poștale
 telefon
 poștă electronică

NU

Sunt de acord să particip la sondajele de piață efectuate de Electrica Furnizare

- DA prin servicii poștale
 telefon
 poștă electronică

NU



Sunt de acord să particip la campaniile de verificare a satisfacției clienților efectuate de Electrica Furnizare

- DA prin servicii poștale
 telefon
 poștă electronică
- NU

Conform acordului exprimat prin bifarea corespunzătoare a căsuțelor de mai sus, doresc să primesc comunicări comerciale privind serviciile Electrica Furnizare (materiale publicitare, oferte de servicii și produse), să particip la sondajele de piață și/sau campaniile de verificare a satisfacției clienților efectuate de Electrica Furnizare, cu utilizarea următoarelor coordonate:

- servicii poștale la următoarea adresă: _____
 telefon la următorul număr de telefon: _____
 poștă electronică/e-mail la următoarea adresă: _____

Vă puteți oricând retrage consimțământul prin transmiterea unei solicitări scrise adresate Responsabilului cu Protecția Datelor, la sediul Electrica Furnizare SA din București, Șoseaua Ștefan cel Mare nr. 1A, Sector 1, cod poștal 011736, sau la adresa de poștă electronică: protectiadatelor@electricafurnizare.ro.

8. Ce se poate întâmpla dacă nu ne furnizați datele cu caracter personal?

Nu sunteți obligat(ă) să ne furnizați datele dumneavoastră la care facem referire în această notă de informare. Aveți libertatea de a decide ce date ne puneți la dispoziție. Totuși, dacă nu ne oferiți toate datele necesare încheierii sau executării contractului de furnizare a energiei electrice/gazelor naturale, derularea și executarea acestuia nu va fi posibilă. De asemenea, nu vom putea să vă răspundem la solicitări, cereri, întrebări legate de încheierea sau executarea acestui contract.

În cazul în care nu ne acordați consimțământul conform punctului 7, nu vom putea să vă trimitem comunicări comerciale privind serviciile, produsele ori promoțiile noastre și nu vă vom include în sondajele noastre de piață sau în campaniile de verificare a satisfacției clienților.

9. Când se aplică această Notă de informare

Această *Notă de informare* face referire doar la prelucrarea datelor cu caracter personal ale persoanelor vizate care intră în contact cu Electrica Furnizare, nefiind aplicabilă altor servicii sau produse oferite de alte persoane fizice sau juridice.

Nu acceptăm nicio răspundere în nicio situație pentru modul în care alte persoane fizice sau juridice vă prelucrează datele personale, inclusiv atunci când am făcut referire la produsele sau serviciile acelor persoane în comunicările cu dumneavoastră, pe website-ul nostru sau altfel.

10. Semnificația termenilor specifici utilizați

Date cu caracter personal: orice informații privind o persoană fizică identificată sau identificabilă (denumită „persoană vizată”). O persoană fizică este identificabilă dacă poate fi identificată, direct sau indirect, în special prin referire la un element de identificare, de exemplu: nume, număr de identificare, date de localizare, identificator online, unul/mai multe elemente specifice, proprii identității fizice, fiziologice, genetice, psihice, economice, culturale sau sociale a respectivei persoane.

Operator: persoana fizică sau juridică, autoritatea publică, agenția sau alt organism care, singur sau împreună cu altele, stabilește scopul și mijloacele prelucrării. În raporturile dintre Electrica Furnizare și dumneavoastră, noi suntem operatorul datelor, iar dumneavoastră aveți calitatea de persoană vizată.

Persoană imputernicită: O persoană fizică sau juridică ce prelucrează date cu caracter personal în numele operatorului.

Persoană vizată: persoana fizică la care se referă (căreia îi „aparțin”) anumite date cu caracter personal. Dumneavoastră aveți calitatea de persoană vizată.

Prelucreare a datelor cu caracter personal: orice operațiune/set de operațiuni efectuată/efectuate asupra datelor cu caracter personal sau asupra seturilor de date cu caracter personal, cu sau fără utilizarea mijloacelor automatizate; de exemplu: colectarea, înregistrarea, organizarea, structurarea, stocarea, adaptarea sau modificarea, extragerea, consultarea, utilizarea, divulgarea prin transmitere, diseminarea sau punerea la dispoziție în orice alt mod, alinierea sau combinarea, restricționarea, ștergerea sau distrugerea respectivelor date cu caracter personal/seturi de date cu caracter personal.

Echipele Electrica Furnizare

Nume și prenume

Adresa de domiciliu/reședință

Semnătura

Data _____

Ora: minut _____



Information Sheet and Consent forms used in data collection activities with Izmir municipality and Gediz, Turkey, 2021/2022

** Only anonymized data will be collected through Izmir municipality and Gediz. Therefore, no informed consent procedures are prepared.*



Information Sheet and Consent forms used in data collection activities with Pontos/Grohe & Climatequarter Waldsee, Germany, 2021/2022

Intervention 1 – Pontos/hansgrohe – Online survey - Information and Declaration of consent

Willkommen zur Umfrage „Nachhaltiger Umgang mit Energieressourcen“

Die folgende Umfrage findet als Teil des Projekts „Wassermanagementsystem Pontos“ statt. Um neue und innovative Angebote für Kunden zu entwickeln, arbeitet hierfür badenova mit der Hansgrohe Deutschland Vertriebs GmbH zusammen.

Das „Wassermanagementsystem Pontos“ ist ein Teilprojekt innerhalb des EU-Forschungsprojekts „ENCHANT“, dessen Ziel die Kundenbeobachtung zur Auswahl von Mechanismen zur Verhaltensänderung hin zu einem nachhaltigeren und schonenderen Umgang mit Energieressourcen ist.

Sie erhalten die Möglichkeit der Teilnahme an dieser Umfrage, da Sie sich bei der Registrierung als Pontos Testkunde dazu bereit erklärt haben, dass wir Sie im Rahmen des EU-Forschungsprojekts „ENCHANT“ erneut kontaktieren dürfen.

Ihre Teilnahme an der Umfrage ist **freiwillig** und **unentgeltlich**. Sie können zu jedem Zeitpunkt die Umfrage, ohne Angaben von Gründen, abbrechen.

Ihre Antworten werden über das Programm FormStack erfasst und **anonymisiert** gespeichert. Ein Rückschluss Ihrer Antwort auf Sie ist nicht möglich.

Die Verarbeitung Ihrer Angaben ist erforderlich für die Einordnung der Ergebnisse im EU-Forschungsprojekt „ENCHANT“. Die erhobenen Umfragedaten werden analysiert und durch die wissenschaftlichen Partner veröffentlicht. Ihre Angaben werden bis zum Ende des Projekts, im März 2023, **verschlüsselt** auf dem Server des EU-Forschungsprojekts gespeichert.

Durch einen Abbruch der Umfrage entstehen keine Nachteile für Sie.
Ihre Einwilligungserklärung können Sie jederzeit unter der angegebenen E-Mail Adresse widerrufen. Bei Fragen zur Umfrage können Sie sich gerne bei der unten aufgeführten Ansprechpartnerin melden:

Jasmin Steininger

Innovation@badenova.de

Für weitere Informationen zum Schutz der Daten können Sie die geltende [Datenschutzverordnung](#) des Projekts „Wassermanagementsystem Pontos“ ansehen.

Einwilligung*

Ich habe die Datenschutzverordnung gelesen und bin mit der Datenverarbeitung einverstanden.



Intervention 1 – Pontos/hansgrohe – Pre-survey Interview – Information and Declaration of consent

Willkommen zur Umfrage „Nachhaltiger Umgang mit Energieressourcen“

Die folgende Umfrage findet als Teil des Projekts „Wassermanagementsystem Pontos“ statt. Um neue und innovative Angebote für Kunden zu entwickeln, arbeitet hierfür badenova mit der Hansgrohe Deutschland Vertriebs GmbH zusammen.

Das „Wassermanagementsystem Pontos“ ist ein Teilprojekt innerhalb des EU-Forschungsprojekts „ENCHANT“, dessen Ziel die Kundenbeobachtung zur Auswahl von Mechanismen zur Verhaltensänderung hin zu einem nachhaltigeren und schonenderen Umgang mit Energieressourcen ist.

Sie erhalten die Möglichkeit der Teilnahme an dieser Umfrage, da Sie sich bei der Registrierung als Pontos Testkunde dazu bereit erklärt haben, dass wir Sie im Rahmen des EU-Forschungsprojekts „ENCHANT“ erneut kontaktieren dürfen.

Ihre Teilnahme an der Umfrage ist **freiwillig** und **unentgeltlich**. Sie können zu jedem Zeitpunkt die Umfrage, ohne Angaben von Gründen, abbrechen.

Ihre Antworten werden über das Programm FormStack erfasst und **anonymisiert** gespeichert. Ein Rückschluss Ihrer Antwort auf Sie ist nicht möglich.

Die Verarbeitung Ihrer Angaben ist erforderlich für die Einordnung der Ergebnisse im EU-Forschungsprojekt „ENCHANT“. Die erhobenen Umfragedaten werden analysiert und durch die wissenschaftlichen Partner veröffentlicht. Ihre Angaben werden bis zum Ende des Projekts, im März 2023, **verschlüsselt** auf dem Server des EU-Forschungsprojekts gespeichert.

Durch einen Abbruch der Umfrage entstehen keine Nachteile für Sie.

Ihre Einwilligungserklärung können Sie jederzeit unter der angegebenen E-Mail Adresse widerrufen. Bei Fragen zur Umfrage können Sie sich gerne bei der unten aufgeführten Ansprechpartnerin melden:

Jasmin Steininger

Innovation@badenova.de

Für weitere Informationen zum Schutz der Daten können Sie die geltende Datenschutzverordnung des Projekts „Wassermanagementsystem Pontos“ in der Anlage Ihrer E-Mail ansehen.

Einwilligung*

Ich habe die Datenschutzverordnung gelesen und bin mit der Datenverarbeitung einverstanden.



ENCHANT

badenova

Energie. Tag für Tag

hansgrohe



Intervention 1 – Pontos/hansgrohe – Post-survey Interview – Information and Declaration of consent

Willkommen zur Umfrage „Nachhaltiger Umgang mit Energieressourcen“ 2. Interview

Die folgende Umfrage findet als Teil des Projekts „Wassermanagementsystem Pontos“ statt. Um neue und innovative Angebote für Kunden zu entwickeln, arbeitet hierfür badenova mit der Hansgrohe Deutschland Vertriebs GmbH zusammen.

Das „Wassermanagementsystem Pontos“ ist ein Teilprojekt innerhalb des EU-Forschungsprojekts „ENCHANT“, dessen Ziel die Kundenbeobachtung zur Auswahl von Mechanismen zur Verhaltensänderung hin zu einem nachhaltigeren und schonenderen Umgang mit Energieressourcen ist.

Sie erhalten die Möglichkeit der Teilnahme an dieser Umfrage, da Sie sich bei der Registrierung als Pontos Testkunde dazu bereit erklärt haben, dass wir Sie im Rahmen des EU-Forschungsprojekts „ENCHANT“ erneut kontaktieren dürfen.

Ihre Teilnahme an der Umfrage ist **freiwillig** und **unentgeltlich**. Sie können zu jedem Zeitpunkt die Umfrage, ohne Angaben von Gründen, abbrechen.

Ihre Antworten werden über das Programm FormStack erfasst und **anonymisiert** gespeichert. Ein Rückschluss Ihrer Antwort auf Sie ist nicht möglich.

Die Verarbeitung Ihrer Angaben ist erforderlich für die Einordnung der Ergebnisse im EU-Forschungsprojekt „ENCHANT“. Die erhobenen Umfragedaten werden analysiert und durch die wissenschaftlichen Partner veröffentlicht. Ihre Angaben werden bis zum Ende des Projekts, im März 2023, **verschlüsselt** auf dem Server des EU-Forschungsprojekts gespeichert.

Durch einen Abbruch der Umfrage entstehen keine Nachteile für Sie. Ihre **Einwilligungserklärung** können Sie jederzeit unter der angegebenen E-Mail Adresse **widerrufen**. Bei Fragen zur Umfrage können Sie sich gerne bei der unten aufgeführten Ansprechpartnerin melden:

Jasmin Steininger

Innovation@badenova.de

Für weitere Informationen zum Schutz der Daten können Sie die geltende Datenschutzverordnung des Projekts „Wassermanagementsystem Pontos“ in der Anlage Ihrer E-Mail ansehen.

Einwilligung*

Ich habe die Datenschutzverordnung gelesen und bin mit der Datenverarbeitung einverstanden.



Intervention 1 – Pontos/hansgrohe – Interview – Declaration of consent

AW: Einwilligungserklärung für eine online Umfrage - ENCHANT



Beyer Stefan
An Steininger Jasmin
Cc Sink, Kirsten



Hallo Frau Steininger,

ja, das passt zu dieser Umfrage. Bitte irgendwo noch die Datenschutzerklärung der badenova Webseite verlinken ([weitere Hinweise zum Datenschutz](#)), da die allgemeinen Betroffenenrechte und Informationen zur verantwortlichen Stelle und zum Datenschutzbeauftragten usw. immer angegeben werden müssen.

Vielen Dank für die Abstimmung!

Mit freundlichen Grüßen

Stefan Beyer
Datenschutz und Informationssicherheit

badenova AG & Co. KG
Tullastraße 61
79108 Freiburg i. Br.
Telefon 0761 279-2425
Telefax 0761 279-542425
stefan.beyer@badenova.de



Weitere Mitmachaktion

Im Zuge von ENCHANT werden wir in den kommenden Wochen eine weitere Mitmachaktion starten. Hierbei handelt es sich um eine online Umfrage zum Thema "Nachhaltigkeit im Alltag" mit einer anschließenden Verlosung. Bei dem Hauptpreis handelt es sich um eine Mikro Photovoltaikanlage, die einfach am Balkon angebracht werden kann.

Wenn Sie auch hier mitmachen möchten, können Sie uns im Folgenden gerne Ihre Kontaktdaten übermitteln. Wir würden Sie dann direkt kontaktieren, wenn wir mit der Umfrage starten.

Anrede

Herr Frau

Name

Vorname

Nachname

Email

Einwilligung Nachhaltigkeitsprojekt ENCHANT

Die Plakataktion ist Bestandteil des EU-weiten Projektes ENCHANT zur Nachhaltigkeit. Daher werden in einem zweiten Projektschritt weitere Personen für eine Befragung mit anschließender Verlosung zur Nachhaltigkeit gesucht. Ich bin damit einverstanden, dass die badenova AG & Co. KG mich per E-Mail über weitere Möglichkeiten zur Teilnahme am EU-Projekt ENCHANT informiert. Ich kann dieser Einwilligung jederzeit unter der E-Mail Innovation@badenova.de ohne Angabe von Gründen widerrufen.

*Pflichtfeld

Bitte beachten Sie auch unsere [Informationen zum Datenschutz](#).

Absenden



Annexe III: Confirmations by Data Protection Officers

All confirmations regarding the conduction of data collection in accordance with national and international law, especially the General Data Protection Regulation (Regulation (EU) 2016/679) will be collected in this Annex as soon as they are available. Further copies of declarations from the ethical committees and data protection officers or authorities will be included in the updated DMP.



Opinion of the DPO regarding data collection activities in Viken county, Norway, 2021/2022

[Meldeskjema](#) / [Upgrading the Energy Efficiency of Homes: A Study with Viken County and Friends of the Earth Norway \(...\)](#) / Meldinger

Meldinger

Referanse

838771

Status

Vurdert

 Rediger meldeskjema

 Vurdering

Skriv melding...

Merk: Meldingen vil bli synlig for din institusjon og alle prosjektet er delt med.

Send melding



Påminnelse (planlagt)

20.03.2023 01:00



Sluttvurdering (planlagt)

13.03.2023 01:00



Melding

28.09.2021 10:46

Behandlingen av personopplysninger er vurdert av NSD. Vurderingen er:

Det er vår vurdering at behandlingen vil være i samsvar med personvernlovgivningen, så fremt den gjennomføres i tråd med det som er dokumentert i meldeskjemaet den 28.09.2021 med vedlegg, samt i meldingsdialogen mellom innmelder og NSD. Behandlingen kan starte.

TYPE OPPLYSNINGER OG VARIGHET

Prosjektet vil behandle alminnelige personopplysninger frem til 01.07.2029.

LOVLIG GRUNNLAG

Prosjektet vil innhente samtykke fra de registrerte til behandlingen av personopplysninger. Vår vurdering er at prosjektet legger opp til et samtykke i samsvar med kravene i art. 4 nr. 11 og 7, ved at det er en frivillig, spesifikk, informert og utvetydig bekreftelse, som kan dokumenteres, og som den registrerte kan trekke tilbake.

For alminnelige personopplysninger vil lovlig grunnlag for behandlingen være den registrertes samtykke, jf. personvernforordningen art. 6 nr. 1 a.

PERSONVERNPRINSIPPER

NSD vurderer at den planlagte behandlingen av personopplysninger vil følge prinsippene i personvernforordningen:

- om lovlighet, rettferdighet og åpenhet (art. 5.1 a), ved at de registrerte får tilfredsstillende informasjon om og samtykker til behandlingen
- formålsbegrensning (art. 5.1 b), ved at personopplysninger samles inn for spesifikke, uttrykkelig angitte og berettigede formål, og ikke viderebehandles til nye uforenlige formål
- dataminimering (art. 5.1 c), ved at det kun behandles opplysninger som er adekvate, relevante og nødvendige for formålet med prosjektet
- lagringsbegrensning (art. 5.1 e), ved at personopplysningene ikke lagres lenger enn nødvendig for å oppfylle formålet.



DE REGISTRERTES RETTIGHETER

NSD vurderer at informasjonen om behandlingen som de registrerte vil motta oppfyller lovens krav til form og innhold, jf. art. 12.1 og art. 13.

Så lenge de registrerte kan identifiseres i datamaterialet vil de ha følgende rettigheter: innsyn (art. 15), retting (art. 16), sletting (art. 17), begrensning (art. 18) og dataportabilitet (art. 20).

Vi minner om at hvis en registrert tar kontakt om sine rettigheter, har behandlingsansvarlig institusjon plikt til å svare innen en måned.

FØLG DIN INSTITUSJONS RETNINGSLINJER

NSD legger til grunn at behandlingen oppfyller kravene i personvernforordningen om riktighet (art. 5.1 d), integritet og konfidensialitet (art. 5.1. f) og sikkerhet (art. 32).

Nettskjema er databehandler i prosjektet. NSD legger til grunn at behandlingen oppfyller kravene til bruk av databehandler, jf. art 28 og 29.

For å forsikre dere om at kravene oppfylles, må prosjektansvarlig følge interne retningslinjer/rådføre dere med behandlingsansvarlig institusjon.

MELD VESENTLIGE ENDRINGER

Dersom det skjer vesentlige endringer i behandlingen av personopplysninger, kan det være nødvendig å melde dette til NSD ved å oppdatere meldeskjemaet. Før du melder inn en endring, oppfordrer vi deg til å lese om hvilken type endringer det er nødvendig å melde: nsd.no/personverntjenester/fyll-ut-meldeskjema-for-personopplysninger/melde-endringer-i-meldeskjema

Du må vente på svar fra NSD før endringen gjennomføres.

OPPFØLGING AV PROSJEKTET

NSD vil følge opp underveis (hvert annet år) og ved planlagt avslutning for å avklare om behandlingen av personopplysningene er avsluttet/pågår i tråd med den behandlingen som er dokumentert.

Kontaktperson hos NSD: Tore Andre Kjetland Fjeldsbø

Lykke til med prosjektet!

Melding

24.09.2021 14:26

NSD har begynt på vurderingen av meldeskjemaet, og vi har noen kommentarer før vi kan ferdigstille den. Når du har oppdatert meldeskjemaet i tråd med kommentarene, trykk «bekreft innsending» på siden Send inn. Meldingsdialogen kan benyttes til eventuelle spørsmål, svar og avklaringer.

Hei,

vi har tatt en gjennomgang av ditt meldeskjema og har følgende kommentarer:

1. Vi ber om at du legger til hvilken surveyleverandør som vil anvendes på siden Behandling. Dette gjør du ved å krysse av for "Ekstern tjeneste eller nettverk (databehandler)", "Databehandler" samt ved å oppgi hvilken leverandør dere bruker i det åpne feltet.

Når dette er på plass kan jeg sende vår vurdering.

Det er bare til å ta kontakt dersom du lurer på noe. Du kan sende melding i meldingsdialogen via minside.nsd.no eller via "Meldinger"-knappen øverst i meldeskjemaet.

Med vennlig hilsen,

Tore A. K. Fjeldsbø
Rådgiver



Opinion of the DPO regarding data collection activities in Nifsa gardens, Fondazione Caetani and Energia Positiva, Italy, 2021/2022

[Request for approval: Ethics Commission – Enchant Dialogues]



Dipartimento di Scienze della Formazione
Università degli studi di “Roma Tre”

- Al Rettore dell'Università Roma Tre (rettore@uniroma3.it)
- Alla cortese attenzione della Commissione Etica dell'Università degli Studi Roma Tre c/o la Segreteria tecnica (claudia.farina@uniroma3.it)

DATA

**TITOLO
DELLA
RICERCA**

Progetti europei:

ENCHANT - Energy Efficiency through behaviour Change Transition – g.a. 957115

DIALOGUES –Building a low-carbon, climate resilient future: secure, clean and efficient energy - g.a. 101022585

CLEAN CULTURES - An approach for innovative Climate Learning, Evaluation and Action in Neighbourhoods - r.u. 2021.0012238

PROPONENTE

COGNOME E NOME

E-MAIL

RUOLO

- | | |
|---|-------------------------------------|
| <input type="checkbox"/> Associato | <input type="checkbox"/> Dottorando |
| <input checked="" type="checkbox"/> Ordinario | <input type="checkbox"/> Assegnista |
| <input type="checkbox"/> Ricercatore | <input type="checkbox"/> Esterno |
| <input type="checkbox"/> Laureando | |

AREA M-PSI/05 Psicologia Sociale

RICERCATORI PARTECIPANTI



NUMERO

COGNOME E NOME

RUOLO

AFFERENZA

Stefano Mastandrea	PA	Università Roma Tre
Federica Caffaro	RTDB	Università Roma Tre
Lorenza Tiberio	Assegnista di ricerca	Università Roma Tre
Ylenia Passiatore	Assegnista di ricerca	Università Roma Tre
Chiara Massullo	Assegnista di ricerca	Università Roma Tre
Barbara Cardone	Assegnista di ricerca	Università Roma Tre
Francesca Coda	Borsista di ricerca	Università Roma Tre
Eugenio de Gregorio	PA	Università Link

PAROLE CHIAVE

1 2 3

TIPOLOGIA DI RICERCA

Ricerca di base

Ricerca applicata

Intervento

Altro (specificare) _____

DESCRIZIONE E SCOPO

L'accordo di Parigi e il Quadro 2030 per il Clima e l'Energia che la Commissione Europea sta portando avanti fissano obiettivi espliciti e ambiziosi per favorire la transizione verso stili di vita collettivi e sistemi economici sostenibili dal punto di vista ambientale e sociale. Gli obiettivi sono accelerare la riduzione delle emissioni, ridurre in modo sostanziale il consumo di energia e raggiungere una neutralità climatica entro il 2050. Per perseguire questi obiettivi, tutte le possibili strategie per ridurre l'impronta di carbonio della produzione di energia, ma anche per ridurre la domanda di energia, devono essere pienamente sfruttate. Numerosi studi di laboratorio hanno individuato strategie e programmi da seguire per motivare le persone a comportarsi in modo più efficiente dal punto di vista energetico, ma queste conoscenze devono essere condivise e la loro efficacia testata in contesti reali in tutta Europa, al fine di garantire un concreto sviluppo sostenibile delle comunità.

Questo è ciò che si propongono di fare i progetti ENCHANT (Energy Efficiency through Behavior Change Transition), DIALOGUES (Building a low-carbon, climate resilient future: secure, clean and efficient energy) e CLEAN CULTURES (An approach for innovative Climate Learning, Evaluation and Action in Neighbourhoods, finanziati dalla Commissione Europea nell'ambito del Programma Horizon 2020 e del programma JPI SOLSTICE, cui prendono parte università, ONG, aziende energetiche e municipi di diversi stati europei, tra cui Austria, Italia, Germania, Norvegia, Romania, Turchia, Finlandia. Nello specifico ENCHANT, DIALOGUES e CLEAN CULTURES mirano a valutare l'impatto di una serie di azioni e strategie di intervento proprie delle scienze

2



sociali e psicologiche, che possono influenzare le condotte di consumo energetico, le determinanti psicosociali della cittadinanza energetica e la messa in atto di stili di vita sostenibili nei quartieri e nei contesti di vita quotidiana.

Diverse azioni e strategie saranno sviluppate, adattate e testate su larga scala in tutta Europa e la loro efficacia verrà valutata con l'obiettivo di sbloccare un potenziale di efficienza energetica nella popolazione in generale, attraverso un cambiamento comportamentale effettivo. Grazie alla collaborazione con un'ampia rete di partner non accademici, ENCHANT, DIALOGUES e CLEAN CULTURES implementeranno azioni e strategie di intervento comportamentale e ne valuteranno gli effetti in contesti di vita reale. Attraverso una valutazione sistematica dei dati che emergeranno, e una loro combinazione con le conoscenze esistenti nell'ambito delle scienze sociali e psicologiche, i progetti contribuiranno anche allo sviluppo di strumenti decisionali su base empirica, rivolti ad attori pubblici e privati per la progettazione di campagne informative e programmi di intervento finalizzati a promuovere un uso più consapevole ed efficiente dell'energia e ad accelerare il processo di transizione energetica a livello collettivo.

ENCHANT, DIALOGUES e CLEAN CULTURES coinvolgeranno attivamente diversi partner non accademici in tutte le fasi del progetto, valorizzando la loro esperienza e la loro presenza sui territori coinvolti, al fine di costruire in maniera sinergica una conoscenza contestuale di come migliorare il comportamento energetico e di come l'ampia gamma di azioni e strategie di intervento esistenti possa essere efficacemente applicata nella vita reale.

Nell'ambito di tali progetti, il gruppo Roma Tre condurrà una raccolta dati su atteggiamenti, percezioni e comportamenti relativi alla sostenibilità al cambiamento climatico e al risparmio energetico, coinvolgendo residenti e utenti che vivono in diversi contesti geografici in Italia.

TIPO DI RICERCA:

CON PERSONE

NUMERO

SESSO

M F M e F

ETA'

Minori Adulti Adulti e Minori

SE MINORI

Comprendono istruzioni NON comprendono istruzioni

CARATTERISTICHE DEI SOGGETTI PARTECIPANTI

Popolazione non clinica Disabili Fisici
 Popolazione clinica Altro (specificare) _____

DESCRIZIONE DEL GRUPPO DEI SOGGETTI PARTECIPANTI

Prenderanno parte alla ricerca individui maggiorenni, selezionati tra i visitatori del Giardino di Ninfa, gestito dalla ONLUS Fondazione Roffredo Caetani, e i soci della Cooperativa energetica Energia Positiva, entrambi partner del progetto europeo H2020 ENCHANT. Per quanto riguarda i partecipanti del Giardino, i ricercatori coinvolti nel progetto avvicineranno i visitatori in uscita dal Giardino chiedendo la loro disponibilità a compilare un breve questionario cartaceo, spiegando gli



obiettivi dell'indagine. I soci di Energia Positiva riceveranno invece il questionario attraverso la newsletter della società, insieme al relativo foglio informativo. Per i progetti DIALOGUES e CLEAN CULTURES prenderanno parte cittadini comuni residenti in diverse città italiane.

CONSENSO INFORMATO

Orale Scritto Orale e Scritto

A CHI E' STATO RICHIESTO IL CONSENSO INFORMATO?

Soggetti partecipanti Entrambi i Genitori (in caso di minori)
 Responsabile dell'Istituzione sede della raccolta dei dati Altro _____

COME SONO RACCOLTI I DATI

Dati raccolti in forma anonima Altro (specificare) _____
 Dati raccolti in forma confidenziale

INDICARE COME SI GARANTISCE LA PRIVACY E IN CHE MODO VENGONO CUSTODITI E PROTETTI I DATI SENSIBILI:

I partecipanti risponderanno ad un questionario. La partecipazione è volontaria, non verranno raccolti dati sensibili. I dati verranno raccolti in forma anonima ed elaborati in modo aggregato. Tutte le informazioni sono riportate nel foglio informativo in allegato che verrà consegnato ai partecipanti prima della compilazione del questionario. I dati raccolti saranno trattati in conformità alla vigente normativa sulla privacy nazionale ed europea per la partecipazione ad attività di ricerca scientifica.

METODI

Esperimento di laboratorio Raccolta dati tramite colloquio clinico
 Somministrazione di questionari o test standardizzati Raccolta dati archivi
 Raccolta dati tramite interviste Osservazioni
 Video-registrazioni Altro (specificare)



Specificare tipologia e nomi dei vari strumenti usati

Per la raccolta dati verranno utilizzati questionari cartacei e online realizzati ad hoc sulla base di strumenti preesistenti, per valutare i comportamenti sostenibili e di risparmio energetico e gli atteggiamenti verso la sostenibilità dei partecipanti. Gli strumenti utilizzati e le relative scale sono disponibili in allegato. In particolare:

- Questionario 1: somministrato cartaceo ai visitatori in uscita dal Giardino di Ninfa (Cisterna di Latina, LT) – indaga percezione del cambiamento climatico, connessione con la natura, comportamenti di risparmio energetico e disponibilità a investire in azioni di sviluppo e conservazione del patrimonio del Giardino.
- Questionario 2: somministrato attraverso newsletter online ai soci della cooperativa energetica Energia Positiva (Nichelino, TO) – indaga percezione del cambiamento climatico, comportamenti di cittadinanza energetica organizzativa, norme personali e sociali e controllo percepito nel comportamento di risparmio energetico e comportamenti pro-ambientali e di risparmio energetico.
- Traccia di intervista semi strutturata per i progetti DIALOGUES e CLEAN CULTURES

RISPETTO DELLA LIBERTA'

E' stato esplicitato nel consenso informato che il soggetto è libero di non partecipare alla ricerca o di interrompere in qualsiasi momento la sua partecipazione e che non ci saranno conseguenze per la sua mancata partecipazione?

- Sì No
- Altro (specificare) _____

RISCHI PER I SOGGETTI

- | | |
|---|---|
| <input checked="" type="checkbox"/> Nessun rischio | <input type="checkbox"/> Intrusività degli strumenti |
| <input type="checkbox"/> Uso di agenti fisici/chimici | <input type="checkbox"/> Uso di telecamere, fotografia |
| <input type="checkbox"/> Affaticamento | <input type="checkbox"/> Forte tensione emotiva |
| <input type="checkbox"/> Possibile induzione di sentimenti di frustrazione o autosvalutazione | <input type="checkbox"/> Effetti negativi sullo stato emotivo (es. idee depressive o suicide) |
| <input type="checkbox"/> Dolore fisico | <input type="checkbox"/> Altro (specificare) |
- _____

RESTITUZIONE

Che cosa si restituisce?

Al termine della raccolta ai partecipanti verranno spiegati gli scopi dello studio e verranno fornite loro alcune informazioni di sensibilizzazione sui temi della sostenibilità ambientale. Verrà messo a disposizione l'indirizzo e-mail del referente del progetto per l'Italia Prof Giuseppe Carrus (giuseppe.carrus@uniroma3.it) per richieste di informazioni e approfondimenti.



INFORMAZIONE AL PARTECIPANTE SU SCOPI DELLA RICERCA

Prima dell'intervento

Dopo l'intervento

Durante l'intervento

Altro (specificare): I bambini vengono accompagnati all'obiettivo del programma educativo durante il percorso stesso

ALTRE INFORMAZIONI

Il responsabile della ricerca dichiara di conoscere il Codice Etico dell'Associazione Italiana di Psicologia (AIP) a cui si riferiscono per la ricerca i docenti proponenti, il Regolamento del Dipartimento di Scienze della Formazione e dell'Ateneo Università Roma Tre. Il responsabile della ricerca garantisce inoltre, sotto la propria responsabilità, che la ricerca condotta è conforme a tali Codici Etici.

Si allega codice etico AIP.

Firma





Regulations of Izmir municipality and Gediz energy company regarding data collection activities, Turkey, 2021/2022

Izmir Metropolitan Municipality Policy on Processing and Protection of Personal Data

(Translated from the Turkish version in the Municipality Website. Available at: <https://www.izmir.bel.tr/tr/kisisel-verilerin-islenmesi-ve-korunmasi-politikasi/531/3209> Date Accessed: 18.11.2021)

Introduction

This Policy sets out the principles to be adopted by the Izmir Metropolitan Municipality and to be taken into account in practice, regarding the processing and protection of personal data.

Our Institution attaches importance to the legal processing and protection of personal data in accordance with the Law on the Protection of Personal Data No. 6698 ("Law") and acts in accordance with the Law in planning and services.

The most important part of this issue; Processing and protecting the personal data of our citizens, employees, employee candidates, visitors, institutions we cooperate with and third parties.

In this context, necessary administrative and technical measures are taken by our Institution for the protection of personal data processed in accordance with the relevant legislation.

Definitions

Explicit Consent: Consent on a specific subject, based on information and expressed with free will,

Anonymization: Making the data previously associated with a person incapable of being associated with an identified or identifiable natural person in any way, even by matching with other data,

Personal Data: Any information relating to an identified or identifiable natural person,

Processing of Personal Data: Obtaining, recording, storing, preserving, changing, rearranging, disclosing, transferring, taking over, making available the Personal Data by fully or partially automatic or non-automatic means if it is a part of any data recording system, all kinds of operations carried out on the data, such as the classification or prevention of its use,

Personal Data Owner / Relevant Person: Persons whose personal data are processed by the Institution,



Institution / Data Officer: Izmir Metropolitan Municipality,

KVK Law ⁵/ Law: Law No. 6698 on the Protection of Personal Data,

KVK Board / Board: Personal Data Protection Board,

Special Quality Personal Data: Data related to race, ethnicity, political opinion, philosophical belief, religion, sect or other beliefs, dress, association, foundation or union membership, health, sexual life, criminal conviction and security measures, and biometric and genetic data, means.

Purpose and Scope

This Policy is a guide for our Institution to implement the rules set forth by the KVK Law and the relevant legislation.

The main purpose of the policy is to make explanations regarding the processing and protection of personal data in accordance with the Law and to provide transparency by informing people about the personal data processed by our Institution. In this way, it is aimed to ensure full compliance with the legislation in the processing and protection of personal data carried out by our Institution and to protect all the rights of personal data owners arising from the legislation regarding personal data.

This Policy relates to all personal data of our citizens, employees, employee candidates, visitors, institutions we cooperate with, and third parties that are processed automatically or non-automatically, if they are part of any data recording system.

Principles

The actions and measures taken by our institution to ensure "data security" in accordance with the KVK Law are listed below.

In the deletion, destruction and anonymization of personal data, technical and administrative measures to be taken within the scope of the Law, provisions of the relevant legislation and Board decisions are followed.

All transactions regarding the deletion, destruction and anonymization of personal data are recorded by our Institution.

Unless a contrary decision is taken by the Board, the appropriate method of ex officio deletion, destruction or anonymization of personal data is determined in accordance with the legislation we are subject to.

⁵ KVK Law refers to "Personal Data Protection Law" in this official document obtained from the official web page of Izmir Metropolitan Municipality.



The processing conditions of personal data in the law are regulated within the framework of the legislation. In case the Related Person applies to our Institution in this regard;

Requests submitted are finalized within 30 (thirty) days at the latest and the Related Person is informed,

In case the data subject to the request has been transferred to third parties, this situation is notified to the third party to which the data is transferred, and necessary actions are taken before the third parties.

Based on the KVK Law and other laws (657, 5510 etc.) to which the employees are subject; They are legally liable for not being able to unlawfully disclose the personal data they have learned to others, not to use them other than for the purpose of processing, and that this obligation will continue even after they leave their job.

The legal, administrative and technical obligations that our Institution has to comply with while processing personal data, as the data controller, are imposed on the contractors by a confidentiality agreement.

Our institution takes the necessary technical and administrative measures to store personal data in secure environments and to prevent their destruction, loss or alteration for unlawful purposes.

Our Institution, in accordance with the KVK Law, carries out the necessary inspections within its own body or has it done. The results of these audits are reported to the relevant units and managers and necessary activities are carried out to improve the measures taken.

Processing Personal Data

Our institution processes personal data within the scope of the laws it is subject to while fulfilling its obligations and responsibilities.

Personal data cannot be processed without expressly stated in the applicable laws or without the explicit consent of the data owner. The express consent of the personal data owner is only one of the legal bases that makes it possible to process personal data in accordance with the law. Apart from express consent, personal data may also be processed in the presence of one of the other conditions listed below.

Our Institution may process the Personal Data of Personal Data Owners in cases expressly stipulated by the laws, even without express consent. For example, processing the identity information of the Bidder Company Official in accordance with the Public Procurement Law.

Personal Data may be processed without explicit consent in order to protect the life or bodily integrity of the person or another person who are unable to express their consent



due to actual impossibility or whose consent cannot be validated. For example, transmitting the identity card information of the unconscious visitor to the doctors by the security officer of the Institution.

Personal Data of the parties to the contract can be processed, if it is directly related to the establishment or performance of a contract by the Institution. For example, obtaining the account number information of the creditor for the payment of the money pursuant to a signed contract.

The Institution may process the Personal Data of Personal Data Owners if it is necessary to fulfill its legal obligations. For example, submission of information requested by court order to the court.

Personal Data made public by the Personal Data Owners by the Institution can be processed. e.g; Publishing the contact information of the employee candidate on websites that allow job applications.

If data processing is necessary for the establishment, exercise, or protection of a right, the personal data of the data owner may be processed. For example, storing demonstrative data (for example, an invoice) and using it as and when necessary.

The Institution may process the Personal Data of Personal Data Owners without seeking explicit consent in cases where data processing is necessary for the exercise or protection of a legally legitimate right. For example, camera recording for security purposes in the buildings and facilities of the institution.

Our institution does not process Sensitive Personal Data without the express consent of the person concerned, except for the cases expressly stipulated in the laws.

While our institution processes Personal data.

In the processing of personal data, it acts in accordance with the principles brought by legal regulations and the general rule of trust and honesty. In this context, it considers the proportionality requirements in the processing of personal data and does not use personal data for any other purpose.

The personal data processed by considering the fundamental rights of the personal data owners and their own legitimate interests.

Purposes of Processing Personal Data

Our institution processes your personal data for the following purposes.

- To use it in the services to be provided by our institution within the scope of the law and relevant legislation,
- To carry out our municipal services, to determine the information to determine the owner and addressee of all kinds of works and transactions,



- To prepare information and documents that will be the basis for works and transactions to be carried out on paper or electronically,
- To comply with the information retention, reporting and information obligations stipulated by the judicial and administrative authorities in accordance with the relevant legislation,
- Planning and execution of corporate sustainability activities,
- Event management,
- Management of relations with corporation companies and contractors,
- Execution of personnel procurement processes,
- Execution/follow-up of financial reporting and risk management transactions,
- Execution/follow-up of legal affairs
- Planning and execution of corporate communication activities,
- Execution of corporate governance activities,
- HIM and Information Request, complaint management,
- Giving information to authorized institutions based on legislation,
- Creating and tracking visitor records,
- Developing the services offered from WEB Sites and Applications,
- Providing free and wireless internet services,

In case the processing activity performed outside of the aforementioned purposes does not meet any of the conditions stipulated under the KVK Law, the Authority provides the explicit consent of the personal data owner regarding the relevant processing process.

Classification of Personal Data

In line with the legitimate and lawful personal data processing purposes of our institution, the personal data in the following categories are processed by informing the relevant persons in accordance with the Law, in compliance with all obligations set forth in the Law. It is also stated in this section that the personal data processed in these categories are related to which data owners are regulated within the scope of this Policy.

Personal Data	Explanation
Identity Information	Documents including Name-Surname, Identity number, nationality information, mother's name and father's name, place of birth, date of birth, gender such as driver's license, identity card and passport; and information such as tax number, identity number, nationality information, , tax number, Social Security Institution number, signature information, vehicle registration plate information, etc.
Contact Information	Information such as phone number, address, e-mail address, fax number, IP address, etc.
Location Data	Information that determines the location of the personal data owner, within the framework of the



	services carried out by the Institution or as a result of the services provided by the institutions we cooperate with; GPS location, address information, etc.
Citizen Data	As a result of the responsibilities of our institution and the services carried out by our units in this framework, the information obtained and produced about the person concerned, etc.
Family Members and Relatives' Information	Information about the family members (e.g., spouse, mother, father, child) and relatives of the personal data owner, custody information, emergency contact information, etc., regarding the services provided by our institution or in order to protect the legal and other interests of the personal data owner.
Physical Space Security Information	Personal data regarding the records and documents taken at the entrance to the physical space, during the stay in the physical space; camera recordings and recordings taken at the security point, etc.
Financial Information	Personal data, bank account number, IBAN number, credit card information, and personal data processed for information, documents and records showing all kinds of financial results created according to the type of legal relationship established by the institution with the personal data owner, income data etc.
Audio/Visual Information	Photographs and camera recordings (excluding the recordings included in the Physical Space Security Information), audio recordings and data contained in documents that are copies of documents containing personal data, etc.
Personal Information	All kinds of personal data processed for obtaining the information that will be the basis for the formation of the employee's personal rights, etc.
Special Qualified Personal Data	Data specified in Article 6 of the KVK Law, etc. (e.g., health data including blood group)
Transaction Security Information	Personal data, etc., processed to ensure our technical, administrative, and legal security while carrying out our activities within the scope of our responsibilities



Legal Process and Compliance Information	Determination and follow-up of our legal receivables and rights, performance of our debts, and personal data processed within the scope of compliance with our legal obligations and the Institution's policies, etc.
Service Information	Personal data processed for the service reception habits, tastes and needs of the personal data owner of our services, and reports and evaluations created according to the results of this processing, etc.
Request/Complaint Management Information	Personal data regarding the receipt and evaluation of all kinds of requests or complaints directed to the Institution, and reports and evaluations created according to the results of this processing, etc.

Data Processing in Buildings and Facility Entrances, and Inside Buildings and Facilities

To ensure security by our Institution, personal data processing activities are carried out in the buildings and facilities of our Institution for monitoring with security cameras and the tracking of guest entries and exits. These activities are carried out by using security cameras, obtaining identity cards and recording guest entries and exits.

Monitoring and recording with the camera carried out by our institution is carried out in accordance with the Law on Private Security Services and the relevant legislation.

In accordance with Article 12 of the KVK Law, our institution takes the necessary technical and administrative measures to ensure the security of personal data obtained because of camera monitoring.

Internet access can be provided by our Institution to our Visitors who request it during their stay in our Buildings and Facilities. In this case, the log records of your internet access are recorded in accordance with the Law No. 5651 and the mandatory provisions of the legislation arranged according to this Law; These records are only processed when requested by authorized public institutions and organizations or to fulfill our legal obligations in the audit processes to be carried out within the Institution.

Website and Application Visitors

In the websites and applications owned by our institution; It records the visits of the people who visit these sites in order to ensure that they carry out their visits in accordance with the purposes of their visit.



Detailed explanations on the processing and protection of personal data regarding these activities carried out by our Institution on WEB sites and applications are included in the Privacy Policy under the heading "Protection of Personal Data" on the Institution's WEB site.

Sharing of Personal Data

Personal data held by our institution with persons, institutions and/or organizations required/permitted by the laws, other laws and other legislation to which we are bound; with district municipalities in order to carry out the services offered to the citizens; It can be transferred to third parties from whom services are received to carry out our activities such as universities, public institutions and municipalities, within the scope of the applicable laws or by obtaining approval from the Izmir Metropolitan Municipality Council, within the framework of legal restrictions.

Personal Data Storage Period

Our institution keeps personal data for the period specified in these legislations if it is stipulated in the relevant laws and regulations.

If a period of time is not regulated in the legislation regarding how long personal data should be stored, Personal Data is processed for the period that requires processing depending on the activity carried out while processing that data.

Deleting, Destroying and Anonymizing Personal Data

Although our Institution has been processed in accordance with the provisions of the relevant law as regulated in Article 138 of the Turkish Penal Code and Article 7 of the KVK Law, personal data is deleted or destroyed upon the decision of the Institution or upon the request of the personal data owner, in case the reasons requiring processing are eliminated. or anonymized.

In this context, our Institution takes the necessary technical and administrative measures within the Institution to fulfill its related obligation; trains, assigns and raises awareness of the relevant units in order to comply with these obligations.

Anonymization of personal data means that personal data cannot be associated with an identified or identifiable natural person under any circumstances, even by matching them with other data. In accordance with Article 28 of the KVK Law; Anonymized personal data may be processed for purposes such as research, planning and statistics.

Related Person Request Management

In case personal data owners apply for their requests regarding their rights with the application methods under the title of "Protection of Personal Data" on the corporate



website of www.izmir.bel.tr; requests are concluded free of charge by our Institution within thirty days at the latest.

The Relevant Person's request, including the necessary information and explanations identifying his/her identity, in order to exercise his/her rights; By filling out the Application Form at www.izmir.bel.tr, you can personally send a signed copy to the address of İzmir Metropolitan Municipality Registrar's Office Cumhuriyet Bulvarı No:1 Kat:3 Konak İZMİR with the documents identifying your identity, send it through a notary public or send the relevant form to izmirbuyuksehirbelediye@hs01.kep.tr with a secure electronic signature.

Technical and Administrative Measures to Protect Personal Data

Our Institution, in accordance with the Law, takes the necessary technical and administrative measures to prevent the illegal processing of the Personal Data it processes, to prevent illegal access to the data and to ensure the preservation of the data. These measures are stated below.

Technical Measures

- a) Technical measures are taken in accordance with the developments in technology, the measures taken are periodically updated and renewed.
- b) Access authorizations are limited, and authorizations are reviewed regularly.
- c) The technical measures taken are periodically reported to the relevant person in accordance with the internal audit mechanism, the issues posing a risk are re-evaluated and the necessary technological solution is produced.
- d) Software and hardware including virus protection systems and firewalls are installed.
- e) Personnel knowledgeable in technical matters are employed.
- f) Security scans are regularly passed to detect security vulnerabilities in applications where Personal Data is collected. The gaps found are closed.
- g) Systems suitable for technological developments are used to store Personal Data in secure environments.
- h) Backup programs are used in accordance with the law to ensure that Personal Data is stored securely.
- i) Access to the data is restricted to the environments where Personal Data is kept, and only authorized persons are allowed to access this data, limited to the purpose of storing personal data, and inappropriate access or access attempts are communicated to the relevant persons by keeping track records of access to data storage areas where Personal Data is stored.

Administrative Measures

- a) Employees are informed and trained about the law on the protection of Personal Data and the processing of Personal Data in accordance with the law.
- b) All the activities carried out by the institution are analyzed in detail, specific to all units, and as a result of this analysis, Personal Data processing activities are revealed, specific to the activities carried out by the relevant units.



- c) In order to meet the legal compliance requirements determined on a unit basis, awareness is created for the relevant unit and implementation rules are determined; Necessary administrative measures are taken to ensure the control of these issues and the continuity of implementation.
- d) Employees are trained on technical measures to be taken to prevent unlawful access to Personal Data.
- e) Access to Personal Data and authorization processes are designed and implemented within the Institution in accordance with the legal compliance requirements for Personal Data processing.
- f) In addition to the contracts concluded by the Institution with the persons to whom Personal Data are transferred in accordance with the law; A confidentiality agreement is signed stating that the persons to whom Personal Data are transferred will take the necessary security measures for the protection of Personal Data and ensure that these measures are complied with in their own organizations.



Gediz Energy Company General Clarification Text in accordance with Personal Data Protection Legislation

(Translated from the Turkish version in Gediz Website. Available at: <https://www.gediz.com/bilgi/kisisel-verilerin-korunmasi>. Date Accessed: 18.11.2021)

1. Identity of Data Controller

As Gediz Elektrik Perakende Satış AŞ (“Gediz” or the “Company”), we show maximum sensitivity to the security and confidentiality of your personal data. With this awareness and within the responsibility of the data controller before the Law on the Protection of Personal Data No. 6698 (“Law”), we present the following matters for your information, within the scope of the disclosure obligation, in order to ensure that we act in accordance with the Law regarding the personal data we obtain:

2. Processing of Personal Data and Purposes of Processing

Although your personal data may vary in relation to the service and commercial activity offered by Gediz, it is processed by our Company to ensure that the services are provided in the best possible way. In this context.

If you are a natural person customer/employee/contact person/partner/authority of legal person or real person merchant customers and in some cases a curator/guardian/representative, guarantor, potential customer of our company:

Your personal data (identity, contact, customer transaction information) and sensitive personal data might be provided (in case of sharing by real person customers, health report in accordance with the Electricity Market Consumer Services Regulation, as well as religion, blood group information in identity documents indirectly through a copy of identity and/or driver's license).

Execution of subscription contract processes, follow-up of after-sales support services, customer relationship management processes, customer satisfaction activities, legal, financial and accounting works, follow-up of requests / complaints, execution of activities in accordance with the Electricity Market Law and secondary legislation and other relevant legislation, carrying out advertisement/campaign/promotion/survey activities within the framework of marketing analysis, conducting/supervision of business activities, conducting audit activities, conducting business continuity activities, conducting risk management processes, conducting strategic planning activities, receiving and assessing suggestions for improvement of business processes, follow-up and execution of social responsibility and non-governmental activities, informing authorized persons, institutions and organizations upon request, conducting communication activities, carrying out storage and archiving activities, conducting information security processes may be finitely processed for the purposes of complying with the policies and procedures of the Company and the Aydem Holding group of companies to which the Company is affiliated.



If you are an employee/contact person/partner/authority of our legal or natural person merchants/suppliers/business partners/subcontractors:

In case of sharing your personal data (identity, communication, financial, personal data), your sensitive personal data (health, criminal conviction data) can also be processed for the purposes of follow-up of contract processes, goods and service sales processes, follow-up of legal, finance and accounting works, execution of risk management processes, occupational health and safety, execution/audit of business activities, execution of performance evaluation processes, providing information to authorized persons, institutions and organizations upon request, execution of communication activities, execution of information security processes.

In addition,

- If you visit our company's workplaces, your identity information, physical space security data, for ensuring physical space security, creating visitor records, and complying with Gediz policies and procedures,
- If you visit our website, your transaction security data is kept in electronic environment to fulfill the obligations arising from the legislation in accordance with the Law No. 5651, to comply with Gediz policies and procedures, and to carry out information security processes,
- If you log in to the wireless network system provided by our company free of charge, your personal data regarding identity, communication and transaction security can be processed in a limited and measured way in connection with its purposes of fulfilling the obligations arising from the legislation, preventing illegal and unethical use of the system, complying with Gediz's policies and procedures, and conducting information security processes.

Your personal data can also be stored in both digital and physical environments by transferring them to physical archives and information systems.

3. To Whom the Processed Personal Data Can Be Transferred and For What Purposes

Your collected personal data, for the purposes described in Article 2 of this Clarification Text, within the scope of the Law and related legislation and depending on the reasons that require it to be transferred, and limited to these reasons; Execution and support of the systems and operational processes of companies providing information technology services in the country and abroad that we cooperate with and benefit from, including official institutions and organizations, independent audit companies, lawyers, law and mediation offices, banks, our business partners and suppliers may be transferred to our Company's domestic shareholders and group companies and to the databases used jointly with them.

4. Method and Legal Justification for Personal Data Collection

Your personal data, in accordance with the purposes described in article 2 of this Clarification Text and the basic principles stipulated in the Law, as specified in article 5 of



the Law; Based on and limited to the performance of the contract, the establishment, exercise or establishment of the right, the legitimate interest of the data controller and your express consent; Verbal or written information transmitted by your employer or you directly via our e-mail address, by automatic or non-automatic methods, can be collected through applications and software used within the scope of Company activities and camera circuit camera systems recordings.

5. Your Rights Regarding the Protection of Personal Data

Within the framework of personal data protection legislation, you have the right to learn whether your personal data is processed, to request information about it if it has been processed, to learn the purpose of the processing and whether it is used in accordance with these purposes by us, to learn the third parties to whom it has been transferred, in the country or abroad, to request that it be corrected if it is incomplete or incorrectly processed, and to notify the transferred third parties if it has been transferred, requesting that the processing conditions be deleted or destroyed and notified to the third parties if transferred, if you think that a result has arisen against you by analyzing the processed data exclusively through automatic systems, objecting to this situation, if you suffer a loss due to unlawful processing, and to demand the loss to be recovered.

Your requests within the scope of Article 11 of the Law, which regulates the rights of the person concerned, can be submitted to Anadolu Cad. No:41 Megapol Tower K:19 Bayraklı, İzmir, in writing and by providing your identity confirmation, in person or via e-mail confirming your membership to the e-mail address kvk.gediz@aydemenerji.com.tr.

Our company will finalize application requests within 30 (thirty) days at the latest, according to the nature of the request, in accordance with Article 13 of the Law. If the transaction requires cost, the tariff determined by the Personal Data Protection Board will be applied. If the request is rejected, the reason(s) for the rejection will be justified in writing or electronically. You can find detailed information on the evaluation process of application requests in our Company's Personal Data Protection and Processing Policy.



Opinion of the DPO regarding data collection activities with Pontos/Grohe & Climatequarter Waldsee, Germany, 2021/2022

Datenschutzerklärung für eine Umfrage

 Steinger Jasmin
An: Beyer Stefan

 Datenschutzerklärung Umfrage.docx
.docx-Datei

Antworten |  |  | Weiterleiten

Mi 07.07.2021

Guten Tag Herr Beyer,

sie haben ja schon mit uns im Projekt Pontos, das in Zusammenarbeit mit hansgrohe durchgeführt wird, zusammengearbeitet. Nun möchten wir im Rahmen dieses Projektes eine Umfrage zum Thema „Nachhaltiger Umgang mit Energiressourcen“ mit den Probanden starten, die nicht zu den ausgewählten Testhaushalten gehören.

Hierfür haben wir eine Einwilligungserklärung geschrieben, in der wir auf eine Datenschutzverordnung verweisen. Nach Rücksprache mit der Digital Unit können wir auf die Datenschutzverordnung der badenova Webseite verlinken, wenn wir noch einen Text speziell auf die Umfrage bezogen schreiben, der dann auf der Webseite ergänzt wird.

Diesen haben wir verfasst und im Anhang angefügt. Könnten Sie diesen bitte prüfen, ob der so in Ordnung ist und mir dann Rückmeldung geben ob das so passt, oder ob da noch etwas fehlt. Es wäre gut wenn ich die Rückmeldung bis Montagmittag hätte. Vielen Dank schon mal.

Wenn Sie möchten können Sie sich den Fragebogen auch gerne anschauen. Dieser wird nicht auf der Webseite veröffentlicht, der Link wird an die entsprechenden Probanden per E-Mail verschickt:
https://badenova.formstack.com/forms/pontos_badenova_kooperation

Mit freundlichen Grüßen

Jasmin Steinger
Unternehmensentwicklung Innovation

.....

AW: Datenschutzerklärung für eine Umfrage

 Beyer Stefan
An: Steinger Jasmin

 Sie haben am 09.07.2021 11:08 auf diese Nachricht geantwortet.

Antworten |  |  | Weiterleiten

Fr 09.07.2021

Hallo Frau Steinger,

das ist so in Ordnung!
Da die Daten ja nur anonymisiert verwendet werden, bzw. gar keine personenbezogenen Daten erfragt werden, genügt der Hinweis in dieser Form.

Schönes Wochenende!

Mit freundlichen Grüßen

Stefan Beyer
Datenschutz und Informationssicherheit

.....

AW: Datenschutz für eine Plakataktion

 Beyer Stefan
An: Titus Kati
Cc: Steinger Jasmin; Sameith Verena

Antworten |  |  | Weiterleiten

Di 14.09.2021

Guten Tag Herr Beyer,

Im Projekt ENCHANT organisieren wir gerade die nächste Mitmachaktion. Es geht um eine Plakataktion auf dem Straßenfest Waldsee. Hierfür stellen wir Plakate auf dem Fest auf und wollen die Besucher dazu bringen über einen QR Code auf eine Landing Page zu kommen. Dort wollen wir ihnen 3 Fragen stellen und ihnen die Möglichkeit geben sich für unsere nächste Mitmachaktion zu registrieren (Eine Umfrage mit anschließender Verlosung).

Damit wir hier abgesichert sind werden wir auf der Datenschutzeite bei badenova.de einen Zusatz für die Plakataktion einbauen lassen. Auf der Landing Page werden wir dann auf die Webseite verweisen.

Datenschutzerklärung Plakataktion Straßenfest Waldsee

Ziel dieser Plakataktion ist es zu verproben, ob die Besucher des Straßenfestes eher auf eine emotional negative oder positiv aufgeladene Darstellung reagieren und über einer QR-Sode eine Webseite aufrufen. Hierfür werden sind auf dem Fest acht Plakate platziert. Ihre Angaben auf unserer Landing Page werden im Rahmen des EU-Forschungsvorhabens ENCHANT ausgewertet und tragen dazu bei, Maßnahmen zu entwickeln, die zu die zu einer steigenden Energieeffizienz in privaten Haushalten führen sollen. Zudem erhält die badenova AG & Co. KG alle Daten aus der Befragung.

Für die Erlaubnis, dass wir sie für die nächste Aktion anschreiben dürfen, werden wir ein Kästchen mit dem folgenden Text mit auf die Landing Page packen:

Einwilligung Nachhaltigkeitsprojekt ENCHANT - Erlaubnis sie erneut zu kontaktieren

Die Plakataktion ist Bestandteil des EU-weiten Projektes ENCHANT zur Nachhaltigkeit. Daher werden in einem zweiten Projektschritt weitere Personen für eine Befragung mit anschließender Verlosung zur Nachhaltigkeit gesucht. Ich bin damit einverstanden, dass die badenova AG & Co. KG mich per E-Mail über weitere Möglichkeiten zur Teilnahme am EU-Projekt ENCHANT informiert.

Sind die beiden Texte für unser Vorhaben ausreichend? ©
Vielen Dank schon mal.



AW: Datenschutz für eine Plakataktion

 Beyer Stefan
An: Titus Kati
Cc: Steininger Jasmin; Sameith Verena

 Antworten  Allen antworten  Weiterleiten   
Di 14.09.2021

Hallo Frau Titus,

grundsätzlich ist dies mit dem Verweis auf die Datenschutzerklärung und den Hinweis beim Einwilligungsfeld so in Ordnung.
Es müssen noch die Angaben ergänzt werden, wie lange die Daten gespeichert bzw. wann sie gelöscht werden.
Bei der Einwilligung muss auch stehen, wie diese widerrufen werden kann (z. B. per E-Mail an ...).
Werden Daten auch an Dritte weitergegeben? Dann muss auch dies benannt werden.
Wichtig ist auch, dass auch wirklich nur die für den Zweck erforderlichen Daten erhoben und sie auch nur für den angegebene Zweck genutzt werden.

Vielen Dank für die Anfrage!

Mit freundlichen Grüßen

Stefan Beyer
Datenschutz und Informationssicherheit

badenova AG & Co. KG
Tullastraße 61
79108 Freiburg i. Br.



Annex IV: Data documentation templates

The following two templates shall be used to document the necessary background of the data files for internal and external use in ENCHANT.

- 1) Data documentation template for qualitative data in ENCHANT
- 2) Data documentation template for quantitative data in ENCHANT

Data documentation forms from the partners will be included in the updated DMP.



1) Data documentation template for qualitative data in ENCHANT

Name of the data set: _____ Date the data set was finalized:

Date/time period the data was collected: _____ to _____.

Responsible partner for the collection of the data:

_____ (name) _____ (institution)

Data produced in WP: _____ Task: _____

Data anonymised on (date): _____ by _____

Information about the participants:

Number: _____ Age: _____ Sex: _____

Participants' background: _____

Recruitment procedure: _____

Original language of the material: _____

Data collected by (interviewer): _____

Transcribed by: _____

Transcription rules: _____

Translated to English by: _____

Ethically cleared by: _____ on (date): _____

Interview guidelines (or the like): _____

Size of the data (e.g., number of words): _____

Short summary: _____



2) Data documentation template for quantitative data in ENCHANT

Name of the data set: _____ Date the data set was finalized:

Date/time period the data was collected: _____ to _____.

Responsible partner for the collection of the data:

_____ (name) _____ (institution)

Data produced in WP: _____ Task: _____

Data anonymised on (date): _____ by _____

Information about the participants:

Number: _____ Age: _____ Sex: _____

Participants' representative for which population: -

Recruitment procedure: _____

Response rate: _____

Original language of the material: _____

Translated to English by: _____

Ethically cleared by: _____ on (date): _____

Variables in the dataset:

Variable name	Variable type	Variable label	Answering format/value labels	Comments

Variable types:

- T = text
- D = date / time
- B = binary / dichotomous
- C = categorical
- O = ordered categorical / ordinal



- I = interval / ratio / Likert scales with 5 or more categories

Short summary: _____

Annex V: Recommended technical and organizational measures (TOMs)

1. General

- Employees have demonstrably been trained in data protection law and data security.
- All employees are demonstrably obliged to maintain data secrecy and, if applicable, telecommunications secrecy.

2. Confidentiality (Article, 32 paragraph 1, point (b) GDPR)

2.1 Physical access control

Technical measures

(Manual) locking system

- Safety lock

Organisational measures

Visitors in company are accompanied by an employee

Reception

Management of locking system

Care in the selection of cleaning staff

2.2 Data access control

Technical measures

Auto-lock for display

Anti-virus-software

VPN for remote access

Firewall

Management of user accesses and permission

Login with username + password

Mobile Device Management

Encryption of notebooks/tablets

Organisational measures

general data protection and/or security policy

Creation of user profiles

“Secure password” policy

2.3 Data usage control

Technical measures

Document shredder (in accordance with ISO/IEC 21964-1)

Organisational measures

The minimum necessary number of persons with administrative access



External shredder (in accordance with ISO/IEC 21964-1)

User rights/user profiles

Proper destruction of data carriers
Administration of user rights by administrators

3. Integrity (Article 32, paragraph 1, point (b) GDPR)

3.1 Input control

Technical measures

Manual or automated control of the logs (depending on the application)
Technical logging of the input, change and deletion of data (depending on the application)

Organisational measures

Traceability of input, change and deletion of data through individual usernames (not user groups) (depending on the application)

3.2 Transfer control

Technical measures

Data provision via encrypted connections
Use of VPN

Optional Email encryption
Establishment of leased lines or VPN tunnels
Firewall: state-of-the-art firewall technologies have been implemented and are kept up to date

Organisational measures

Personal handover with protocol
Care in the selection of transport personnel and vehicles

4. Availability and resilience (Article 32, paragraph 1, point (b) GDPR)

Availability Control

Technical measures

RAID system / hard disk mirroring

uninterrupted power supply (UPS)
server room monitoring (temp./humidity)

Organisational measures

Keeping of backup media in a safe place outside server room à Off-site-Backup
Formulated backup & recovery concept
Separate partitions for operating system and data storage



No sanitary connections in or above the server room
Periodic data recovery testing and recording of results

5. Regular review, assessment and evaluation procedures (Article 32, paragraph 1, point (d) GDPR)

5.1 Data Protection Management

Organisational measures

Assigned data protection officer
Employees trained and committed to confidentiality
Regular awareness-raising of employees (at least annually)
The data protection impact assessment (DPIA) is carried out if necessary
The organization complies with the information requirements according to Article 13 and 14 GDPR
Formalized process for processing information requests from those affected

5.2 Incident-Response-Management

Technical measures

Use of firewall and regular update
Use of virus scanners and regular updates

Order control

Organisational measures

Selection of the contractor based on due diligence (with regard to data protection and data security)
Conclusion of the necessary agreement for order processing or EU standard contractual clauses
In the case of long-term cooperation: an ongoing review of the contractor's level of protection
Control of the execution of the contract
Regulation on maintenance (especially remote maintenance)
Written instructions to the contractor
Agreement on effective control rights towards the contractor
The obligation of the contractor's employees to maintain data secrecy
Existing agreements for order processing
Prior examination of the security measures taken by the contractor and their documentation

