

THE HEAT MAP OF LUXEMBOURG (hereafter referred to as "MAP")

Data protection and confidentiality

Any user (company, municipality, service provider, etc.) of the MAP questionnaires may be asked to provide certain data such as company information, name, professional postal address or e-mail address, and other details requested from the user via forms designed for the purpose (the "Data"). In these cases, the user is informed whether or not the information is compulsory.

The user must choose, as a mandatory field of the online form, the confidentiality level which will be applied for his or her provided Data (4 different levels):

- Level 1: All Data provided by the user can be made publicly available,
- Level 2: Only the company or the site name, the location, the thermal energy range (e.g. between 10 and 100 MWh), the thermal power range (e.g. between 100 and 200 kW), the temperature range (e.g. between 100 and 200°C) as well as the possibility of providing, distributing or receiving heat can be made publicly available,
- Level 3: Only the company name, the location and the possibility to provide, distribute or receive heat can be made publicly available,
- Level 4: No Data can be made publicly available.

The Data that can be made publicly available will be published on the homepage of the MAP (www.heatmap.lu). Data that cannot be made publicly available will be handled in a confidential manner by Luxembourg Institute of Science and Technology (LIST), and will not be transferred within Luxembourg or abroad. All Data provided by the user may be used for statistical analysis, but will be anonymised in such a way that the Data cannot be linked to the user's company. LIST does however reserve the right to communicate the Data to a third party with the prior consent of the user or if the law or an authority with appropriate jurisdiction obliges it to do so.

The user has the right to access, modify or object to any processing of Data held about his or her company. To exercise this right, the user shall contact LIST via e-mail at the following address: heatmap@list.lu.

LIST takes all necessary precautionary measures to ensure that the Data is secure. However, it is not possible to guard against all the risks associated with the use of the Internet. The user should therefore be aware that, when providing Data online, other Internet users may be able to see the Data or part of the Data, according to the confidentiality level selected by the user.

Any personal data provided by a user will be processed in accordance with the Luxembourgish law of August 2nd, 2002 on protecting people with regard to the processing of personal data.

Use of the content available on the website - Liability

The information available on the website is provided for guidance only, and LIST offers no guarantees that it is accurate, complete and/or up to date. LIST simply makes the information available to users, and does not accept any liability.

The user acknowledges that LIST cannot be held liable for the content of the information published, or, where relevant, modified on the website. The user retains sole liability for the information and, in general terms, all content he or she makes available for publishing on the website.

The user takes sole responsibility for the use he or she makes of the information presented on the website.

In no case can LIST be held liable for:

- damage of any kind arising directly or indirectly from the use of the website and the information it contains, such as operational losses, financial losses or commercial losses, the loss of programs and/or data, particularly in the user's computer system,
- damage of any kind arising directly or indirectly from the content and/or use of websites linked to the website or accessed by the user via the website,
- any omissions and/or errors the website may contain.

Neither can LIST be held liable for any breakdowns, downtime, interruptions or errors occurring on the website or for any consequences that may arise from such breakdowns, downtime, interruptions or errors for the user or third parties. No provision should be taken to exclude LIST's liability in cases of gross or intentional fault on its part. The user declares that he or she, personally or for his or her company, will take no action against LIST if proceedings are brought against him or her by a third party due to the illicit use and/or exploitation of the website. LIST is not liable for any transmission of viruses via the website. The user is responsible for protecting his or her computer equipment and any data it contains when downloading information from the website, by using regularly updated antivirus software for example.