



PRIVACY POLICY FOR CUSTOMERS

Dear customer,

The protection of your personal data is important to us. According to the EU General Data Protection Regulation (GDPR), we are obliged to inform you about the purpose, for which your personal data is processed at our company.

1. THE CONTROLLER FOR DATA PROCESSING

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2. PURPOSE OF DATA PROCESSING

Data processing at our company is carried out exclusively on the basis of legal specifications and for purposes of fulfilling an order or a contract concluded between you and our company, as well as fulfilling the associated obligations.

This is why we process your personal data, particularly your contact details and address. These include, for example, your first and last name, address, contact details, contents of the order, billing information and, where applicable, company affiliation and position held.

3. RECIPIENTS OF YOUR DATA

We shall only transmit your personal data to third parties if this is permitted by law or if you have given your consent.

Recipients of your personal data can be internal processors, suppliers or tax advisors, among others.

Data is mainly transmitted for purposes of billing the services rendered to you, for the preparation of the products/services ordered by you or for clarification of open questions which are directly connected with your order. Where necessary, your data will also be transmitted to other authorised recipients in this same regard, such as a billing agency or a communication company (e.g. e-mail provider).

4. STORAGE OF YOUR DATA

We shall only store your personal data for as long as this is required for the fulfilment of your order. In so doing, we adhere to the statutory retention obligations of 10 years, for example.

Furthermore, it is possible that we shall resort to an extended storage period for our own legal protection. You are free to ask us about this.

5. YOUR RIGHTS

You have the right to receive **information** about the personal data concerning you. You can also demand the **rectification** of incorrect data.

Furthermore, subject to certain conditions, you also have: the right to **erasure** of your data, the right to **restriction** of data processing and the right to **data portability**.

The processing of your data is based on legal regulations. Only in exceptional cases shall we need your consent. In such cases you have the right to **revoke** your consent for any future processing.

If at any one time we refer to our legitimate interest as the basis for data processing (e.g. direct advertising), you have the right to **object** to the processing at any time and with immediate effect.

Furthermore, you have the right to **complain to the responsible supervisory authority** for data protection, if you are of the view that your personal data is being processed unlawfully.

6. LEGAL BASES FOR PROCESSING

The legal basis for the processing of your data is an order or contract that we have concluded with you (Article 6 (1) point b) of the GDPR) or the consent granted by you (Article 6 (1) point a) of the GDPR). The legal basis in the case of legitimate interest is Article 6 (1) point f) of the GDPR.

7. TRANSMISSION OF DATA TO THIRD COUNTRIES

If your data is to be transmitted to a third country, this will only be done under compliance with the current EU General Data Protection Regulation as well as the Federal Data Protection Regulation (BDSG). Accordingly we shall be in position to show you appropriate guarantees to the effect that data protection can be adhered to in accordance with the GDPR and the BDSG.

In this context, it is possible that we shall use WhatsApp for internal organisational and communication purposes or to communicate with you. WhatsApp is certified within the framework of the EU-Privacy Shields. This certification means that the EU commission recognises the company's privacy policy. Proof: <https://www.privacyshield.gov/participant?id=a2zt0000000TSnwAAG>

8. AUTOMATED DECISION MAKING

We do not carry out any automated decision making.