Information obligation pursuant to Art. 13 and Art. 14 GDPR for customers/business partners/suppliers

The protection of your data and transparency regarding its processing is very important to us. We therefore hereby fulfill our obligation to provide information about the circumstances of processing in accordance with Articles 13 and 14 of the General Data Protection Regulation (GDPR).

Note: For better readability, the masculine form is used in this document. Of course, this always refers to all genders equally.

The processing of your personal data gives you the following rights:

a. Right of access (see Art. 15 GDPR)
b. Right to rectification (see Art. 16 GDPR)
c. Right to erasure (see Art. 17 GDPR)
d. Right to restriction of processing (see Art. 18 GDPR)
e. Right to object (see Art. 21 GDPR)
f. Right to data portability (see Art. 20 GDPR)

Right to withdraw consent: If the processing is based on Art. 6 GDPR paragraph 1 letter a or Art. GDPR 9 paragraph 2 letter a, you have the right to withdraw your consent at any time. Data processed prior to withdrawal remains unaffected by the withdrawal.

Contact details of the data protection officer: Jasmin Muhmenthaler-Sturm, Datenbeschützerin GmbH, Unterer Sand 9, 94209 Regen, email: info@datenbeschuetzerin.de, tel: 09921 22 88 9000

You have the right to lodge a complaint with a supervisory authority if you believe that the processing of your personal data is unlawful.

Bavarian State Office for Data Protection Supervision (BayLDA)
Promenade 18
91522 Ansbach
Phone:
Fax:
Email poststelle@lda.bayern.de

The responsible body for data processing is:

Fehling Instruments GmbH
Represented by Ralf Winterbauer
Seligenstädter Str. 100
63791 Karlstein

Phone:
Email: info@fehling-instruments.de

The responsible body is the natural or legal person who, alone or jointly with others, decides on the purposes and means of processing personal data (e.g., names, email addresses, etc.).

Data will only be transferred to third countries (countries outside the European Economic Area – EEA) if this is necessary for the performance of the service contract, if you have given us your consent, or if this is otherwise permitted by law. In this case, we will take measures to ensure the protection of your data, for example through contractual provisions. We only transfer data to recipients who ensure the

protection of your data in accordance with the provisions of the GDPR for transfers to third countries (Articles 44 to 49 GDPR).

The decision regarding our contractual relationship is not based on automated processing or profiling, i.e., no automated decision-making within the meaning of Art. 22 GDPR takes place for the establishment, execution, and processing of the contractual relationship.
Should this procedure be used in individual cases, we will inform you separately if this is required by law.

Within the scope of our customer relationship, only personal data that is necessary for the establishment, execution, and termination of the customer relationship and the fulfillment of the associated contractual obligations or that we are legally obliged to collect must be provided. Without this data, we will generally not be able to execute the contract or the customer relationship with you.

As a rule, we collect your personal data directly from you. If, in exceptional cases, data is obtained from other sources, you will be informed separately.

1 Data processing in the context of order processing

1.1 Order entry and processing, customer management

In order to process your order or inquiry, we collect personal data from contact persons (name, address, email address, telephone number, mobile phone number) as part of the process. Your data is entered into our central system and stored there. The provider of the system is Microsoft Corporation, 1 Microsoft Way, Redmond, WA 98052.

The processing is based on a contract or pre-contractual measure in accordance with Art. 6 (1) lit. b GDPR.

The data is forwarded internally to the necessary departments and, if necessary, to external parties (e.g., legal advisors, press) who are subject to confidentiality (e.g., shipping service providers/business partners/subcontractors) in order to further process the order.

The data is stored in accordance with statutory retention requirements. If no contractual relationship is established, your data will be deleted after one year without active contact.

1.2 Ordering and shipping

Personal data is collected for ordering and shipping purposes in order to be able to assign the goods to the customer. If you order directly from us, you will receive a delivery note created by us. Your data (name, address) will be transmitted to the shipping service provider for the purpose of processing the shipment.

The processing is based on a contract or pre-contractual measure in accordance with Art. 6 (1) lit. b GDPR.

The data is passed on to internal departments and to the shipping service provider.

The data is stored in accordance with the statutory retention obligations.

1.3 Contract management

For the purpose of organizing contracts and documents, all contracts are scanned and stored electronically in our document management system. This includes all contracts from customers, business partners, service providers, affiliated companies, and others, if applicable. The contracts may contain personal data in the form of contact information and personal data (e.g., financial data) for contract processing.

The document management provider is Docuware from BVS Belegverwaltungssysteme Beratung Vertrieb Service GmbH, Beratung Vertrieb Service, Ohmstraße 2, 85221 Dachau.

The processing of the data is based on the fulfillment of the contract in accordance with Art. 6 (1) lit. b GDPR, which permits the processing of data for the fulfillment of a contract or pre-contractual measures.

A data processing agreement has been concluded with the provider.

The data is stored in accordance with the statutory retention obligation.

1.4 Communication by email/telephone

In order to contact you, we will send you an email with further information to process your enquiry, your order or within the framework of our general business relationship. For this purpose, your email address, the email content and the history of the communication will be recorded. The emails are

hosted by an external service provider. The provider is Strato GmbH, Otto-Ostrowski-Straße 7, 10249 Berlin, and IONOS SE, Elgendorfer Str. 57, 56410 Montabaur. A data processing agreement has been concluded with the provider.

Furthermore, we may also call you on the telephone or mobile phone number you have provided us with.

The processing of data is based on the fulfillment of the contract in accordance with Art. 6 (1) lit. b GDPR, which permits the processing of data for the fulfillment of a contract or pre-contractual measures (customer relationship, contracts with business partners).

The data will only be passed on if this has been agreed with you or is necessary for the current business transaction.

Your data will be stored on our systems in accordance with the statutory retention period.

2 Data processing in IT systems

2.1 Contact and address management

We store the contact information of our customers and business partners in our system for management purposes. The system provider is: Microsoft Corporation, 1 Microsoft Way, Redmond, WA 98052. The following data is processed: name, contact person (if applicable), address, telephone number, mobile number, and email address.

Data collection is based on a legitimate interest pursuant to Art. 6 (1) lit. f GDPR in order to manage contact information in a structured and efficient manner.

Only our employees have access to the system. The external service provider MED-ITSERVICE, Christian Ferwagner, Neulandstraße 6, 74889 Sinsheim, has been commissioned to provide technical support. A data processing agreement in accordance with Art. 28 GDPR has been concluded with the service provider and the provider of the management software.

Microsoft is certified under the EU-US Data Privacy Framework (DPF). The DPF is an agreement between the European Union and the US that is intended to ensure compliance with European data protection standards when processing data in the US. Every company certified under the DPF undertakes to comply with these data protection standards. Further information on this can be obtained from the provider at the following link: https://www.dataprivacyframework.gov/list

Your contact details will be stored for the duration of the statutory retention period.

2.2 Audio and video conferences

2.2.1 Data processing

We use online conference tools, among other things, to communicate with our customers. The specific tools we use are listed below. When you communicate with us via video or audio conference over the Internet, your personal data is collected and processed by us and the provider of the respective conference tool.

The conference tools collect all data that you provide/use to use the tools (email address and/or your phone number). Furthermore, the conference tools process the duration of the conference, the start and end (time) of participation in the conference, the number of participants, and other "contextual information" related to the communication process (metadata).

Furthermore, the tool provider processes all technical data required for online communication. This includes, in particular, IP addresses, MAC addresses, device IDs, device type, operating system type and version, client version, camera type, microphone or speaker, and the type of connection.

If content is exchanged, uploaded, or otherwise made available within the tool, it is also stored on the tool provider's servers. Such content includes, in particular, cloud recordings, chat/instant messages, voicemails, uploaded photos and videos, files, whiteboards, and other information shared while using the service.

Please note that we do not have full control over the data processing operations of the tools used. Our options are largely determined by the corporate policy of the respective provider. For further information on data processing by the conference tools, please refer to the privacy policies of the respective tools, which we have listed below this text.

2.2.2 Purpose and legal basis

The conference tools are used to communicate with prospective or existing contractual partners or to offer certain services to our customers (Art. 6 (1) (b) GDPR). Furthermore, the use of the tools serves to generally simplify and accelerate communication with us or our company (legitimate interest within the meaning of Art. 6 (1) (f) GDPR). If consent has been requested, the use of the relevant tools is based on this consent; consent can be revoked at any time with effect for the future.

2.2.3 Storage period

The data collected directly by us via the video and conference tools will be deleted from our systems as soon as you request us to delete it, revoke your consent to its storage, or the purpose for data storage no longer applies. Stored cookies remain on your device until you delete them. Mandatory legal retention periods remain unaffected.

We have no influence on the storage period of your data stored by the operators of the conference tools for their own purposes. For details, please contact the operators of the conference tools directly.

2.2.4 Conference tools used

We use the following conference tools:

2.2.5 Microsoft Teams

We use Microsoft Teams. The provider is Microsoft Ireland Operations Limited, One Microsoft Place, South County Business Park, Leopardstown, Dublin 18, Ireland. Details on data processing can be found in the Microsoft Teams privacy policy: https://privacy.microsoft.com/de-de/privacystatement.

The company is certified under the EU-US Data Privacy Framework (DPF). The DPF is an agreement between the European Union and the US that aims to ensure compliance with European data protection standards when processing data in the US. Every company certified under the DPF undertakes to comply with these data protection standards. Further information on this can be obtained from the provider at the following link: https://www.dataprivacyframework.gov/participant/6474.

2.2.5.1 Order processing

We have concluded a contract for order processing (AVV) with the above-mentioned provider. This is a contract required by data protection law, which guarantees that it will only process the personal data of our website visitors in accordance with our instructions and in compliance with the GDPR.

2.3 File exchange via pCloud

We use pCloud for file exchange. The provider is pCloud International AG, 74 Zugerstrasse Str, 6340 Baar, Switzerland.

The use of pCloud is based on Art. 6 (1) lit. f GDPR. The controller has a legitimate interest in a reliable and efficient data exchange system.

2.3.1 Order processing

We have concluded a contract for order processing (AVV) with the above-mentioned provider. This is a contract required by data protection law, which ensures that the provider only processes the personal data of our website visitors in accordance with our instructions and in compliance with the GDPR.

2.4 IT ticket system

We use a ticket tool in IT to ensure IT support for prioritizing and documenting requests. When you submit a ticket, we collect the following information from the person processing it: last name, first name. We collect the following information from the person making the request: last name, first name, department. Depending on the type of error, the error description itself may also contain personal data.

The ticket system is provided by Docuware from BVS Belegverwaltungssysteme Beratung Vertrieb Service GmbH, Beratung Vertrieb Service, Ohmstraße 2, 85221 Dachau.

The processing of the data is based on a business purpose in accordance with Art. 6 (1) lit. f GDPR. The controller has a legitimate interest in optimizing IT processes.

The data is processed in the IT department and, if necessary, passed on to an external support service provider for processing the case. A data processing agreement has been concluded with the external IT support and the provider of the ticket system.

Your personal data will be stored during processing and then deleted. Statutory retention periods remain unaffected.

2.5 Guest Wi-Fi

We offer our guests the option of internet access. For this purpose, you will receive access to our guest Wi-Fi.

Your name and log data are stored in our system.

The use of the Wi-Fi is based on voluntary consent in accordance with Art. 6 (1) (a) GDPR. You can revoke your consent at any time without formal notice. However, this will result in you no longer being able to use the internet access.

The data will only be passed on if this has been agreed with you or is necessary for the current incident.

The log data will be stored for three months and then deleted from the system.

2.6 Use of AI Assistance Systems

We use AI assistance systems to support our business processes. These systems can be used to create, edit, analyze, and summarize documents, emails, presentations, and spreadsheets, as well as to answer technical questions.

In the course of your use of our services, we may process personal data that is entered into our systems in connection with your inquiry, the provision of our services, or our communication with you. This may include, in particular, master data, contact information, communication content, documents, and other order- or contract-related information.

The processing of your personal data is based on Article 6(1)(f) of the GDPR. Our legitimate interest lies in the efficient handling of inquiries, the optimization of internal workflows, the improvement of the quality of our services, and the support of our employees in performing their duties. To the extent that

processing is necessary for the implementation of pre-contractual measures or the performance of a contract, it is based on Article 6(1)(b) of the GDPR.

The recipients of the data are the respective providers of the AI systems, to the extent necessary for the provision of the services, as well as the relevant departments within our company. Where necessary, contracts for data processing have been concluded with the service providers in accordance with Article 28 of the GDPR.

Personal data will be stored only for as long as is necessary for the respective processing purposes. In all other respects, the statutory retention requirements and the deletion deadlines we have established apply.

The data processed in connection with the use of AI systems is not used to train or improve the underlying AI models. The inputs and outputs are used solely to provide the respective services and are not used by the providers to develop, train, or optimize their generative AI models.

3 Sales & Marketing

3.1 Exhibition stand

In order to send you further information about our company and our products and services after the trade fair, we collect the following data from you at our stand: name, email address, telephone number/mobile number. The data is then entered into our CRM system.

The processing is based on a contract or pre-contractual measure in accordance with Art. 6 (1) lit. b GDPR.

Only our employees have access to our system. We have commissioned an external service provider for technical support of the ERP system: MED-ITSERVICE, Christian Ferwagner, Neulandstraße 6, 74889 Sinsheim. A data processing agreement has been concluded with the service provider.

3.2 Invitation to company events

Your personal data is processed for the planning, organization, and implementation of company events (e.g., summer party, open house, etc.). This serves the purposes of communication, event coordination, and consideration of individual needs (e.g., food preferences, confirmation of participation).

The following data is processed: name, email address, participation information (e.g., acceptance or rejection), any special notes (e.g., meal preferences, accompanying persons).

The processing is based on a legitimate interest pursuant to Art. 6 (1) lit. f GDPR in order to enable customers to participate in internal events and to organize these efficiently.

The data will only be passed on to internal organizational units or external service providers who are commissioned to carry out the event.

The data will only be stored for as long as it is necessary for the organization and implementation of the respective event and will then be deleted, provided that there are no legal retention obligations.

4 Financial accounting

4.1 Sanctions list check

EU companies are required by law to check employee data and business contacts for matches with the names on the sanctions lists and to carry out a comparison. Sanctions lists are based on various EU regulations (including EU Regulation 2580/2001), the so-called anti-terrorism regulations, and contain the names of individuals, companies, and countries against which sanctions have been imposed for foreign policy or security reasons. The name of the data subject is processed for this purpose.

The check is carried out on the legal basis of Art. 6 (1) (c) GDPR or Art. 6 (1) (f) GDPR. The controller has a legitimate interest in not entering into business relationships with sanctioned persons.

The data will only be passed on if this has been agreed with you or is necessary for the current business transaction.

Your data will be stored on our systems in accordance with the statutory retention period.

4.2 Financial accounting / cash register

To handle financial accounting and cash register receipts, we have implemented a process within our IT systems. As part of this process, personal data from contacts or contained in invoice information (name, address, email address, phone number, cell phone number) may be processed. We use Unifiedpost GmbH, Hanauer Landstraße 291A, 60314 Frankfurt am Main, for the electronic and/or postal transmission of invoices. A data processing agreement has been concluded with this provider.

The processing is based on a legal requirement under Art. 6 (1) (c) GDPR. The processing is necessary to fulfill a legal obligation to which the controller is subject (principles of proper accounting).

The data is forwarded to our responsible tax advisor.

The data is stored in accordance with the statutory retention requirements.

4.3 Dunning

In the case of outstanding claims, we reserve the right to issue reminders and, in the event of non-payment, to transfer them to external service providers (e.g., lawyers or collection agencies) for further processing. The following personal data is required and processed for this purpose: name, address, and the amount of the outstanding claim.

Data processing is based on a contractual relationship or pre-contractual measures in accordance with Art. 6 (1) (b) GDPR.

The data will only be passed on to the commissioned service providers (e.g., lawyers, collection agencies).

The data is stored in compliance with the statutory retention periods.

5 Other

5.1 Mailing campaigns for recalls

In order to protect individuals from damage caused by defective products (e.g., material defects), recall campaigns (by email) are used to recall the affected products and ask users to return them. For this purpose, the name, email address, and information about the affected product may be processed.

The processing of the data is based on a legal requirement under Art. 6 (1) (c) GDPR; the processing is necessary for compliance with a legal obligation to which the controller is subject.

The data is stored in accordance with the statutory retention obligations.

5.2 Complaints

You have the option of submitting complaints to us via the Internet, by telephone, or in writing. In order for us to process your complaint, we need your name, email address, telephone number/mobile number, address, and the reason for the complaint.

The processing is based on a contract or pre-contractual measure in accordance with Art. 6 (1) lit. b GDPR.

The data is stored in accordance with statutory retention requirements.

5.3 Paper file disposal / data carrier disposal

Paper documents and data carriers containing personal data that are no longer required are destroyed. This ensures that the deletion periods after the retention period are complied with.

All data from the customer relationship may be contained in the documents and paper carriers.

The processing of the data is based on a legal requirement pursuant to Art. 6 (1) lit. c GDPR; the processing is necessary for compliance with a legal obligation to which the controller is subject.

The data is transferred to the certified waste disposal company Rhenus Data Office GmbH, Industriestraße 5, 48301 Nottuln-Appelhülsen, which the controller has commissioned with the destruction and disposal of the data. A data processing agreement has been concluded with the waste disposal company.

5.4 Data protection management

You can contact the external data protection officer at any time by email at info@datenbeschuetzerin.de or by phone at 09921 9062720.

Your name, reason for the request, facts of the case, and any data of the data subject stored in the system will be collected and stored.

The processing of the data is based on the fulfillment of the contract in accordance with Art. 6 (1) lit. b GDPR, which permits the processing of data for the fulfillment of a contract or pre-contractual measures (service contract, employment contract).

The information will only be passed on with your consent.

Your personal data will be stored for as long as necessary for the purpose. Statutory retention obligations remain unaffected.