

Information on the processing of your personal data

Care and transparency form the basis of a trusting relationship with our customers and suppliers. Therefore we are informing you about how we process your data and how you can assume the rights you are entitled to according to the General Data Protection Regulation. Which personal data we process and for which purpose depends on the respective contractual relationship

1 Who is responsible for the data processing?

The person responsible is:

ibacon GmbH
Arheilger Weg 17
D-64380 Rossdorf / Germany
Managing Directors: Sabrina Westphal, Dr. Melanie Lichtenberger

2 How do you contact the data protection officer?

You can contact our data protection officer under:

ibacon GmbH
Data protection officer
Arheilger Weg 17
D-64380 Rossdorf / Germany

Email: datenschutz@ibacon.com

3 Which of your personal data do we use?

If you have an enquiry, have an offer drawn up by us or conclude a contract with us, we process your personal data. Apart from this, we process your personal data among other things also to fulfil legal obligations, to protect a legitimate interest or due to an approval you have issued.

Depending on the legal basis the categories of personal data are as follows:

- First name, surname, title
- Signature
- Address
- Communications data (telephone, email address)
- Date of birth
- Nationality
- Position description

- Contract master data, especially contract number, duration, term of notice, type of contract
- Invoice data/ sales data
- Creditworthiness data
- Payment data/ account information
- Health data
- Account information, especially registration and logins
- Videos or pictures

4 From which sources does the data come from?

We process personal data which we receive from our customers, service providers and suppliers

In addition we receive personal data from the following:

- Participant lists of fairs and conferences
- Consultants
- Other companies (task forces)

5 For which purposes do we process your data and on which legal basis?

We process your personal data especially observing the General Data Protection Regulation (DSGVO) and the Federal Data Protection Act (BDSG) as well as all other significant laws.

5.1 On the basis of an approval you have issued (Art. 6 Para. 1 a DSGVO)

If you have declared your voluntary approval to us to the collection, processing or transmission of certain personal data, then this approval forms the legal basis for the processing of this data

In the following cases we process your personal data on the basis of an approval you have issued:

- Sending of an email newsletter
- Market research (e.g. customer satisfaction surveys)

5.2 To fulfil a contract (Art. 6 Para. 1 b DSGVO)

We use your personal data to carry out the order. Within this contractual relationship, we will process your data especially to carry out the following tasks:

Contract-related contacting, contract management, ongoing customer support, service centre, exercising guarantee claims, receivables management, contract termination management

There is more information on the purposes of the data processing in the respective contract documents and general terms and conditions.

5.3 To fulfil legal obligations (Art. 6 Para. 1 c DSGVO) or in the public interest (Art. 6 Para. 1 e DSGVO)

As a company we underlie various legal obligations. For the fulfilment of these obligations it can be necessary to process personal data.

- Monitoring and reporting obligations
- Prevention/averting of criminal offences
- GLP inspections

5.4 On the basis of a legitimate interest (Art. 6 Para. 1 f DSGVO)

In certain cases we process your data to protect a legitimate interest of ours or of third parties.

- Direct advertising or market and opinion research
- Measures for building and plant safety
- Measures to secure access restrictions according to the Radiation Protection Ordinance (e-fate access)
- Video surveillance to protect householder's rights
- Guarantee of the IT security and IT operation
- Visitor Information Sheet

6 To whom is your data passed on?

To fulfil our contractual and legal obligations, your personal data is disclosed to various public or internal offices as well as external service providers

We work together with selected external service providers to fulfil our contractual and legal obligations:

- IT service providers (e.g. maintenance providers, hosting providers)
- Service providers for document and data destruction
- Printing services
- Telecommunication
- Payment service providers
- Advice and consulting
- Service providers for marketing or sales
- Credit agencies

- Authorised dealers
- Service providers for telephone support (call centres)
- Web hosting service providers
- Lettershops
- Auditors
- Service providers for survey execution

Public offices:

Beyond this, we can be obliged to transmit your personal data to further recipients for example to authorities to fulfil legal duties to report.

- Fiscal authorities
- Customs authorities
- Social insurance carriers
- Environmental authorities

7 Is your data transferred to countries outside the European Union (so-called third countries)?

Countries outside the European Union (and the European Economic Area “EEA”) handle the protection of personal data differently to countries within the European Union. For the processing of your data we can also use service providers who are in third countries outside the European Union. Currently, there is no resolution of the EU commission that these third countries generally have an appropriate level of protection

Therefore, we have taken special measures to ensure that your data is processed just as safely in the third countries as well as within the European Union. We conclude the standard privacy clauses provided by the commission of the European Union with service providers in third countries. These clauses provide for suitable guarantees for the protection of your data with service providers in the third country.

Beyond this our service providers in the USA are partly certified according to the EU-US Privacy Shield agreement

8 How long is my data stored?

We store your personal data as long as it is necessary to fulfil our legal and contractual obligations.

If it is not necessary any more for the data to be stored to fulfil contractual or legal obligations, your data is deleted unless it is necessary that it is to be further processed for the following purposes:

- Fulfilment of retention requirements according to commercial and tax laws. To be mentioned are retention periods from the German Commercial Code (HGB) or the General Fiscal Law (AO).
- Conservation of evidence in the scope of the legal limitation rules. According to the limitation rules of the German Civil Code (BGB), these statute of limitation periods can consist of up to 30 years in some cases, the regular limitation period being three years..

9 What rights do you have in connection with the processing of your data?

Each person concerned has the right to information according to Art. 15 DSGVO, the right to correction according to Art. 16 DSGVO, the right to deletion according to Art. 17 DSGVO, the right to the restriction of the processing according to Art.18 DSGVO, the right to objection according to Art. 21 DSGVO as well as the right to data portability according to Art. 20 DSGVO. With the rights to information and deletion, the restrictions are valid according to Sections 34 and 35 BDSG.

9.1 Right of objection

You can object to the use of your data for any purposes at any time without incurring any costs other than the transmission costs in accordance with the basic tariffs.

- **Which rights do you have in the case of a data processing on the basis of your legitimate or public interest?**

According to Art. 21 Para.1 DSGVO, you have the right at any time for reasons which ensue from your special situation to object to the processing of personal data concerning you which ensues on the basis of Art. 6 Para.1 e DSGVO (data processing in the public interest) or Article 6 Para.1 letter f DSGVO (data processing to protect a legitimate interest); this also applies to a profiling based on this regulation.

In the case of your objection, we do not process your personal data anymore unless we can prove compelling legitimate reasons for the processing which outweigh your interest, rights and liberties or the processing serves the assertion, execution or defence of legal claims.

- **What right do you have in the case of a data processing for direct advertising ?**

Insofar as we process your personal data for direct advertising, according to Art. 21 Para. 2 DSGVO, you have the right to object at any time to the processing of the personal data concerning you for the purpose of this type of advertising, and this also applies to the profiling insofar as it is connected to such direct advertising.

In the case of your objection to the processing for the purpose of direct advertising, we will not process your personal data for these purposes anymore.

9.2 Revocation of consent

You can revoke your consent to the processing of personal data at any time. Please observe that the revocation only takes effect in the future.

9.3 Right to information

You can demand information about whether we have stored personal data about you. If you desire it we will inform you which data is concerned, for which purposes the data is processed, to whom this data is disclosed to, how long the data is stored and which further rights you are entitled to regarding this data.

9.4 Further rights

Beyond this you have the right to correct false data or to delete your data. If there is no reason for the further storage, we will delete your data otherwise restrict the processing. You can also demand that we make all personal data which you have given us available in a well-structured, conventional and machine-readable format to either you or a person or a company of your choice.

Beyond this there is a right of appeal to the responsible data protection supervisory authority (Art. 77 DSGVO in connection with Section 19 BDSG).

9.5 Exercising your rights

In order to exercise your rights, you can contact the person responsible or the data protection officer under the given contact data or the customer service:
info@ibacon.com or phone 0049 (0) 6154-6970. We will process your enquiries at once as well as according to the legal requirements and inform you which measures we have taken.

10 Is there an obligation to make your personal data available?

In order to enter into a business relationship, you have to make the personal data available to us which is necessary to execute the contractual relationship or which we are compelled to collect due to legal requirements. If you should not make this data available to us, then it is not possible for us to execute and complete the contractual relationship.

11 Changes to this information

If the purpose or the manner of the processing of your personal data should significantly change, thus we will update this information in good time and inform you of the changes in good time.