Data protection information

according to Art. 13 para. 3 GDPR

Principles of data processing

Within the scope of this business relationship, your personal data will be processed by the controller and stored for the period of time required to fulfil the specified purposes and legal obligations. In the following, we will inform you about what data is involved, how it is processed and what rights you are entitled to in this respect, in particular with regard to the General Data Protection Regulation (GDPR).

Who is responsible for data processing?

The controller within the meaning of the data protection law is:

egger Otoplastik + Labortechnik GmbH, Aybühlweg 59, D-87437 Kempten, Germany

You will find further information about our company, details of the persons authorised to represent us and also further contact possibilities in the legal notice of our website: www.eggeronline.com

Which aspects of your data are processed by us? And for what purposes?

We only process personal data that is necessary to fulfil the defined purposes and legal obligations. These may be the following categories:

- Contact information such as title, first name, last name, address, e-mail address, phone numbers
- Other information such as access data, IP address or payment data

If we have received data from you, we will only process it for the purposes for which we have received or collected it, e.g.

- for the fulfilment of the contract and for contract processing
- for correspondence with you
- to fulfil legal and statutory obligations
- to protect legitimate interests
- to process any mutual transactions

Data processing for other purposes can only be considered if the necessary legal requirements according to Art. 6 para. 4 GDPR are met. In this case we will of course comply with any information obligations according to Art. 13 para. 3 GDPR and Art. 14 para. 4 GDPR.

Microsoft 365 Copilot

We use Microsoft 365 and Microsoft 365 Copilot provided by Microsoft Ireland Operations Limited, One Microsoft Place, South County Business Park, Leopardstown, Dublin 18, Ireland, for the processing of customer inquiries and business communication.

Microsoft 365 Copilot may assist us in particular with the translation of emails, the linguistic revision of texts, and the preparation of response drafts. In this process, personal data contained in the respective communication may be processed, in particular names, contact details, communication content, as well as contract-related or inquiry-related information.

To the extent that the data processing is necessary for handling your request or for the performance of a contract, it is based on Article 6(1)(b) GDPR.

Where the processing serves the efficient handling of our business communication, it is carried out on the basis of our legitimate interest pursuant to Article 6(1)(f) GDPR. Microsoft processes personal data in this context as a data processor.

A transfer of personal data to countries outside the EU or EEA cannot be completely excluded. In such cases, appropriate safeguards in accordance with Articles 44 et seq. GDPR are implemented.

The data will only be stored for as long as necessary for processing your request, for the performance of a contract, or as required by statutory retention obligations.

Communication via WhatsApp Business

Where you expressly request it or initiate contact via WhatsApp Business yourself, we offer the option of conducting business-related communication through the WhatsApp Business messaging service.

In this context, we process in particular your name, telephone number, and the content of our communications.

The processing of personal data is carried out pursuant to Article 6(1)(b) GDPR for the implementation of pre-contractual measures and/or the performance of a contractual relationship, and additionally pursuant to Article 6(1)(f) GDPR based on our legitimate interest in efficient and customer-oriented communication. Where required, processing is carried out on the basis of your consent pursuant to Article 6(1)(a) GDPR.

The service is provided by WhatsApp Ireland Limited, 4 Grand Canal Square, Grand Canal Harbour, Dublin 2, Ireland. As part of the use of the service, personal data may be transferred to and processed by WhatsApp and companies within the Meta Group.

The use of WhatsApp is voluntary. Alternatively, you may contact us at any time via email, telephone, or other means of communication.

WhatsApp communication data is deleted upon completion of the respective matter or, at the latest, after 12 months of inactivity, provided that no statutory retention obligations require a longer retention period.

What is the legal basis for this?
The legal basis for the processing of personal data is generally – unless there are specific legal provisions – Art. 6 GDPR. The following possibilities are particularly relevant in this case:

- Consent (Art. 6 para. 1 lit. a) GDPR)
- Data processing for the performance of contracts (Art. 6 para. 1 lit. b) GDPR). Data processing is necessary in particular to ensure the completeness and accuracy of the data, as well as its digitisation and to be able to perform the contract.
- Data processing on the basis of a weighing of interests (Art. 6 para. 1 lit. f) GDPR). Data processing is required in particular to ensure and optimise informed decisions by the parties involved in your interest, as well as to guarantee a permanently high quality and uniformity of customer advice provided by the controller.
- Data processing to fulfil a legal obligation (Art. 6 para. 1 lit. c) GDPR). Data processing is required in particular to ensure the completeness and accuracy of tax data in accordance with the German Fiscal Code, Trade Code and the German Commercial Code.

If personal data is processed on the basis of your consent, you have the right to revoke this consent at any time with effect for the future. If we process data on the basis of a weighing of interests, you as the data subject have the right to object to the processing of personal data, taking into account the provisions of Art. 21 GDPR.

How long will the data be saved?
We process the data as long as this is necessary for the respective purpose. Insofar as there are legal storage obligations – e.g. in commercial law or tax law – the personal data concerned will be stored for the duration of the retention obligation (10 years). After expiry of the retention obligation, we will check whether there is any further need for processing. If there is no longer a need, the data will be deleted. The general storage period of personal data may exceptionally be up to 30 years, if this is necessary for the assertion, exercise or defence of legal claims.

Of course, you can always (see below) request information about the personal data stored by us and, if not necessary, request the deletion of the data or limitation of processing.

To which recipients will the data be forwarded?
Your personal data will only be passed on to third parties if this is necessary for the execution of the contract with you, if the passing on is permissible based on a weighing of interests in the sense of Art. 6 para. 1 lit. f) GDPR, if we are legally obliged to pass on the data or you have given your consent to this extent.

Transfer of personal data to a third country
It is not planned to transfer your personal data to a third country or international organisation, unless this is necessary for the execution of the contract with you. You will be informed separately about details, if required by law.

Where is the data processed?
Your personal data will be processed by us exclusively in data centres in the Federal Republic of Germany.

Your rights as a "data subject" – you have the right:

- In accordance with Art. 15 GDPR, you have the right to be informed about the personal data we process about you. In particular, you may request information on the purposes of the processing, the category of personal data, the categories of the recipient to whom your data has been or will be disclosed, the planned duration of storage, the existence of a right of rectification, cancellation, restriction of processing or opposition, the existence of a right of appeal, the origin of your data, if not collected by the controller, as well as the existence of automated decision making including profiling and, if applicable, meaningful information on the details thereof;
- Pursuant to Art. 16 GDPR, to demand without delay the correction of incorrect or incomplete personal data stored by the controller;
- Pursuant to Art. 17 GDPR, to demand the deletion of your personal data stored by the controller, unless processing is necessary to exercise the right to freedom of expression and information, to fulfil a legal obligation, for reasons of public interest or to assert, exercise or defend legal claims;
- Pursuant to Art. 18 GDPR, to demand the restriction of the processing of your personal data, insofar as the accuracy of the data is disputed by you, the processing is unlawful, but you refuse to delete it and the controller no longer requires the data, but you require it for the assertion, exercise or defence of legal claims or you have lodged an objection to the processing pursuant to Art. 21 GDPR;
- Pursuant to Art. 20 GDPR, to receive your personal data that you have provided the controller with in a structured, common and machine-readable format or to request that it be transferred to another controller;

- Pursuant to Art. 7 para. 3 GDPR, to revoke your once given consent to the controller at any time. As a consequence, the controller may not continue the data processing based solely on this consent in the future;
- Pursuant to Art. 77 GDPR, to complain to a supervisory authority. As a rule, you can consult the supervisory authority of your usual place of residence or workplace or the supervisory authority of our registered office.

In the event of a request for information that is not made in writing, we ask for your understanding that we may then require you to provide evidence to prove that you are the person you claim to be.

Right of objection: In particular, you have a right of objection in accordance with Art. 21 para. 1 and para. 2 GDPR against the processing of your data in connection with a direct advertising campaign, if this is based on a weighing of interests.

Our data protection officer

We have appointed an external data protection officer in our company. Their contact details are as follows:

IDKOM Networks GmbH – Data protection officer, Dieselstraße 1, D-87437 Kempten, Germany
Mr Thomas Hug, E-Mail: datenschutz@idkom.de

Right of appeal

You have the right to complain about the processing of personal data by us to a supervisory authority for data protection:

Bavarian State Office for Data Protection Supervision, Promenade 27, D-91522 Ansbach, Germany
Tel. 0981 531300, Telefax 0981 53981300
E-Mail: poststelle@lda.bayern.de
Internet: http://www.lda.bayern.de/