

Data protection information concerning how we process data in accordance with Article 13 and Article 21 of the General Data Protection Regulation (GDPR)

Please note that we take data protection seriously and would like to hereby inform you about how we process your data and which claims and rights you are entitled to according to the data protection regulations.

1. The person responsible within the meaning of data protection law and the contact details of the data protection officer

The person responsible under data protection law is:

kolb Cleaning Technology GmbH
Karl-Arnold-Straße 12
Phone: +49(0)2154 9479 38
Fax: +49(0)2154 9479 47
E-mail: info@kolb-ct.com

You can reach our data protection officer under the following contact details:

Johannes Schwiegk
Datenzeit GmbH
Friedrich-Engels-Allee 200
42285 Wuppertal
E-Mail: js@datenzeit.de
Website: <https://www.datenzeit.de/>

2. Purposes and legal basis on which we process your data

We process your personal data in compliance with the provisions of the General Data Protection Regulation (GDPR), the German Federal Data Protection Act (BDSG) as well as other applicable data protection regulations. Exactly which data is processed and how it is treated depends on the respective products purchased as well as the services requested or agreed upon. You can find further details or supplementary information regarding the purposes of data processing in the respective contractual documents, forms, a declaration of consent and/or other information provided to you (e.g. in the context of using our website or our terms and conditions).

2.1 Purposes for the fulfilment of a contract or pre-contractual measures (Art. 6(1)(b) GDPR)

We process your personal data for the purposes of fulfilling our contracts with you and executing your orders, as well as for carrying out measures and activities in the context of pre-contractual relationships, e.g. with interested parties. This processing particularly enables the creation of invoices in accordance with your orders and includes the services, measures and activities necessary for this purpose. These essentially involve communication with you related to the contract, the demonstrability of transactions, orders and other agreements as well as for quality control through the appropriate documentation, measures for the control and optimisation of business processes as well as for the fulfilment of general due diligence obligations; statistical evaluations for corporate management, cost recording and controlling, reporting, internal and external communication, emergency management, accounting and fiscal evaluation of operational services, risk management, assertion of legal claims and defence in the event of legal disputes.

2.2 Purposes in the context of a legitimate interest on our part or on the part of a third party (Art. 6(1)(f) GDPR)

We may also process your data over and above the actual performance of the contract or preliminary contract if it proves necessary to protect our legitimate interests or those of third parties, in particular for the following purposes:

- advertising or market research and opinion polling, provided you have not objected to the use of your data;
- collecting information and exchanging data with credit agencies, provided that this exceeds our economic risk;
- examining and optimising procedures for demand analysis;
- further development of services and products as well as existing systems and processes;
- augmenting our data, e.g. by using or researching data that is publicly available;
- statistical evaluations or market analysis;
- asserting legal claims and defending legal disputes that are not directly related to the contractual relationship;
- restricted storage of data if deletion is not possible or only possible with disproportionate effort due to the special manner in which the data is stored;
- preventing and investigating criminal offences, except where this is exclusively for the purpose of fulfilling legal requirements;
- building and facility security (e.g. through access controls), insofar as this goes beyond the general due diligence obligations;
- internal and external investigations, security checks;
- ensuring and observing domiciliary rights through appropriate measures such as video surveillance for the protection of our customers and employees as well as for securing evidence in the event of criminal offences and the prevention of such offences

2.3 Purposes in the context of your consent (Art. 6(1)(a) GDPR)

By giving your consent, you can subscribe to our newsletter, with which we inform you about our current interesting offers. Only your e-mail address is required for you to receive the newsletter. We store your e-mail address for the purpose of sending you the newsletter. Art. 6(1)(1)(b) GDPR serves as the legal basis. You may at any time revoke your consent to the sending of the newsletter and unsubscribe from the newsletter. You may withdraw your consent by clicking on the link provided in each newsletter e-mail or by sending a message to the contact details provided above under "Person responsible".

2.4 Purposes for the fulfilment of legal provisions (Art. 6(1)(c) GDPR) or due to public interest (Art. 6(1)(e) GDPR)

We are subject to numerous legal requirements (e.g. commercial and tax laws), but also to supervisory or other official requirements. Among the purposes of processing are, where applicable, verification of identity and age, the prevention of fraud and money laundering, the prevention, combating and investigation of terrorist financing and crimes endangering assets, cross-checks with European and international anti-terrorist lists, the fulfilment of monitoring and reporting obligations under tax law, as well as the archiving of data for purposes of data protection and data security, as well as audits by tax and other authorities. The disclosure of personal data may furthermore become necessary in the context of official/court measures for the purpose of collecting evidence, criminal prosecution or the enforcement of civil claims.

3. Data categories processed by us, insofar as we do not receive the data directly from you, and their origin

Insofar as this is necessary for us to be able to provide our services, we process personal data permissibly obtained from other companies or other third parties (e.g. credit agencies). We also process personal data that we have permissibly taken, received or acquired from publicly accessible sources (such as telephone directories, commercial and association registers, civil registers, debtors' registers, land registers, the press, the Internet and other media) and that we are permitted to process.

Relevant categories of personal data may especially include:

- Personal data (name, date of birth, place of birth, nationality, marital status, profession/industry and comparable data)
- Contact details (address, e-mail address, telephone number and comparable data)

- Address details (registration data and comparable data)
- Payment/coverage confirmation with banks
- Information pertaining to your financial situation (creditworthiness data including scoring, i.e. data for assessing the economic risk)
- Customer history
- Data relating to your use of the telemedia services we offer (e.g. the time at which our websites, apps or newsletters are called up, pages of ours that are clicked on or entries that are made and comparable data)
- Video data

Recipients or categories of recipients of your data

Your data will be forwarded within our company to those internal departments or organisational units that require this data in order to fulfil our contractual and legal obligations or in the context of processing and implementing our legitimate interests. Your data will **exclusively** be forwarded to external institutions

- in connection with the fulfilment of the contract;
- for the purpose of complying with legal requirements according to which we are obligated to provide information, report or forward data or in cases where the forwarding of data is in the public interest;
- insofar as we commission external service providers to process data on our behalf (e.g. external data centres, support/maintenance of EDP/IT applications, archiving, document processing, call centre services, compliance services, controlling, data screening for anti-money laundering purposes, data validation or plausibility checks, the destruction of data, customer administration, lettershops, marketing, media technology, research, risk controlling, billing, telephony services, website management);
- on account of our legitimate interest or the legitimate interest of the third party for the purposes as mentioned in section 2.2 (e.g. to authorities, credit agencies, debt collectors, lawyers, courts, experts, committees affiliated with the company as well as supervisory bodies);
- where you have given us permission to disclose your data to third parties.

Apart from this, we will not forward your data to third parties. Should we commission service providers to process your data as part of an order, your data will be subject to the same security standards there as it is with us. In the remaining cases, the recipients may only use the data for the purposes for which it was forwarded to them.

4. Retention period of your data

We will process and store your data for the duration of our business relationship. This will also include the initiation of a contract (pre-contractual legal relationship) and the implementation of a contract.

Apart from that, we are also subject to various storage and documentation obligations, which result from the German Commercial Code (HGB) and the German Fiscal Code (AO), among others. These stipulate retention and documentation periods of up to ten years beyond the end of the business relationship or the pre-contractual legal relationship.

Additionally, special statutory provisions may demand a longer retention period, such as in the case of the preservation of evidence within the framework of the statutory limitation provisions. As per §§ 195 et seq. of the German Civil Code (BGB), the standard limitation period is three years, but periods of up to 30 years may be applicable under certain circumstances.

Should the data no longer be required for the fulfilment of contractual or legal obligations and rights, it shall be deleted on a regular basis, unless its temporary - further processing is necessary for the fulfilment of the purposes outlined in section 2.2 on the grounds of an overriding legitimate interest. Such an overriding legitimate interest shall also be deemed to exist, for example, if deletion is not possible or only possible with disproportionate effort due to the special manner in which the data is stored and processing for other purposes is ruled out by means of appropriate technical and organisational measures.

5. Processing of your data in a third country or by an international organisation

The transmission of data to bodies in countries outside the European Union (EU) or the European Economic Area (EEA) (so-called third countries) takes place where it is necessary for the fulfilment of an order/contract of yours, where it is required by law (e.g. tax reporting obligations), where it is in our or a third party's legitimate interest or where you have given us your consent.

In this context, the processing of your data in a third country can also be carried out in connection with engaging service providers within the framework of order processing. In the event that the country in question is not covered by a resolution of the EU Commission regarding an adequate level of data protection in that country, we will ensure that your rights and freedoms are adequately protected and guaranteed in accordance with EU data protection requirements by means of appropriate contracts.

6. Your data protection rights

You have the following rights vis-à-vis us:

- You have the right to **request information** from us regarding the data we have stored about you in accordance with the rules of Art. 15 GDPR (possibly with restrictions in accordance with § 34 BDSG).
- We will **correct** the data stored about you at your request and in accordance with Art. 16 GDPR if this data is inaccurate or incorrect.
- We will **delete** your data at your request and in accordance with the principles contained in Art. 17 GDPR, provided that other statutory regulations (e.g. statutory retention obligations or the restrictions pursuant to § 35 BDSG) or an overriding interest on our part (e.g. for the defence of our rights and claims) do not conflict with this.
- Subject to the requirements of Art. 18 of the GDPR, you may request that we **restrict** the processing of your data.
- You may **object** to your data being processed in accordance with Art. 21 of the GDPR, on the basis of which we must discontinue the processing of your data. Nevertheless, this right of objection shall only apply in the event of special circumstances relating to your personal situation, in which case our rights may oppose your right of objection.
- Under the conditions of Art. 20 GDPR, you also have the right to have your data made available to you in a structured, common and machine-readable format or to **transmit it to a third party**.
- You also have the **right to lodge a complaint** with a **supervisory authority** (Art. 77 GDPR). Alongside this, you naturally also have the right to contact our **data protection officer**.

Information regarding your right to object pursuant to Art. 21 GDPR

1. If there are grounds arising from your particular situation, you shall have the right to object at any time to the processing of your data on the basis of Art. 6 (1)(f) GDPR (data processing on the basis of a balance of interests) or Art. 6 (1)(e) GDPR (data processing in the public interest).

In the event that you object, we will no longer process your personal data unless we are able to demonstrate compelling legitimate grounds for the processing which override your interests, rights and freedoms, or the processing serves the purpose of asserting, exercising or defending legal claims.

2. We may also process your personal data for the purposes of postal advertising, mailings and, where applicable, direct marketing by means of e-mail. In case you do not wish to receive any advertising, you have the right to object to this at any time. We shall respect this objection in the future and no longer process your data for direct marketing purposes.

The objection can be made informally and should preferably be addressed to

kolb Cleaning Technology GmbH, Karl-Arnold-Straße 12, 47877 Willich