

Information about the use or handling of your data and your rights under the EU General Data Protection Regulation.

These notes provide information about the processing of your personal data and the rights to which you are entitled under the data protection. The details about which data is processed in detail and how it is used depends largely on the provided and agreed upon services.

Data controller responsible for data processing and contact person:

Data controller responsible for data processing:

PFISTERER Holding AG
Rosenstraße 44
73650 Winterbach

Our **Group data protection officer** can be reached at: datenschutz@emetz.de

Why do we process your data (purposes of processing) and on what legal basis do we do this?

We process personal data in compliance with the EU General Data Protection Regulation (GDPR) and all other relevant laws:

1) for the fulfilment of contractual obligations (Art. 6 (1b) of the GDPR)

Processing of personal data (Art. 4 (2) of the GDPR) takes place for the following purposes: processing of orders (for example, request for quotation [RFQ] and confirmation regarding bookings, request for quotation [RFQ] and confirmation for reservations, overnight stays, booking of meetings, various events), preparation of quotations and the corresponding pre-contractual measures, provision of services, invoicing and delivery of goods, processing of reservations.

The purpose of processing is primarily based on the service to be provided by us.

2) As part of the balancing of interests (Art. 6 (1f) of the GDPR)

If necessary, we also process your data to protect our legitimate interests or that of third parties. For example, it may be necessary:

- to ensure IT security and IT operations including testing
- to prevent and investigate criminal offences
- for statistical purposes
- for credit reports with credit agencies

3) Based on your consent (Art. 6 (1a) of the GDPR, Art. 9 (2a) in conjunction with Art. 7 of the GDPR)

If you have given us consent to process your personal data for specific purposes (e.g. advertising), the lawfulness of this processing is based on your consent. Previously given consent can be revoked at any time. It should be noted that the revocation takes effect for the future. Processing performed prior to this revocation remains unaffected.

4) Processing due to legal requirements (Art. 6 (1c) of the GDPR)

It may happen that we process your personal data in order to comply with legal obligations. For example, this includes commercial and tax based retention periods and, where appropriate, information to authorities.

Who else receives the data (categories of recipients):

Data processing within the company:

We have bundled certain data processing operations in our company. They are handled centrally by specialised divisions. For example, your data may be processed for telephone customer service, billing or post processing.

Outside contractors and service providers (data processors):

Sometimes, we use outside contractors and service providers for the fulfilment of our tasks and the fulfilment of the contract. This may include document shredder services, print service providers, logistics and IT service providers.

Additional recipients:

Furthermore, data may be forwarded to recipients if the law requires us to disclose it to them (e.g. law enforcement authorities and courts).

Duration of data storage:

If necessary, we process and store your personal data for the duration of our business relationship. This also includes the preparation and execution of a contract/order. In addition, we are subject to various retention obligations, which arise, among other things, from the German Commercial Code. Finally, the retention period is also based on the statutory limitation periods, which usually last 3 years, but may also extend up to 30 years.

Data transmission to third countries:

Data transfer to third countries (states outside the EU and the European Economic Area EEA) only takes place if it is necessary for the execution of a contract/order/business relationship, including the initiation/preparation phase, and only in compliance with the prescribed data protection requirements.

Data subject rights:

You can request information about stored data concerning you via the contact details provided above. (Art. 15 of the GDPR). Under certain circumstances, you may also request correction or deletion of your data (Art. 16 and 17 of the GDPR). You have the right to request restriction of processing of your personal data (Art. 18 of the GDPR). Moreover, you have the right to receive the information you provided in a structured, standard machine-readable format (Art. 20 of the GDPR).

Am I obligated to provide data?

As part of a business relationship with us or initiation thereof, you generally only need to provide the information we need to reasonably justify, implement or terminate this relationship. Without provision of the necessary data, we

may possibly be required to refuse the establishment of a business relationship, or we may not be able to implement it; we may even have to terminate it.

Right of appeal:

You have the option to submit a complaint to the above referenced data protection officer or to a data protection supervisory authority.

Right to object to direct mail advertisement:

You have the right to object to the processing of your personal data for direct marketing purposes.

If we process your data in order to safeguard legitimate interests, you may object to this processing on grounds relating to your particular situation that provide a legitimate argument against the data processing.