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Data protection information for customers

Our treatment of your data and your rights

Information pursuant to Art. 13, 14 and 21 of the

General Data Protection Regulation (GDPR)

With this data protection information, we inform you, our customers, in accordance with the General Data Protection Regulation (GDPR), in effect since May 25th 2018, about the processing of your personal data by us and about your rights. This information will be updated if necessary and will be published at <https://www.beko-technologies.com/en/en/privacy/>. There you will also find our privacy policy for visitors of our website.

1. Who is responsible for the data processing and to whom may I address myself?

Controller pursuant to Art. 7 (5) GDPR: BEKO TECHNOLOGIES GmbH, Im Taubental 7, 41468 Neuss, Phone (+49) 2131 988-0, E-Mail: info@beko-technologies.com

Contact detail of the Data Protection Officer (DPO):

Mr. Olaf Tenti (Dipl.-Inf.)

Address as above: „c/o Data Protection Officer“, E-Mail: dataprotection@beko-technologies.com

2. Which sources and data do we use?

We process data that we receive from the business relationship with you. We receive the data directly from you, e.g.:

In the conclusion of a contract or request for an offer or order placement or newsletter registration or trade fair visits or download of information material or telemarketing.

In specific terms, we process the following data: - master data from the contract documents (e.g. name, address and contract data, bank data) – Data in connection with the execution of the contract (e.g. subject matter of the contract, delivery address, method and manner of payment) - Correspondence (e.g. correspondence letters with you) – advertising and sales data (e.g. potentially interesting products for you).

3. What do we process your data for (purpose of processing) and on what legal basis?

In the following, we will inform you for what purpose and on what legal basis we process your data.

3.1. Performance of contractual obligations (Art. 6(1)(b) GDPR)

We process your data for the performance of our contracts with you, i.e. in particular for the execution of your orders. The purposes of data processing depend in detail on the specific product and the contract documents. This is done for the following purposes, among other:

- Tender preparation and
- follow-up

3.2. For purposes of legitimate interests pursued by us or a third party (Art. 6 (1)(f) GDPR)

We may also use your data based on a balance of interests to protect our legitimate interests or those of a third party. This is done for the following purposes:

- Support of our employees in customer service and support or sales
- General business management and further development of services and products
- Upselling advertising
- Customer satisfaction survey after purchase
- Direct mail
- Assertion of legal claims and defense in legal disputes
- Prevention and investigation of criminal offences
- Guarantee of IT security and IT operations

Our interest in the respective processing arises from the respective purposes and is otherwise of an economic nature (efficient performance of tasks, distribution, and avoidance of legal risks). As far as the specific purpose permits, we process your data pseudonymised or anonymised.

3.3. On the basis of your consent (Art. 6 (1)(a) GDPR)

If you have given us your consent to the processing of personal data, the respective consent is the legal basis for the processing stated there. In addition, you may have agreed to be contacted for advertising purposes by e-mail or telephone.

- Market and opinion research
- Product development surveys and marketing campaigns

You may withdraw your consent at any time with effect for the future. This also applies to all declarations of consent that you issued to us prior to the validity of the GDPR, i.e. before May 25th 2018. The withdrawal is only effective for future processing.

3.4. Compliance with legal obligations (Art. 6 (1)(c) GDPR)

We are subject to various legal obligations, i.e. legal requirements (e.g. commercial law, tax laws).

4. Who obtains access to my data?

Your data will only be passed on if a legal basis permits this. Within our company, those departments receive your data, which are required to fulfil our contractual and legal obligations or to fulfil their respective tasks (e.g. sales and marketing). In addition, the following offices may receive your data:

- Processors (Art. 28 GDPR) used by us, especially in the field of IT-services and logistics, who only process your data on our behalf in accordance with our instructions

Processor	Purpose of processing	Data categories
Transport and Logistic firms	Delivery of products	Company name Contact data Delivery time Dimensions Weight of goods
IT-Service Provider	SAP including external service provider Microsoft including external service provider Product development surveys Marketing campaigns E-Mail-Marketing Direct Mail	Firma Contact Data Behavioral data
Telemarketing	Customer care and acquisition Product development surveys Marketing campaigns	Company name Contact Data Purchase history

- Public authorities and institutions (e.g. tax authorities) in the event of a legal or official obligation and

- Other companies for which you have given us your consent to the transfer of data (in particular companies affiliated with us)

- BEKO branches for local support
- Service provider for processing (Art. 28 GDPR)

5. How long will my data be stored?

If necessary, we process your personal data for the duration of our business relationship, which also includes the initiation and performance of a contract. In addition, we are subject to various storage and documentation obligations arising from the German Commercial Code (HGB), the German Penal Code (StGB) and the German

Fiscal Code (AO), among others. The periods for storage and documentation specified there range from two to ten years.

Finally, the storage period is also assessed according to the statutory limitation periods, which, for example, according to §§ 195 et seq. of the German Civil Code (BGB) can generally amount to three years, but in certain cases also up to thirty years.

6. Will data be transferred to a third country or to an international organisation?

We will only transfer your data to countries outside the European Economic Area - EEA (third countries) if this is necessary for the execution of your orders or in response to individual requests for quotations, if law requires this, or if you have given us your consent.

7. Which other privacy rights do I have?

You have the right of access under the respective legal conditions (Art. 15 GDPR, § 34 of the Federal Data Protection Act (BDSG) in its version valid from 25 May 2018). On rectification (Art. 16 GDPR), on deletion (Art. 17 GDPR, § 35 BDSG), on restriction of processing (Art. 18 GDPR) and on data portability (Art. 20 GDPR). You also have a right of appeal to a data protection supervisory authority (Art. 77 GDPR, § 19 BDSG). The data protection supervisory authority responsible for us is the State Office for Data Protection and Freedom of Information (LDI NRW).

8. Is there an obligation for me to provide data?

In the performance of our business relationship, you only have to provide those personal data which are necessary for the establishment, performance and termination of a business relationship or which we are legally obliged to collect. Without these data, we will usually have to refuse the conclusion of the contract or the execution of the order or we will no longer be able to perform an existing contract and may have to terminate it.

9. To what extent is there automated individual decision making?

For the establishment and performance of the business relationship, we can use measures of automated decision making in accordance with Art. 22 GDPR as support. Should we use these procedures in individual cases, we will inform you separately, insofar as law requires this.

10. To what extent will my data be used for profiling?

We process your data partially automatically with the aim of evaluating certain personal aspects (so-called "profiling") in accordance with Art. 4 No. 4 GDPR. For example, we use profiling in the following cases: We may evaluate your information to determine your potential interest in our products and services. This evaluation is based on statistical procedures using current customer data and data from the past. We use the results to address you in a more demand- and target-oriented way.

11. Which right to object do I have? (Art. 21 GDPR)

a) Right to object in individual cases

You have the right to object at any time, for reasons arising from your particular situation, to the processing of personal data concerning you under Art. 6(1)(f) GDPR (processing of data on the basis of a balance of interests). This also applies to profiling based on this provision within the meaning of Art. 4 No. 4 GDPR, which may be used, for example, for customer advice and support and for marketing purposes. If you object, we will no longer process your personal data, unless we can prove compelling reasons worthy of protection for the processing, which outweigh your interests, rights and freedoms, or the processing serves to assert, exercise or defend legal claims.

Geschäftsführer:
Manfred Lehner
Norbert Strack

Bankverbindung:
Sparkasse Neuss
Deutsche Bank AG
Commerzbank AG
HSBC Trinkhaus & Burkhardt AG

Biz. 305 500 00 • a/c no. 182 287
Biz. 300 700 10 • a/c no. 915 0301 00
Biz. 300 400 00 • a/c no. 102 090 800
Biz. 300 308 80 • a/c no. 001 2666 004

BIC:WELADEDN
BIC:DEUTDE33XXX
BIC:COBADEFFXXX
BIC:TUBDDEDD

IBAN:DE5530 5500 0000 0018 2287
IBAN:DE95 3007 0010 0915 0301 00
IBAN:DE8030 0400 0001 0209 0800
IBAN :DE16 3003 0880 0012 6660 04

HRB Neuss 5742
USt.Id.Nr.DE120679226
SteuerNr.122/5707/4559

Please address your objection to:

BEKO TECHNOLOGIES GmbH, Im Taubental 7, 41468 Neuss,
Phone (+49) 2131 988-100
Fax (+49) 2131 988-912
E-Mail: dataprotection@beko-technologies.com

b) Right to object to the processing of data for the purposes of direct mail / customer satisfaction surveys

We can also process your data for direct mail / customer satisfaction surveys within the scope of legal regulations. You have the right to object at any time to the processing of personal data concerning you for such advertising. This also applies to profiling insofar as it is connected with such direct advertising. If you object to the processing for direct advertising purposes, we will no longer process your personal data for these purposes. Only the transmission costs according to the basic tariffs will be charged for your objection. The objection can follow in each case without any formality. You will find our contact details under number 1.

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