

## **KRAHN CHEMIE GmbH**

### **Information on the collection and processing of your personal data**

Our partnership with our customers is founded on care, transparency and trust. This is why we would like to let you know how we process your data and how you can exercise your rights under the General Data Protection Regulation (GDPR). What personal data we process and for what purpose depends on the kind of contract.

#### **1. Who is responsible for processing your data?**

The responsible controller is:

KRAHN CHEMIE GmbH  
Grimm 10  
20457 Hamburg

#### **2. How can you contact the data protection officer?**

You can contact our data protection officer at the above address:

Attn: Data Protection Officer  
dataprotection@krahn.eu

#### **3. What personal data of yours do we use?**

We process your personal data if you have an enquiry, ask us to give you a quote or enter into a contract with us. We also process your personal data, for instance, in compliance with statutory obligations, to safeguard legitimate interests or if you have given us your permission to do so.

Depending on the legal basis and necessity, this involves the following categories of personal data:

- general master data
- contract master data, in particular contract number, term, termination notice period, type of contract
- invoice data/turnover data
- credit rating data
- payment data/bank account information
- account information, in particular registration and log-ins
- video recordings or photos

In the course of contract initiation we also call on data provided to us by third parties. Depending on the kind of contract, this involves the following kind of personal data:

- credit rating information (via credit agencies in the B2B sector)

#### **4. What are the sources of the data?**

We process data which we obtain from our customers, service providers and suppliers.

or/and

We also obtain personal data from these sources:

- credit agencies
- publicly accessible sources such as companies registers or registers of charities, debtor registers, land registers
- other affiliated companies

#### **5. For what purposes do we process your data and on what legal basis?**

We process your personal data in particular in compliance with the General Data Protection Regulation (GDPR) and the German Federal Data Protection Act (*Bundesdatenschutzgesetz* - BDSG) and all other applicable laws.

##### **5.1 If you have given us your permission (Art. 6 (1) (a) GDPR)**

If you have voluntarily given us your permission to collect, process or transfer certain personal data, your statement of permission is the basis in law for our processing of that data.

In the following cases we process your personal data on the basis of permission given by you:

- for sending an email newsletter
- pseudonymised newsletter tracking
- market research (e.g. customer satisfaction surveys)
- marketing and advertising - creating customer profiles
- publication of a customer reference (name and picture)

##### **5.2 To fulfil a contract (Art. 6 (1) (b) GDPR)**

We use your personal data for the purpose of carrying out the respective order, contract of sale or rental agreement/service contract.

Within this contractual relationship we will process your data in particular for the purpose of carrying out the following activities:

Contacting you in relation to the contract; contract management; ongoing customer service; service centre; exercise of warranty claims; claims management; contract termination management.

For more information on the purposes for which we process your data, please see the relevant contract documents and our General Terms and Conditions of Business.

### **5.3 To comply with legal obligations (Art. 6 (1) (c) GDPR) or in the public interest (Art. 6 (1) (e) GDPR)**

As a company we are subject to certain legal obligations. To comply with these obligations it may be necessary to process personal data.

- Control and reporting duties
- Checking credit rating, age and identity
- Prevention/averting of criminal acts

### **5.4 For the purposes of legitimate interests (Art. 6 (1) (f) GDPR)**

In certain cases we process your data for the purposes of safeguarding our own legitimate interests or those of a third party.

- Direct marketing or market research or opinion polls
- Central customer data management in the group of companies, business management and development
- Measures for securing buildings and facilities
- Video surveillance in exercise of our rights as property owner or to gather evidence
- Consulting and exchange of data with credit agencies
- To determine credit rating and risk of default
- To guarantee IT security and IT operation

## **6. To whom will your data be transferred?**

Your personal data will be disclosed to various public or internal bodies as well as external service providers for the purposes of compliance with our contractual and statutory obligations.

#### Affiliated companies:

OTTO KRAHN. The holding company OTTO KRAHN (GmbH & Co.) KG includes two operative subsidiaries: KRAHN CHEMIE GmbH and ALBIS PLASTIC GmbH.

We work with selected external service providers in order to comply with our contractual and statutory duties, in particular with processors in accordance with Art. 28 GDPR:

#### External service providers:

- IT service providers (e.g. maintenance service providers, hosting service providers) and telecommunication
- service providers for destruction of files and data, printing services
- advice and consulting, service providers for telephone support (call centre)
- service providers for marketing or distribution
- payment service providers, credit agencies, contractual dealers
- auditors

Public bodies:

In addition, we may be obliged to transfer your personal data to other recipients such as public authorities for the purposes of compliance with statutory reporting obligations.

- Tax authorities
- Customs authorities
- Social insurance agencies
- Law enforcement agencies

Please contact our data protection officer using the contact details given above if you have any further questions about individual recipients.

**7. Will your data be transmitted to countries outside the European Union (third countries)?**

Countries outside the European Union (and the European Economic Area (EEA)) have different data protection arrangements than countries inside the European Union. We also use service providers located in third countries for processing your data. No decision by the EU Commission currently exists that these third countries generally offer an adequate level of protection.

We have therefore taken special measures to ensure that your data is processed as securely in third countries as within the European Union. We agree the standard data protection clauses provided by the Commission of the European Union with service providers in third countries. These clauses provide for proper guarantees for protecting your data with service providers in the third country.

Our service providers in the USA are additionally certified under the EU-US Privacy Shield framework agreement.

If you would like to view the existing guarantees, please contact our data protection officer.

**8. How long will my data be stored?**

We store your personal data for as long as is required for compliance with our statutory and contractual obligations. Your personal data will then be erased unless it is necessary to continue processing it for any of the following purposes:

- Compliance with retention obligations under commercial and tax law. The retention periods under the German Commercial Code (*Handelsgesetzbuch* - HGB) and the Tax Code (*Abgabenordnung* - AO) are normally six years for business letters and ten years for data that is relevant in terms of tax and commercial law.
- Preservation of evidentiary materials within the scope of statutory limitation arrangements. Under the limitation arrangements according to the German Civil Code (*Bürgerliches Gesetzbuch* - BGB) these limitation periods may in some cases be as long as thirty years, but the normal limitation period is three years.

## 9. What are your rights in connection with the processing of my data?

Every data subject has the right to information under Art. 15 GDPR, the right to rectification under Art. 16 GDPR, the right to erasure under Art. 17 GDPR, the right to restriction of processing under Art.18 GDPR, the right to object under Art. 21 GDPR and the right to data portability under Art. 20 GDPR. The restrictions under Sections 34 and 35 of the Federal Data Protection Act apply to the right of information and the right of erasure.

### 9.1 Right to object

You may object at any time to the use of your personal data for marketing purposes without incurring any costs beyond the costs of transmission according to the basic tariff.

- **What are your rights if you are processing data on the basis of your legitimate interests or in the public interest?**

Under Art. 21 (1) GDPR you have the right to object, on grounds relating to your particular situation, at any time to processing of personal data concerning you which is based on point (e) (data processing in the public interest) or point (f) (data processing for the purposes of pursuing legitimate interests) of Article 6 (1) of the GDPR. This also applies to any profiling carried out on the basis of this provision. In the event that you object we will no longer process your data unless we can demonstrate compelling legitimate grounds for processing which override your interests, rights and freedoms or if processing is for the purpose of the establishment, exercise or defence of legal claims.

- **What are your rights if you are processing data for direct marketing purposes?**

If we process your data for direct marketing purposes you have the right under Art. 21 (2) GDPR to object at any time to processing of data concerning you for such marketing, which includes profiling to the extent that it is related to such direct marketing. If you object to processing for direct marketing purposes we will no longer process your personal data for such purposes.

You may revoke your consent to processing of your personal data at any time. Please note that such revocation will only have effect for the future.

### 9.2 Safeguarding your rights

To safeguard your rights you may contact the controller or data protection officer using the contact data given above. We will process your enquiries at once and in accordance with statutory requirements and let you know what measures we have taken.

## 10. Does any obligation exist to provide your personal data?

In order to enter into a business relationship with us you must provide us with the personal data needed for implementing the contractual relationship or which we are obliged by law to collect. If you do not provide us with this data we will not be able to implement and process the contractual relationship.



## **11. Changes to this information**

If there is any significant change in the purpose or the nature of processing your personal data we will update this information sheet in good time and notify you in good time of the changes.