

Information letter according to Art. 13 DSGVO (customers)

Responsible for data processing

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Data protection officer

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Purpose and legal basis of the processing

Art. 6 para. 1 lit. a DSGVO - Consent by the data subject pursuant to Art. 4 para. 2 no. 11 DSGVO
We inform those interested in our products about current offers, product data and interesting information by means of various contact channels in accordance with the consent they have given. In addition, we store additional information about our customers and their interests for better communication.

Art. 6 para. 1 lit. b DSGVO - Initiation and fulfilment of the contract

We process the data of our customers and interested parties for the preparation of offers, execution of orders placed and invoicing of services rendered and goods delivered.

Art. 6 para. 1 lit. f DSGVO - Protection of legitimate interests of the company

We process the data of our customers and prospective customers for the clarification of their creditworthiness by means of inquiry with credit agencies and with delay of payment for the penetration of our demands and report to the credit agencies involved.

Recipient of the data

In individual cases, the data is passed on to credit agencies to check creditworthiness and report payment defaults. If payment is delayed, data will be passed on to debt collection companies and our law firm.

If our customers and interested parties have registered to receive current offers, product data and interesting information via newsletter (digital or analog), their data will be forwarded to the corresponding shipping service providers.

Duration of storage

In accordance with the legal retention periods. For data based on a contract or justified interest up to three years after the end of the customer relationship. For voluntary data up to two years after the end of the customer relationship or prematurely upon revocation of consent.

Rights of the parties concerned

As a person affected by data processing, you are entitled to the following industrial property rights free of charge:

- a) You can revoke your voluntary consent at any time (right of revocation)
- b) You can request an overview of all data stored by us at any time (right to information)
- c) You can request the deletion of data that is not subject to any legal or contractual storage obligation at any time free of charge (deletion right).
- d) You can limit your consent to data processing to certain areas at any time (right of restriction)
- e) You can object to data processing that serves the public interest or legitimate interests of the processor at any time, if there are reasons for your particular situation (right of objection).
- f) In the case of data which you have stored incorrectly, you have the right to correct this data at any time (right of correction).
- g) You have the right to receive the personal data concerning you in a structured, current and machine-readable format or to have it transmitted to another body. (right to data transfer)

Consequences if the data is not available

Data processing on the basis of voluntary consent (data collection form) has no effect on the fulfilment of the contract. However, this would mean a loss of comfort for you. All other data provided is collected and processed on the basis of the performance of the contract. Fulfilment of the contract is not possible without this data.

Right of appeal

Each data subject has a right of appeal to the data protection supervisory authority of his country or to the supervisory authority responsible for the processing of your data. The supervisory authority responsible for us is:

Landesbeauftragte für Datenschutz und Informationsfreiheit Nordrhein-Westfalen
Postfach 20 04 44
40102 Düsseldorf
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