

Information on the processing of customer and supplier data

General information

Brief description	Information for our customers and suppliers about the processing of their data by infoteam at initial collection, i.e. when the data is processed by infoteam for the first time.
Destination	Fulfilment of the data protection requirements regarding information duties according to Art. 13, 14 GDPR
Notes	GDPR = General Data Protection Regulation

Data protection information pursuant to Art. 13, 14 GDPR

This data protection information informs you about the collection and processing of your data by infoteam.

The responsible party is infoteam Software AG, hereinafter referred to as infoteam, its branches, group companies, departments and groups. According to Art. 4 No. 1 GDPR, your personal data includes all information that relates or can be related to your person.

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1 Name and contact details of the controller

The responsible party within the meaning of data protection law is

infoteam Software AG

Am Bauhof 9
91088 Bubenreuth

You will find further information about our company, details of the persons authorised to represent it and also further contact options in our imprint on our website:

<https://www.infoteam.de/impressum>

2 Our data protection officer

We have appointed a data protection officer in our company. You can reach her under the following contact options:

Dr Marion Herrmann
Datenschutz Symbiose GmbH, Hundingstr. 12, 95445 Bayreuth, Germany
E-mail: datenschutz@infoteam.de

3 Collection and storage of personal data; type, purpose and use

If you instruct us, the following information will be collected:

- Salutation, title, first name, last name
- Address
- E-mail address
- Telephone number (landline and/or mobile)
- Fax number, if applicable (if available & desired)
- Contact details, e.g. to messenger services
- Account details, if applicable
- Date of birth, if applicable
- Access data, if applicable (if necessary for cooperation)
- in order to be able to fulfil our contractual obligations towards you;
- in order to be able to fulfil our contractual obligations towards our clients;
- in order to be able to comply with our legal obligations;
- for correspondence with you;
- for invoice processing;
- If applicable, creditworthiness data (event-related)

In addition, all information is collected that is necessary for the fulfilment of the order/contract with you.

The collection of personal data takes place,

- to be able to identify you as a customer or supplier;
- to be able to advise you appropriately;
- in order to be able to fulfil our contractual obligations towards you;
- in order to be able to comply with our legal obligations:
 - for correspondence with you;
 - for invoicing or, if applicable, within the framework of the dunning process;
 - for the purposes of permissible direct advertising;
 - to assert any claims against you.

The processing of personal data takes place on the occasion of your enquiry (customer) with us or your commissioning (supplier) by us and is necessary for the stated purposes for the processing of your order and for the fulfilment of obligations from the underlying contract. Legal bases for this are Art. 6 para. 1b GDPR, the fulfilment of contractual obligations, Art. 6 para. 1f GDPR, within the framework of the balancing of interests and due to legal requirements according to Art. 6, para. 1c GDPR.

The personal data collected will be stored until the expiry of the statutory retention obligation for merchants (6 or 10 years after the end of the calendar year in which the contractual relationship was terminated) and then deleted. This does not apply exceptionally if we are obliged to store the data for a longer period due to tax or commercial law retention obligations (according to HGB, StGB or AO) or if you have consented to storage beyond this.

4 Disclosure of data to third parties

As a matter of principle, your personal data will not be transferred to third parties. Exceptions to this only apply if this is necessary for the processing of contractual relationships with you. This includes in particular the transfer to service providers commissioned by us (so-called order processors) or other third parties whose activities are necessary for the execution of the contract (e.g. shipping companies, banks). The data passed on may be used by the third parties exclusively for the purposes stated.

5 Your rights as a data subject

As a person affected by data processing, you have various rights:

- **Right of withdrawal:** You can withdraw your consent at any time. The data processing based on the revoked consent may then no longer be continued for the future.
- **Right to information:** You can request information about your personal data processed by us. This applies in particular to the purposes of the data processing, the categories of personal data, if applicable, the categories of recipients, the storage period, if applicable, the origin of your data as well as, if applicable, the

existence of automated decision-making including profiling and, if applicable, meaningful information on its details.

- **Right of rectification:** You can request the correction of incorrect or the completion of your personal data stored by us.
- **Right to erasure:** You may request the erasure of your personal data stored by us, insofar as its processing is not **necessary for** the exercise of the right to freedom of expression and information, for the fulfilment of a legal obligation, for reasons of public interest or for the **assertion, exercise or defence of legal claims**.
- **Right to restriction of processing:** You may request the restriction of the processing of your personal data if you dispute the accuracy of the data or if the processing of the data is unlawful but you refuse to delete it. You also have this right if we no longer need the data but you need it to assert, exercise or defend legal claims. Furthermore, you have this right if you have objected to the processing of your personal data.
- **Right to data portability:** You can request that we transfer the personal data you have provided to us in a structured, common and machine-readable format. Alternatively, you may request the direct transfer of the personal data you have provided to us to another controller, where this is possible.
- **Right to complain (complaints office):** You have the right to complain about the processing of personal data by us to a data protection supervisory authority, e.g. if you believe that we are processing your personal data in an unlawful manner.

Our competent data protection supervisory authority is:

Bayerisches Landesamt für Datenschutzaufsicht (BayLDA)
Promenade 18, 91522 Ansbach, Germany
Telephone : +49 (0) 981 180093-0, E-Mail: poststelle@lda.bayern.de

6 Your right to object

If we process your personal data on the basis of a legitimate interest, you have the right to object to this processing. If you wish to exercise your right to object, a notification in text form is sufficient. You are therefore welcome to write to us, send a fax or contact us by e-mail. You can find our contact details under point 1 of this data protection notice.

7 Data processing online

Certain personal data, including the IP address of website visitors, is also processed via our website at www.infoteam.de. Supplementary data protection information can therefore be found online at www.infoteam.de/datenschutz.

Contact

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