

Declaration on data processing (according to the Basic Data Protection Ordinance) at RIEGLER & Co. KG



1. Preamble

Data protection is important to us: we therefore collect and process your data in accordance with statutory provisions, in particular the EU Basic Data Protection Ordinance (GDPR) and the Federal Data Protection Act (BDSG), as well as other statutory provisions such as the Teleservices Media Act (TMG) in the field of electronic communications. With this declaration, we would like to fulfil our information and transparency obligations regarding the collection and processing of your personal data.

2. Responsible body and data protection officer

Responsible for the processing of your personal data is RIEGLER & Co. KG, Schützenstrasse 27, 72574 Bad Urach, phone +49 7125 9497-0, E-mail: info@riegler.de

The company is represented by a general partner: Dipl. Betriebswirt (FH) Jürgen Wacker

External data protection officer: Mr. Thomas Hahn - E-mail: datenschutz@riegler.de

Please direct any questions regarding data protection to this e-mail address.

3. Type, scope and origin of collected data

RIEGLER & Co. KG (RIEGLER) essentially collects personal data directly from you. We exclusively collect the personal data that are necessary for the respective contractual purpose (principle of data economy). Any further information is provided voluntarily.

RIEGLER collects and processes:

- Customer master data such as name and address
- Data for delivery notes and invoices (different invoice address, delivery addresses)
- Bank data for payment processing
- Data for establishing and maintaining a contractual relationship via electronic communication channels
e.g. E-mail address, phone number
- Information on the consent to receive advertising, use of your e-mail address or telephone number for RIEGLER advertising and for creating profiles and presentations.
- Use of WhatsApp for customers/suppliers who explicitly request this type of communication for support purposes and order processing or who contact our employees via this platform.

As a rule, you provide us with this data starting with your inquiry. In certain cases, however, we may receive personal data from third parties, e.g. from trading partners for processing inquiries and orders.

4. Purposes of the processing of personal data, legitimation

We collect and process your data for the following purposes:

- Submission of offers and the necessary passing on of information required for the preparation of the overall offer.
- Conclusion of contract, fulfilment of contract and customer service
- Credit assessment before entering into a customer contract
- Information about RIEGLER products and services
- Statistical evaluations for the (marketing) development of measures on the basis of calculated key figures and for the analysis of existing contractual relationships, improvement or termination.
- The use will within the legal framework on the basis of an automated based decision be permitted only with your express consent.
- Fulfilment of legal obligations or official requirements

Processing is carried out in accordance with the statutory provisions, including the GDPR, the new BDSG and the German Teleservices Act.

5. Type and manner of data processing

RIEGLER ensures that your personal data are processed in a manner that guarantees the protection of your data. The data are processed electronically (ERP, online shop, e-mail) as well as in paper form. We hereby adhere to the security standards to protect your privacy and to prevent unauthorized access to these data. We have taken extensive technical and organisational precautions to protect your data from loss, manipulation, destruction and unauthorised access. Our security measures are continuously improved in line with technological developments and legal requirements.

The data properly grouped into categories are then used for our own statistical analyses and marketing reports, however, in pseudonymised form as far as possible.

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6. Data recipient

The collecting body is the company RIEGLER. It stores all data necessary for contract fulfilment and customer service in its IT systems. In the context of customer acquisition and customer loyalty campaigns, your data are collected from commercial agents and sales personnel commissioned by us.

In order to provide our contractual services, RIEGLER makes use of selected service companies which are granted access to your data to the required extent and may use them exclusively for the fulfilment of orders placed by us. Data recipients are therefore:

- IT services companies
- Financial institutions
- Sales representatives
- External service providers
- Management consultancies and auditing and tax firms
- Authorities, including financial administration

Insofar as necessary and legally permissible, your data may – for the purpose of credit assessment or information collection – be transferred to credit assessment agencies to check your request/order before a contract is concluded and, if necessary, during the course of the business relationship. In the event of default in payment, we reserve the right to transfer your data to debt collection agencies or lawyers for the purpose of recovery.

All service companies commissioned by us are checked for their data protection standards before placing an order and are obliged to comply with the statutory data protection requirements. There is also a contractual obligation in the form of order processing contracts and the examination of technical and organisational measures. Any further passing on of data to third parties commissioned by us does not take place, unless we are legally authorized/obligated to do so or you have given us your prior consent.

7. Duration of data storage

RIEGLER stores your customer data for the period of fulfilment of the contractual relationship(s) and, in the event of a justified interest (e.g. outstanding payments), beyond the contractual relationship. The storage period is based on the statutory limitation periods, which may be up to 30 years according to § 195 ff. of the German Civil Code (BGB), whereby the regular limitation period is three years.

In addition, we are subject to various storage and documentation obligations, among others from the German Commercial Code (HGB) or the Revenue Code (AO). The periods for storage and documentation prescribed there are six to ten years.

8. Rights of affected parties

RIEGLER preserves and protects your rights according to the EU GDPR. In particular, you have the right:

- To receive information from us as to whether we process personal data relating to you. If this is the case, you can obtain information about this personal data as well as all processing and purposes described in this information.
- To the correction, deletion or restriction of the processing of your personal data, unless otherwise required by law.
- To the surrender of your data, particularly also in a structured, common and machine-readable format.
- To the revocation of consent to the use of voluntarily provided data, e.g. your telephone number
- To object to the use of your data for direct advertising of RIEGLER & Co. KG.
- To an objection, related to an individual case due to a special personal situation, against the use of your data which we process in the legitimate interest (according to Section 6 Subpara. 1 f) GDPR).

To assert your rights, please contact RIEGLER & Co. KG, Schützenstrasse 27, 72574 Bad Urach, Germany, phone +49 7125 9497-0, E-mail: datenschutz@riegler.de

If you believe that the processing of personal data concerning you violates the GDPR, you can lodge a complaint with a supervisory authority, in particular in the member state of your place of residence, your workplace or the location of the suspected violation.