

Information obligation under Article 13 of the General Data Protection Regulation (GDPR)

The following is to inform you about the collection of personal data with business partners. Personal data is all data which can be referred to you personally, eg. name, address, e-mail addresses, telephone numbers.

1. Person in charge for the data processing

The responsibility for data processing lies with

ERNST KREBS KG
Dellenfeld 38 – 40
42653 Solingen

Telefon: +49 (0)212 5969-0
Telefax: +49 (0)212 5969-46

Represented by the managing director Daniel Krebs.

We are at your service on any questions regarding our handling with personal data by email info@stahl-krebs.de.

2. Data protection officer

You are also welcome to contact our data protection officer with your questions. You can reach him at:

Bechtle GmbH
Piepersberg 42
42653 Solingen
E-Mail: datenschutz@stahl-krebs.de

3. Contact management

3.1 For what purpose do we process your data?

We collect and process your data, like

- Contact ID
- Name, first name
- Company membership
- Company address
- E-mail address / phone number / fax number
- communication history
- (Offer) inquiries / order history

- Objection to direct advertising

to the extent necessary to enable management of customer data and to organize sales and communication processes. The use of the CRM system also enables us to analyze our customer-related processes.

3.2 On what lawful basis do we process your data? What legitimate interests are we pursuing?

We process your data based on Article 6 (1) lit. b GDPR or for the purpose of pre-contractual measures. Furthermore, we process your data based on Art. 6 para. lit. f GDPR. Our legitimate interest is the efficient processing and optimization of our business processes

3.3 To which recipients is the data passed on?

While processing, we pass on your data internally to the departments and employees responsible for the respective process. Furthermore, external IT service providers may be involved as part of an order processing.

3.4 How long will my data be stored?

In the case of personal data in the CRM system, a check is made after two years at the end of the respective calendar year to determine whether further storage is necessary. If there is no need, the data will be deleted. Legal storage obligations (e.g., up to 10 years according to the German Commercial Code or the German Fiscal Code) remain unaffected by this.

4. Offers and orders

4.1 For what purpose do we process your data?

If you request a quotation, order goods from us or we purchase goods or services from you, the personal data requested in each case and collected in the further course of the contractual relationship will be processed for the purpose of initiating or for the purpose of concluding and further processing the purchase contract - in particular, carrying out the delivery and booking your or our payment.

To processing the contract, we create an internal debtor or creditor account in our system or assign the respective transaction to an existing internal account, even if you request an offer from us. In this context, we store the following data:

- Salutation, name, first name
- Company address
- Telephone number / fax number
- Quotation requests / quotation data
- Order data and order status

We also process your contract data to comply with legal retention periods and to prevent or prosecute criminal offences against us or against you (e.g. attempted fraud, identity theft).

4.2 On what legal basis do we process your data? What legitimate interests are we pursuing?

The legal basis for the processing of your order data is Art. 6 para. 1 lit. b GDPR or Art. 6 para. 1 lit. f for the purpose of executing the purchase contract (including reversal, if applicable) or carrying out pre-contractual measures.

The legal basis for storing data for the purpose of complying with statutory retention periods is Art. 6 Para. 1 lit. c GDPR in conjunction with the relevant statutory retention period (esp. § 257 HGB, 147 AO).

The legal basis for processing for the purpose of preventing or prosecuting criminal offences against us or you is Art. 6 para. 1 lit. GDPR. Our legitimate interest is to protect our assets and other interests protected by criminal law.

4.3 To which recipients is the data passed on?

Internal IT service providers are involved in the context of order processing. In the context of shipping, your data (company name with address and, if applicable, the recipient name) may be transmitted to our shipping companies. If the recipient's address is abroad, the data will also be transmitted to the relevant customs authorities.

4.4 How long will my data be stored?

Your data is regularly deleted when it is no longer required for the execution of the purchase contract or a complaint and the expiry of any additional statutory retention periods (e.g. up to 10 years in accordance with the German Commercial Code or the German Fiscal Code).

5. Credit assessment

5.1 For what purpose do we process your data?

ERNST KREBS KG uses the company "Creditreform Solingen GmbH" - hereinafter referred to as Crefo - for the credit assessment. Crefo transmits a score value which is based on a recognised mathematical procedure and whose data basis comprises the name of the company, the address of the company and the respective order volume. No further data will be processed.

5.2 On what legal basis do we process your data? What legitimate interests are we pursuing?

The verification of the contractual relationship before accepting an order is based on our legitimate interest (Art. 6 para. 1 lit. f GDPR). Our legitimate interest is to minimise payment defaults.

5.3 To which recipients is the data passed on?

As part of the credit assessment, the above-mentioned data will be forwarded to Verband der Vereine Creditreform Solingen Kirschner GmbH & Co. KG (Kuller Str. 58, D-42651 Solingen). Further information on Crefo's data protection can be found at <https://www.creditreform.de/solingen/datenschutz>.

5.4 How long will my data be stored?

Your personal information data will be stored for a period of three years. This serves, among other things, to ensure that a new credit check does not have to be carried out for future invoice purchases.

6. Complaints: recording and processing

6.1 For what purpose do we process your data?

If you make complaints, make use of contractual (warranty) rights or if we provide services, your contact data, such as e.g.

- Your name,
- Your address,
- Telephone number
- E-Mail address
- date

are collected by our employees. We also process information about your request, such as details of the reason for exchange or complaint ("complaint data").

6.2 On what legal basis do we process your data? What legitimate interests are we pursuing?

The legal basis for processing for the purpose of checking and processing warranty or guarantee cases or the initiation, conclusion and execution of a repair contract is Art. 6 para. 1 lit. b GDPR.

The legal basis for the storage of data beyond the purpose of the contract for the fulfilment of statutory retention periods is Art. 6 para. 1 lit. b GDPR in conjunction with the relevant statutory retention period (esp. § 257 HGB, 147 AO).

6.3 To which recipients is the data passed on?

The following are involved in the processing of your data:

- Internal departments as part of the handling of business processes;
- If applicable, our logistics partners;
- If applicable, the payment service provider selected by you;
- If applicable, other external recipients, such as courts or law enforcement agencies, to enforce our rights or to investigate and prosecute criminal offences

6.4 How long will my data be stored?

Your data will be deleted regularly after the complaint case has been closed. Legal storage obligations (e.g. up to 10 years according to the German Commercial Code or the German Fiscal Code) remain unaffected by this.

7. Contact request For what purpose do we process your data?

If you contact us with a request or we contact you, we will of course also process your personal data

- Name
- Company name

- Company address
- E-Mail address
- Telephone number/ Fax number
- Request

for the purpose of carrying out the exchange with you. We use this communication data to comply with your respective request. In addition, we save communication data to comply with any existing statutory retention periods.

7.2 On what lawful basis do we process your data? What legitimate interests are we pursuing?

The processing of this data is based on Art. 6 (1) lit. b GDPR, as far as your request is related to the fulfilment of a contract or is necessary for the implementation of pre-contractual measures.

As far as further processing is carried out to comply with a statutory retention period, the legal basis is Art 6 para. 1 lit. c GDPR in conjunction with the relevant statutory retention periods (esp. §§ 257 HGB, 147 AO).

In all other cases, the processing is based on our legitimate interest in the effective processing of the requests addressed to us (Art. 6 para. 1 lit. f GDPR).

7.3 To which recipients is the data passed on?

Your data will not be transmitted. Should this be necessary in individual cases, we will obtain your consent beforehand.

7.4 How long will my data be stored?

Communication data is deleted if it is no longer required for exchanges with you and any statutory retention periods have expired. This is usually the case for business correspondence such as emails six years after the end of the year in which they were received.

8. Right of withdrawal

As far as processing is based on your consent (Art. 6 para. 1 lit. a or Art. 9 para. 2 lit. a GDPR), you have the right to revoke your consent at any time. The lawfulness of the processing carried out based on the consent until your revocation is not affected by this.

9. Right to object Art. 21 GDPR

In the case of processing of personal data for the exercise of legitimate interests (Art. 6 para. 1 sentence 1 lit. f) GDPR), you may object to the processing of the personal data concerning you at any time with effect for the future. In the event of an objection, we must refrain from any further processing of your data for the purposes, unless

- there are compelling legitimate grounds for processing which override your interests, rights and freedoms, or
- the processing is necessary for the assertion, exercise or defence of legal claims.

You may object to the use of your data for the purpose of direct marketing at any time with effect for the future. In the event of an objection, we must refrain from any further processing of your data for the purpose of direct advertising.

10. Data subject rights

As a data subject within the meaning of Section 4 No. 1 of the GDPR, you are entitled to indispensable rights regulated in the GDPR (so-called data subject rights). You therefore have the right

- to request information about the data we have stored about you in accordance with Art. 15 GDPR;
- to demand the correction or completion of the data we have stored about you without delay in accordance with Art. 16 GDPR;
- in accordance with Art. 17 GDPR, to demand the deletion of the data we have stored about you, unless this is contrary to Art. 17 (3) GDPR;
- in accordance with Art. 18 GDPR, to demand the restriction of the processing of the data we have stored about you, if the conditions of Art. 18 Para. 1 lit. ad GDPR apply;
- in accordance with Art. 20 GDPR, to demand the transfer of the data we have stored from you in a structured, common and machine-readable format (e.g. as a PDF) without any obstacles;
- object to the processing of your data in accordance with Art. 21 GDPR, if it is processed by us on the legal basis of Art. 6 (1) (f) GDPR and your objection arises from a special situation or is directed against direct marketing. In the latter case, you can also object to the processing without any reason;
- lodge a complaint with the competent supervisory authority pursuant to Art. 77 GDPR. The state data protection supervisory authority responsible for ERNST KREBS KG is:

Landesbeauftragte für Datenschutz und Informationsfreiheit (Nordrhein-Westfalen)

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40102 Düsseldorf

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