

1. Data Protection Information – Customers

The following data protection information provides an overview of the collection, processing and utilisation of your data in the course of the business relationships.

By means of the following information, we wish to give you an overview of the processing of your personal data by us and of your rights arising under data protection law. Which data are processed in detail and how the data is used depends decisively on the specific business relationship.

1. Who is responsible for the data processing and who can I get in touch with?	<p>The person/entity responsible is:</p> <p>Company Heidemark GmbH 26197 Ahlhorn / Germany Phone: +49 4435 9730 0 E-mail: datenschutz@heidemark.de</p> <hr/> <p>You can reach our data protection officer at:</p> <p><i>Care-Office UG (haftungsbeschränkt/with limited liability)</i> Kollegienwall 15 49074 Osnabrück / Germany datenschutz@care-office.de</p>
2. Which sources and data do we use?	<p>We process personal data that we receive from you or your employer for the purpose of establishing and implementing contractual relationships and in the framework of the contractual relationship.</p> <p>For more detailed information, please see the appendix "2_Processing personal customer data.pdf".</p>
Kind of data	<p>In particular, personal data are contact data such as name, occupational address, telephone number and e-mail address.</p> <p>For more detailed information, please see the appendix "2_Processing personal customer data.pdf".</p>
3. Why do we process your data (purpose of processing) and on what legal basis is the data processed?	<p>We process personal data in accordance with the provisions of the EU General Data Protection Regulation (EU-GDPR) and the German Federal Data Protection Act (BDSG):</p> <ul style="list-style-type: none">• For the fulfilment of contractual obligations (Article 6 Subsection 1 b of the EU-GDPR) The processing of data is carried out to fulfil the obligations arising from the order concluded or to be concluded with you or your employer. For instance, this refers to the processing/creation of an inquiry/contact establishment, an offer or an order/product return.• As part of the balancing of interests (Article 6 Subsection 1 f of the EU-GDPR) As far as this proves necessary, we process your data to protect the legitimate interests of us or third parties, e.g. to enforce open claims.• On the grounds of statutory requirements (Article 6 Subsection 1 c of the EU-GDPR) or in the public interest (Article 6 Subsection 1 e of the EU-GDPR) We are subject to diverse legal requirements obligating us to process personal data. <p>For more detailed information, please see the appendix "2_Processing personal customer data.pdf".</p>

<p>4. Who will get my data?</p>	<p>Within the company, those entities/departments that need your data to fulfil their contractual and legal obligations (e.g. purchase/sales, logistics and accounting) are given access to your data. Service providers and vicarious agents employed by us outside the company may also receive data for these purposes. These are referred to as commissioned data processors (see appendix "3_Data processors.pdf") in the category IT Services and Archival Storage. Within the framework of a contract for commissioned data processing (Article 28 of the EU-GDPR), such service providers have committed themselves, among other things, to comply with appropriate technical and organisational measures for data security, as they act on our behalf subject to our instructions.</p> <p>With regard to the transfer of data to recipients outside our company, we would like to point out that we respect your informal right of self-determination. We will only pass on information about you if this is required by law, if you have consented to such data transfer or if we are authorised to provide information. Subject to these conditions, the recipients of personal data may include:</p> <ul style="list-style-type: none"> • Your employer • Shipping service providers • Public entities and institutions <p>For more detailed information, please see the appendix "2_Processing personal customer data.pdf".</p>
<p>5. How long will my data be stored?</p>	<p>We process and store your personal data as long as this is necessary for the fulfilment of contractual, post-contractual and statutory obligations.</p> <p>Once the data is no longer required for the fulfilment of contractual, post-contractual or statutory obligations, it will be deleted.</p> <p>For</p> <ul style="list-style-type: none"> • documents that may be relevant in terms of taxation such as e-mails qualifying as commercial letters: 6 years pursuant to § 147 Subsection 3 Sentence 1 of the German Tax Code (AO) • documents that may be of relevance for the company's annual financial statement: 10 years pursuant to § 257 Subsection 1 No. 1 and Subsection 4 , § 147 of the German Tax Code (AO) <p>Documents not being subject to a storage period: 3 years according to the general period of limitation under § 195 BGB (German Civil Code)</p>
<p>6. Will data transmitted to a third country or an international organisation?</p>	<p>Data will be transmitted to entities in countries outside the European Union (so-called third countries) as far as</p> <ul style="list-style-type: none"> • it is necessary for the fulfilment of contractual obligations • it is required by law <p>In particular, this will take place for purposes of delivery/contract performance and customs clearance.</p>
<p>7. What data protection rights do I have?</p>	<p>Any person concerned has the following rights:</p> <ul style="list-style-type: none"> • Right to information pursuant to Article 15 of the EU-GDPR: You are entitled to receive information from us about the processing of your personal data. • Right to correction pursuant to Article 16 of the EU-GDPR: You are entitled to demand correction by us of any incorrect or incomplete personal data relating to you. • Right to deletion pursuant to Article 17 of the EU-GDPR: You are entitled to demand the deletion of your data if the prerequisites mentioned in Article 17 of the EU-GDP are in place. Accordingly, you may for instance request the deletion of your data insofar as they are no longer necessary for the purposes, for which they were collected. You may also request deletion if we process your data on the basis of your consent and if you revoke this consent. • Right to limitation of data processing pursuant to Article 18 of the EU-GDPR: You are entitled to demand limitation of the processing of your data if the prerequisites under Article 18 of the EU-GDPR are in place. This is the case, for example, if you dispute the correctness of your data. For the duration of the verification of the correctness of the data, you may then demand limitation of the data processing.

	<ul style="list-style-type: none"> • Right to data transferability pursuant to Article 20 of the EU-GDPR: You are entitled to receive your data in a structured, common and machine-readable format and to transmit the data to another data processor. • Right to complain pursuant to Article 77 of the EU-GDPR in connection with § 19 of the BDSG nF (German Federal Data Protection Act, new version): You are also entitled to complain with a supervisory authority about our processing of your data.
8. Am I under obligation to provide data?	As part of the business relationship, you must provide the personal data that is necessary for the commencement, performance and termination of the contract and the fulfilment of the associated contractual obligations, or the personal data that we are obliged to collect by law.
9. To what extent is there an automated decision-making process in the individual case?	In principle, we do not use fully automated decision-making processes for the establishment and implementation of the business relationship pursuant to Article 22 of the EU-GDPR.
10. To what extent is my data used for profiling (scoring)?	We do not use any profiling as part of the business relationship.

Information on your right of objection

1. Right of objection in an individual case

You have the right, for reasons arising from your particular situation, to object at any time to the processing of personal data relating to you, which is conducted on the basis of data processing in the public interest (Article 6 Subsection 1 Sentence 1 Letter e of the EU-GDPR) and data processing on the basis of a balancing of interests (Article 6 Subsection 1 Sentence 1 Letter f of the EU-GDPR); this also applies to profiling conducted on the basis of this provision. In the event of an objection, we ask you to inform us about the reasons why you object to the data processing.

If you file an objection, we will no longer process your personal data unless we are in a position to prove compelling reasons for the processing that outweigh your interests, rights and freedoms or unless the processing of your data serves the assertion, exercise or defence of legal claims.

Right to object to the processing of data for advertising purposes: In addition, you have the right to object at any time to the processing of data for direct marketing purposes. This also applies to profiling as far as it is related to direct advertising.

If you object to the processing of data for purposes of direct advertising, we will no longer process your personal data for these purposes.

The objection may be raised informally and should be addressed to:

Heidemark GmbH

Lether Gewerbestr. 2

26197 Ahlhorn / Germany

Phone: +49 4435 9730 0

E-mail: datenschutz@heidemark.de