



PRIVACY POLICY FOR OUR CUSTOMERS

Our handling of your data and your rights

- Information pursuant to Articles 13, 14 and 21 of the General Data Protection Regulation (GDPR) -.

Dear customers,

In the following, we inform you about the processing of your personal data by us and the claims and rights to which you are entitled according to the data protection regulations.

Which data is processed in detail and how it is used depends primarily on the requested or agreed services.

1. Who is responsible for data processing?

Responsible entity is:

H2 Core Systems GmbH

Rüsdorfer Straße 8

25746 Heide

Phone: +49 157 77438466

E-mail: info@h2coresystems.com

You can reach our data protection officer at:

Phone: +49 4841 8968 20

E-mail: info@datensicherheit-nord.de

2. What sources and data do we use?

We process personal data that we receive from you in the course of our business relationship. In addition, we process - to the extent necessary for the provision of our services - personal data that we have received from other companies (e.g. SCHUFA, Creditreform) or authorities in a permissible manner (e.g. for the execution of orders, for the fulfillment of contracts or based on a consent granted by you). On the other hand, we process personal data that we have permissibly obtained from publicly accessible sources (e.g. debtor lists, land registers, commercial and association registers, press, media) and are allowed to process.

Relevant personal data are personal details (name, address and other contact data, date and place of birth and nationality) and identification data (e.g. ID card data). In addition, this may also include order data (e.g. payment order, purchase contract, service contract), data from the fulfillment of our contractual obligations (e.g. turnover data in goods transactions, credit line, product data), information about your financial situation (e.g. creditworthiness data, scoring/rating data, data from credit agencies), advertising and sales data (including advertising scores), documentation data (e.g., consulting log), registry data, data about your use of the telemedia we offer (e.g., time of access to our websites, apps or newsletters, pages clicked on by us or entries), and other data comparable with the aforementioned categories.

3. For what purposes and on what legal basis do we process personal data?

We process personal data in accordance with the provisions of the European Data Protection Regulation (DSGVO) and the German Federal Data Protection Act (BDSG):

3.1. For the fulfillment of contractual obligations (Art. 6 para. 1 b DSGVO)

The processing of personal data (Art. 4 para. 2 DSGVO) is carried out for the provision and procurement of services or goods transactions, printing orders, lettering, trade fair equipment and, in particular, for the execution of our contracts with you and the execution of your orders, as well as all activities necessary with the operation and management of our company. The purposes of data processing depend primarily on the specific contract/product and may include, but are not limited to, needs analysis, consulting, contract administration and support, and the engagement of third parties to fulfill the contract or based on your request.

Further details on the purpose of data processing can be found in the respective contract documents and terms and conditions.

3.2. Within the framework of the balancing of interests (Art. 6 para. 1 f DSGVO)

To the extent necessary, we process your data beyond the actual performance of the contract to protect legitimate interests of us or third parties, such as in the following cases:

- Measures for business management and further development of services and products
- Testing and optimization of procedures for direct customer contact
- Advertising or market and opinion research, insofar as you have not objected to the use of your data
- Ensuring IT security and the IT operation of the company
- Assertion of legal claims and defense in legal disputes
- Prevention and investigation of criminal acts
- Measures for building and plant security (e.g. access controls)
- Measures to ensure the right of domicile
- Consultation of and data exchange with credit agencies (e.g. SCHUFA, Creditreform) to de-termine creditworthiness or default risks

3.3. Based on your consent (Art. 6 para. 1 a DSGVO)

Insofar as you have given us consent to process personal data for certain purposes (e.g. transfer of data to other companies), the lawfulness of this processing is based on your consent. Consent given can be revoked at any time. This also applies to the revocation of declarations of consent given to us prior to the application of the GDPR, i.e. prior to May 25, 2018.

Please note that the revocation is only effective for the future. Processing that took place before the revocation is not affected.

3.4. Due to legal requirements (Art. 6 para. 1 c DSGVO) or in the public interest (Art. 6 para. 1 e DSGVO)

In addition, as a company we are subject to various legal obligations, i.e. legal requirements (e.g. tax laws). The purposes of the processing include, among others, the fulfillment of tax control and reporting obligations, but also reports to other authorities resulting from the nature and content of the contract between us.

4. Who gets my data?

Within the company, your data will be accessed by those departments that need it to fulfill our contractual and legal obligations. Processors used by us (Art. 28 DSGVO) may also receive data for these purposes.

We may only pass on information about you if this is required by law, you have given your consent or we are authorized to provide information. Under these conditions, recipients of personal data may be, for example:

- Public bodies and institutions (e.g. tax authorities) in the event of a legal or regulatory obligation.
- Other companies or comparable institutions to which we transfer your personal data in order to carry out the business relationship (depending on the contract, e.g. engineering offices, appraisers, banks, notaries or lawyers, brokers, insurance companies, accounting services, IT services, craft businesses, logistics, printing services, telecommunications, credit agencies, debt collection, consulting as well as sales and marketing).
- Other data recipients may be those entities for which you have given us your consent to transfer data.

5. Is data transferred to a third country or to an international organization?

Data is only transferred to third countries (countries outside the European Economic Area - EEA) if this is necessary for the execution of your orders (e.g. payment orders, purchase orders, etc.), is required by law or you have given us your consent. The transfer will only take place if the third country has been confirmed by the EU Commission as having an adequate level of data protection or if other adequate data protection guarantees (e.g. binding internal company data protection regulations or EU standard contractual clauses) are in place. We will inform you separately about the details, if required by law.

6. Is there an obligation to provide data?

Within the scope of our business relationship, you only have to provide those personal data that are necessary for the establishment, execution and termination of a business relationship or which we are legally obliged to collect. Without this data, we will usually have to refuse the conclusion of the contract or the execution of the order or will no longer be able to perform an existing contract and may have to terminate it.

7. To what extent is there automated decision-making in individual cases?

For the establishment and implementation of the business relationship, we generally do not use fully automated decision-making pursuant to Art. 22 DSGVO. If we use these procedures in individual cases, we will inform you separately, provided this is required by law.

8. To what extent will my data be used for profiling (scoring)?

We sometimes process your data automatically with the aim of evaluating certain personal aspects (profiling). We use profiling in the following cases, for example:

- In order to be able to provide you with targeted information and advice on products, we use evaluation tools. These enable needs-based communication and advertising, including market and opinion research.
- We use scoring (e.g., Schufa score) to assess your creditworthiness. This calculates the probability that a customer will meet his or her payment obligations in accordance with the contract. The calculation may take into account, for example, income, expenses, existing liabilities, occupation, employer, length of employment, experience from previous business relationships, contractual repayment of previous loans, and information from credit agencies. Scoring is based on a mathematically and statistically recognized and proven procedure. The score values calculated support us in our decision-making process when concluding products and are included in ongoing risk management.

9. How long will your data be stored?

To the extent necessary, we process and store your personal data for the duration of our business relationship, which includes, for example, the initiation and execution of a contract.

In addition, we are subject to various storage and documentation obligations arising from the German Commercial Code (HGB), the German Fiscal Code (AO) and tax law, among other things. The retention and documentation periods specified there are two to ten years.

Finally, the storage period is also assessed according to the statutory limitation periods, which, for example, according to Sections 195 et seq. of the German Civil Code (BGB), are generally three years, but in certain cases can be up to thirty years.

10. What rights do you have?

As a customer of ours, you have the following data protection rights according to Art. 15-22, 34 DSGVO, depending on the situation in the individual case, for the exercise of which you can contact us or our data protection officer at any time under the data mentioned in No. 1:

- **Information** about the stored data and their processing (Art. 15 DSGVO).
- **Correction of** inaccurate personal data (Art. 16 GDPR).
- **Deletion of** stored data (Art. 17 DSGVO).
- The right to **erasure** is limited, provided that the processing is necessary:
 - for compliance with a legal obligation which requires processing under the law of the Union or the Member States to which we are subject.
 - for the assertion, exercise or defense of legal claims.
- **Restriction of** data processing if data may not yet be deleted due to legal obligations (Art. 18 DSGVO).
- **Objection to the processing of data (Art. 21 GDPR)**
- **Data portability**, provided that the data processing has been consented to or a contract has been concluded (Art. 20 GDPR).
- **Consents to processing** that have been given can be revoked at any time with effect for the future.
- **Right of appeal** to a data protection supervisory authority (Art. 77 DSGVO in conjunction with § 19 BDSG).

The supervisory authority in Schleswig-Holstein is

Independent State Center for Data Protection (ULD)
Holstenstrasse 98
24103 Kiel
Phone: +49 431 988 1200
Fax: +49 431 988 1223
mail@datenschutzzentrum.de
www.datenschutzzentrum.de
You can also contact our data protection officer.

Information about your right to object

according to Art. 21 Data Protection Regulation (DSGVO)

1. You have the right to object at any time, on grounds relating to your particular situation, to the processing of personal data relating to you which is carried out on the basis of Art. 6(1)(e) DSGVO (data processing in the public interest) and Art. 6(1)(f) DSGVO (data processing on the basis of a balance of interests); this also applies to profiling based on this provision within the meaning of Art. 4(4) DSGVO which we use for credit assessment or advertising purposes.

If you object, we will no longer process your personal data unless we can demonstrate compelling legitimate grounds for the processing which override your interests, rights and freedoms, or the processing serves the purpose of asserting, exercising or defending legal claims.

2. In individual cases, we process your personal data for the purpose of direct marketing. You have the right to object at any time to the processing of personal data concerning you for the purposes of such advertising; this also applies to profiling, insofar as it is related to such direct marketing.

If you object to processing for direct marketing purposes, we will no longer process your personal data for these purposes. The objection can be made form-free and should preferably be addressed to:

H2 Core Systems GmbH
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25746 Heide