



DANGO & DIENENTHAL

BETTER VALUES.

DATA PROTECTION INFORMATION

PURSUANT TO ARTICLES 13 AND 14 OF THE GDPR

Applicable to customers, interested parties, suppliers, applicants, referees, as well as sales and cooperation partners of the DANGO & DIENENTHAL Group.

The following information provides an overview of how we process your personal data and your rights under the EU General Data Protection Regulation (GDPR) and the Federal Data Protection Act (BDSG). Which specific data is processed and how it is used depends largely on the products and services requested or ordered in each case.

1. DATA CONTROLLER

DANGO & DIENENTHAL Management GmbH
Hagener Str. 103
57072 Siegen
Germany

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www.dango-dienenthal.de

2. DATA PROTECTION OFFICER OF THE CONTROLLER

GINDAT GmbH
Mr. Arndt Halbach
Wetterauer Str. 6
42897 Remscheid

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3. DATA AND SERVICES

3.1. Sources

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 products and services) personal data that we have received from other organizations of the DANGO & DIENTHAL Group (<https://www.dango-dienthal.de>) or from other third parties (e.g., to execute orders, fulfill contracts, or based on your consent). On the other hand, we process personal data that we have lawfully obtained from publicly accessible sources (e.g., commercial and association registers, press, media, Internet) and are permitted to process.

3.2. Categories of personal data

When initiating a business relationship or creating master data, the following personal data may be collected, processed, and stored:

Address and communication data (name, address, telephone number, email address, other contact details), personal master data (date/place of birth, gender, nationality, marital status, legal capacity, occupational group code, identification data (e.g., ID card details), authentication data (e.g., signature sample), tax ID)

When using products and services within the scope of contracts concluded with us, the following additional personal data may be collected, processed, and stored in addition to the aforementioned data:

Contract master data (order data, data from the fulfillment of our contractual obligations, information on any third-party beneficiaries), Billing, service, and payment data (direct debit data, tax information, other personal master data (occupation, employer), documentation data (e.g., logs), product data (e.g., requested or booked services and products), and the following business creditworthiness documents: income/surplus calculations, balance sheets, business evaluations, type and duration of self-employment.

3.3. Customer contact information

During the business initiation phase and during the business relationship, in particular through personal, telephone, or written contact initiated by you or by the DANGO & DIENTHAL Group, further personal data is generated. This includes, for example, information about the contact channel, date, occasion, and result, (electronic) copies of correspondence, and information about participation in direct marketing measures.



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3.4. Information society services

When processing data in the context of information society services, you will receive further information on data protection in connection with the respective service.

4. PURPOSE AND LEGAL BASIS OF PROCESSING

We process the personal data mentioned in section 3 in accordance with the provisions of the EU General Data Protection Regulation (GDPR) and the Federal Data Protection Act (BDSG):

4.1. To fulfill contractual obligations (Article 6(1)(b) GDPR)

Personal data is processed for the establishment, execution, and termination of a contract for the provision of products or services, as well as for the implementation of pre-contractual measures for the preparation of offers, contracts, or other requests aimed at concluding a contract, which are made at your request.

The purposes of data processing are primarily based on the specific products and services and may include, among other things, needs analyses, consultations, and support. Further details on the purpose of data processing can be found in the respective (including pre-contractual) contract documents relating to our cooperation.

Prospective customers may be contacted during the contract initiation phase, taking into account any restrictions that may have been expressed, and customers, suppliers, and sales and cooperation partners may be contacted during the business relationship using the data they have provided.

4.2. Based on your consent (Art. 6 (1) (a) GDPR)

If you have given us your consent to process personal data for specific purposes (e.g., transfer of data within the group of companies), the lawfulness of this processing is based on your consent. Consent that has been given can be revoked at any time. This also applies to the revocation of declarations of consent that were given to us before the EU General Data Protection Regulation came into force, i.e. before May 25, 2018. Please note that the revocation only has effect for the future. Processing that took place before the revocation is not affected. You can request an overview of the status of your consent at any time.

4.3. Due to legal requirements (Article 6(1)(c) GDPR) or in the public interest (Article 6(1)(e) GDPR)

We are subject to various legal obligations and statutory requirements and process data for the following purposes, among others: Identity and age verification, fulfillment of tax control and reporting obligations, and the assessment and management of risks within the organizational group.



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4.4. Within the scope of balancing interests (Article 6 (1) (f) GDPR)

Where necessary, we process your data beyond the actual fulfillment of the contract to protect our legitimate interests or those of third parties.

Examples

- ⊕ Review and optimization of procedures for needs analysis and direct customer contact, including segmentation and calculation of closing probabilities
- ⊕ Advertising or market and opinion research, provided you have not objected to the use of your data
- ⊕ Assertion of legal claims and defense in legal disputes
- ⊕ Ensuring IT security and IT operations
- ⊕ Consultation with and exchange of data with credit agencies to determine creditworthiness and default risks
- ⊕ Prevention of criminal offenses
- ⊕ Video surveillance to protect property rights and collect evidence in the event of criminal offenses
- ⊕ Measures for building and office security (e.g., access controls)
- ⊕ Measures to ensure property rights
- ⊕ Measures for business management and further development of services and products
- ⊕ Risk management within the organization group

5. RECIPIENTS OF THE DATA

Within the DANGO & DIENTHAL Group, those departments that need your data to fulfill our contractual and legal obligations will have access to it. Service providers employed by us may also receive data for these purposes if they comply with our written data protection instructions.

With regard to the transfer of data to recipients outside the DANGO & DIENTHAL Group, it should first be noted that we are obliged to maintain confidentiality regarding all customer-related information that comes to our knowledge. We may only pass on information about you if



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required to do so by law, if you have given your consent, and/or if the processors commissioned by us guarantee compliance with the provisions of the EU GDPR and the BDSG.

Under these conditions, recipients of personal data may include, for example:

- ⊕ Public authorities and institutions in the event of a legal or official obligation
- ⊕ Processors to whom we transfer personal data in order to conduct our business relationship with you.

Specifically: Support/maintenance of IT applications, archiving, document processing, call center services, compliance services, controlling, data destruction, purchasing/procurement, space management, debt collection, customer management, lettershops, marketing, media technology, reporting, research, risk controlling, expense accounting, telephony, video identification, website management, auditing services, payment transactions.

Other data recipients may be those entities to which you have given your consent for data transfer.

6. DATA TRANSFER TO THIRD COUNTRIES OR INTERNATIONAL ORGANIZATIONS

Data will only be transferred to countries outside the EU or the EEA (so-called third countries) if this is necessary for the execution of your orders, is required by law (e.g., tax reporting obligations), you have given us your consent, or within the scope of order processing. If service providers in third countries are used, they are obliged to comply with the level of data protection in Europe in addition to written instructions by agreeing to the EU standard contractual clauses.

7. Duration of data storage

We process and store your personal data for as long as it is necessary to fulfill our contractual and legal obligations.

If the data is no longer required for the fulfillment of contractual or legal obligations, it is regularly deleted, unless its (temporary) further processing is necessary for the following purposes:

- ⊕ Compliance with commercial and tax law retention periods in accordance with § 257 HGB (German Commercial Code) and AO (German Fiscal Code) with the specified retention or documentation periods of two to ten years.
- ⊕ Preservation of evidence within the framework of the statute of limitations. According to §§ 195 ff. of the German Civil Code (BGB), these limitation periods can be up to 30 years, with the regular limitation period being three years.



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8. OBLIGATION TO PROVIDE DATA

Within the scope of our business relationship, you must provide the personal data that is necessary for the establishment and execution of a business relationship and the fulfillment of the associated contractual obligations, or that we are legally obliged to collect. Without this data, we will generally have to refuse to conclude the contract, provide products, and render services, or we will no longer be able to perform an existing contract and may have to terminate it.

9. AUTOMATED DECISION-MAKING (INCLUDING PROFILING)

As a matter of principle, we do not use fully automated decision-making (including profiling) in accordance with Art. 22 GDPR to establish and execute the business relationship. Should we use these procedures in individual cases, we will inform you separately if this is required by law.

10. PROFILING (ART. 22 GDPR)

We process your data in a partially automated manner with the aim of evaluating certain personal aspects (profiling). We use profiling, for example, to provide you with targeted information and advice on products with the help of evaluation tools. These enable needs-based communication and advertising, including market and opinion research.

11. YOUR RIGHTS

According to Art. 15-21 GDPR, you can assert the following rights with regard to the personal data we process if the conditions described therein are met.

You can request information about your personal data processed by us in accordance with Art. 15 GDPR.

If incorrect personal data is processed, you have the right to correction in accordance with Art. 16 GDPR.

If the legal requirements are met, you can request the deletion or restriction of processing (Articles 17 and 18 GDPR).

You have the right to revoke your declaration of consent under data protection law at any time. The revocation of consent does not affect the lawfulness of the processing carried out on the basis of the consent until revocation.

Right to object pursuant to Art. 21 GDPR

The data subject has the right to object at any time, on grounds relating to their particular situation, to the processing of personal data concerning them which is based on Art. 6 (1) (e) or (f) GDPR; this also applies to profiling based on these provisions.



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12. RIGHT TO LODGE A COMPLAINT WITH A SUPERVISORY AUTHORITY

Pursuant to Art. 77 GDPR, every data subject has the right to lodge a complaint with a supervisory authority if they believe that the processing of personal data concerning them violates the GDPR. The competent supervisory authority for data protection issues is the state data protection officer of the federal state in which our organization is based.

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