

# Information on the processing of Customer/supplier data

## 1 General information

Solero Technologies Malente GmbH takes the protection of your personal data very seriously. We process your personal data in accordance with the applicable statutory data protection requirements for the purposes listed below. Personal data within the meaning of this data protection information is all information that relates to your person.

### 1.1 Controller for data processing

Solero Technologies Malente GmbH  
Lütjenburger Straße 101  
23714 Malente  
Telefon +49 (0) 4523 402 0  
E-Mail-Adresse [info.malente@solerotech.com](mailto:info.malente@solerotech.com)

### 1.2 Data Protection Officer

We have appointed a data protection officer. You can reach him under:

DDSK GmbH  
Dr.-Klein-Str. 29  
88069 Tettnang  
E-mail: [datenschutz.de@solerotech.com](mailto:datenschutz.de@solerotech.com)

## 2 Processing frame

### 2.1 Source and origin of data collection

We process personal data that we have collected directly from you.

Insofar as this is necessary for the provision of our services, we also process personal data legitimately received from other companies or other third parties (e.g. credit agencies, address publishers). In addition, we process personal data that we have legitimately taken, received or acquired from publicly accessible sources (e.g. telephone directories, commercial and association registers, population registers, debtor directories, land registers, press, internet and other media) and are authorised to process.

### 2.2 Data categories

Relevant personal data categories can be in particular

- Personal data (name, profession/industry and comparable data)
- Contact details (address, e-mail address, telephone number and similar data)
- Data about your use of the telemedia offered by us (e.g. time of access to our websites, apps or newsletters, pages/links clicked on by us or entries and comparable data)
- Video and image recordings
- Customer card usage data
- Creditworthiness data

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- Communication data (user details, content data, connection data and comparable data) in the context of telephone conferences, video conferences and web meetings through the use of internet-based communication tools (hereinafter: web meetings)

## 2.3 Purposes and legal bases of the processed data

We process personal data in accordance with the provisions of the General Data Protection Regulation (GDPR), the German Federal Data Protection Act (BDSG) and other applicable data protection regulations (details below). Which data is processed in detail and how it is used depends largely on the respective subject matter of the contract. Further details or additions to the purposes of data processing can be found in the respective contract documents, forms, a declaration of consent and/or other information provided to you (e.g. in the context of the use of our website or our general terms and conditions).

### 2.3.1 Purposes for the fulfilment of a contract or pre-contractual measures (Art. 6 para. 1 b) GDPR)

Personal data is processed in order to fulfil our contracts with you and execute your orders, as well as to carry out measures and activities in the context of pre-contractual relationships, e.g. with interested parties. This essentially includes: contract-related communication with you, the corresponding billing and associated payment transactions, the verifiability of orders and other agreements as well as quality control through appropriate documentation, goodwill procedures, measures for the control and optimisation of business processes as well as for the fulfilment of general duties of care, management and control by affiliated companies; statistical evaluations for corporate management, cost recording and controlling, reporting, internal and external communication, emergency management, billing and tax assessment of operational services, risk management, assertion of legal claims and defence in legal disputes; ensuring IT security (e.g. system and plausibility tests) and the protection of your personal data. IT security (including system and plausibility tests) and general security, safeguarding and exercising domiciliary rights (e.g. through access controls); ensuring the integrity, authenticity and availability of data, preventing and investigating criminal offences and monitoring by supervisory bodies or supervisory authorities (e.g. auditing).

### 2.3.2 Purposes within the scope of a legitimate interest of us or third parties (Art. 6 para. 1 f) GDPR)

Beyond the actual fulfilment of the contract or preliminary contract, we may process your data if it is necessary to protect our legitimate interests or those of third parties, in particular for the following purposes

- advertising or market and opinion research, unless you have objected to the use of your data;
- the testing and optimisation of procedures for needs analysis;
- the further development of services and products as well as existing systems and processes;
- the enhancement of our data, e.g. by using or researching publicly available data; statistical analyses or market analysis; benchmarking;
- the assertion of legal claims and defence in legal disputes that are not directly attributable to the contractual relationship;
- the restricted storage of data if deletion is not possible or only possible with disproportionate effort due to the special type of storage;
- the development of scoring systems or automated decision-making processes;
- the prevention and investigation of criminal offences, unless exclusively for the fulfilment of legal requirements;
- building and plant security (e.g. through access controls), insofar as this goes beyond the general duty of care;
- internal and external investigations and security checks;

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- the receipt and maintenance of certifications of a private or official nature;
- securing and exercising domiciliary rights through appropriate measures (such as video surveillance) as well as securing evidence in the event of criminal offences and preventing them.
- the effective and resource-saving organisation of web meetings through the use of internet-based communication tools.

## 2.3.3 Purposes within the context of your consent (Art. 6 para. 1 a) GDPR)

Your personal data may also be processed for certain purposes (e.g. use of your e-mail address for marketing purposes) on the basis of your consent. You can revoke this consent at any time. You will be informed separately about the purposes and consequences of revoking or not granting consent in the corresponding text of the consent. In principle, the revocation of consent is only effective for the future. Processing that took place before consent was withdrawn is not affected and remains lawful.

## 2.3.4 Purposes for the fulfilment of legal requirements (Art. 6 para. 1 c) GDPR) or in the public interest (Art. 6 para. 1 e) GDPR)

Like everyone involved in business, we are also subject to a variety of legal obligations. These are primarily legal requirements (e.g. commercial and tax laws) but may also include regulatory or other official requirements. The purposes of processing may include the fulfilment of control and reporting obligations under tax law and the archiving of data for the purposes of data protection and data security as well as audits by tax and other authorities. In addition, the disclosure of personal data may become necessary in the context of official/judicial measures for the purposes of gathering evidence, criminal prosecution or the enforcement of civil law claims.

## 2.4 Automated decisions in individual cases including profiling (Art. 22 GDPR)

We do not use any purely automated decision-making processes. If we do use such a procedure in individual cases in the future, we will inform you of this separately if this is required by law.

We may use analysis tools to provide you with targeted information and advice on products. These enable needs-based product design, communication and advertising, including market and opinion research.

We may process some of your data with the aim of evaluating certain personal aspects (profiling). Information on nationality and special categories of personal data in accordance with Art. 9 GDPR are not processed.

## 2.5 Consequences of not providing data

As part of the business relationship, you must provide the personal data that is required for the establishment, execution and termination of the legal transaction and the fulfilment of the associated contractual obligations or that we are legally obliged to collect. Without this data, we will not be able to fulfil the legal transaction with you.

# 3 Recipients of the data

## 3.1 Within the EU/EEA

Within our company, those internal departments or organisational units receive your data that need it to fulfil our contractual and legal obligations or as part of the processing and implementation of our legitimate interest.

Your data will only be passed on to external bodies

- in connection with the execution of the contract;

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- for the purposes of fulfilling legal requirements under which we are obliged to provide information, to report or disclose data or if the disclosure of data is in the public interest (see section 2.3.4);
- insofar as external service providers process data on our behalf as processors or function providers (e.g. data centres, support/maintenance of EDP/IT applications, archiving, document processing, call centre services, compliance services, controlling, data validation or plausibility checks, data destruction, purchasing/procurement, customer administration, lettershops, marketing, media technology, research, risk controlling, billing, telephony, website management, auditing services, credit institutions, printers or companies for data disposal, courier services, logistics);
- on the basis of our legitimate interest or the legitimate interest of the third party within the scope of the stated purposes (e.g. to authorities, credit agencies, debt collection agencies, lawyers, courts, experts, subsidiaries, committees and supervisory bodies);
- if you have given us your consent to transfer your data to third parties.

We will not pass on your data to third parties beyond this. If we commission service providers as part of order processing, your data will be subject to the same security standards as ours. In the other cases, the recipients may only use the data for the purposes for which it was transmitted to them.

## 3.2 Outside the EU/EEA

We are a global company headquartered in the United States. If necessary, data will be processed within the group for specified purposes. Any processing beyond administrative purposes does not take place. If we transfer personal data outside the European Economic Area (EEA), the transfer will only take place if the EU Commission has confirmed that the third country has an adequate level of data protection or if other appropriate data protection safeguards (e.g. binding corporate rules or EU standard contractual clauses) are in place.

## 3.3 Recipient overview

The following recipients receive your data as part of the data processing described here:

Recipient: Solero Technologies, LLC 600 Highway 32 East Water Valley, MS 38965, USA

Third country transfer: Contract on the basis of the standard contractual clauses including additional measures and a risk analysis for the transfer to a third country

## 4 Storage periods

We process and store your data for the duration of our business relationship. This also includes the initiation of a contract (pre-contractual legal relationship) and the fulfilment of a contract.

In addition, we are subject to various retention and documentation obligations arising from the German Commercial Code (HGB) and the German Fiscal Code (AO), among others. The retention and documentation periods specified there are up to ten years from the end of the calendar year after the end of the business relationship or the pre-contractual legal relationship.

Furthermore, special statutory provisions may require a longer retention period, such as the preservation of evidence within the framework of statutory limitation periods. According to Sections 195 et seq. of the German Civil Code (BGB), the regular limitation period is three years; however, limitation periods of up to 30 years may also be applicable.

If the data is no longer required for the fulfilment of contractual or legal obligations and rights, it is regularly deleted unless its - temporary - further processing is necessary for the fulfilment of the purposes for an overriding legitimate interest. Such an overriding legitimate interest also exists, for example, if deletion is not possible or only

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possible with disproportionate effort due to the special type of storage and processing for other purposes is excluded by suitable technical and organisational measures.

## 5 Your rights

Under certain circumstances, you can assert your data protection rights against us. If possible, your requests to exercise your rights should be addressed in writing or by email to the address given above or directly in writing or by email to our data protection officer .

- You have the right to receive **information** from us about your data stored by us in accordance with the rules of Art. 15 GDPR (possibly with restrictions according to § 34 BDSG).
- At your request, we will **correct** the data stored about you in accordance with Art. 16 GDPR if it is inaccurate or incorrect.
- If you wish, we will **delete** your data in accordance with the principles of Art. 17 GDPR, provided that other legal regulations (e.g. statutory retention obligations or the restrictions according to § 35 BDSG) or an overriding interest on our part (e.g. for the defence of our rights and claims) do not conflict with this.
- Taking into account the requirements of Art. 18 GDPR, you can request us to **restrict** the processing of your data.
- If your personal data are processed on the basis of legitimate interests in accordance with Art. 6 para. 1 sentence 1 lit. f) GDPR or if they are necessary for the performance of a task carried out in the public interest or in the exercise of official authority, you have the right to **object** to the processing of your personal data in accordance with Art. 21 GDPR if there are reasons for this arising from your particular situation or if the objection is directed against direct advertising. In the latter case, you have a general right to object, which will be implemented by us without specifying a particular situation.
- You also have the right to receive your data in a structured, commonly used and machine-readable format or to **transmit** it to a third party in accordance with the requirements of Art. 20 GDPR.
- In addition, you have the right to **revoke** your consent to the processing of personal data at any time with effect for the future.
- You also have **the right to lodge a complaint** with a data protection supervisory authority (Art. 77 GDPR). However, we recommend that you always address a complaint to our data protection officer first.

You can contact the supervisory authority responsible for us at

Landesdatenschutzbeauftragter Baden-Württemberg  
P.O. Box 10 29 32, 70025 Stuttgart  
Phone 0711 6155410  
Fax 0711 61554115  
[poststelle@fdi.bwl.de](mailto:poststelle@fdi.bwl.de)