

## Privacy policy of GEZE Service GmbH | October 2023

### PRIVACY POLICY

#### for customers, suppliers and other business partners

GEZE Service GmbH takes the protection of your personal data very seriously, and strictly complies with data privacy law regulations. This privacy policy is intended to inform you about data processing within our company.

### 1. NAME AND CONTACT INFORMATION FOR THE CONTROLLER AND DATA PROTECTION OFFICER

The controller handling data processing in the sense of data privacy law is:

**GEZE Service GmbH**  
**Reinhold-Vöster-Strasse 25**  
**71229 Leonberg**  
Tel.: +49 (0)7152 9233 -0  
Fax: +49 (0)7152 9233 -109  
E-Mail: [service-info.de@geze.com](mailto:service-info.de@geze.com)

Our Data Protection Officer can be contacted at the above address and at the e-mail address [data-protection@geze.com](mailto:data-protection@geze.com).

### 2. COLLECTION AND STORAGE OF PERSONAL DATA, TYPE, PURPOSE AND DURATION OF STORAGE

We regularly process the following categories of data of the contact partners of our stakeholders, customers, suppliers and other business partners:

- Master data, in particular your last name, first name, salutation, company and your function/position;
- Contact data, in particular your address, mailing address and any telephone or fax numbers and e-mail;
- Contract data, in particular data you share with us for the purpose of carrying out an agreement;
- Invoice/payment data, in particular information on your payment type and other data related to invoicing and payment processing;
- Content data, in particular data exchanged in correspondence between yourself and us;
- Further data necessary to fulfil the contract, depending on the content of our business relationship.

Personal data are collected and processed

- to identify you as a customer or business partner;
- to advise you appropriately and provide you with offers;
- to fulfil our contractual obligations towards you;
- to fulfil our statutory obligations;
- to carry out correspondence with you, in particular in conjunction with contractual fulfilment and maintaining our business relationship;
- to send invoices or during any dunning process;
- for the purpose of permitted direct advertisement;
- to assert any claims against you.

Processing your personal data is required, in particular, to fulfil obligations resulting from the underlying contract or to initiate that contract. Without this data, we will not be able to conclude or fulfil the contract with you.

The data we collect is only stored as long as necessary to achieve the purposes for which the data were collected. Accordingly, we typically delete

your data once our contractual services have been performed in full and warranty periods have expired, unless we are obligated to store it for a longer period under statutory retention periods, or if you consent to longer storage.

### 3. LEGAL BASES

We only process your data on one of the legal bases indicated here:

→ Art. 6 GDPR para. 1.1 b to perform the contract and enter into the contract:

In the course of performing the contract, we process your first and last name and your address, telephone number and e-mail address, as well as similar data to create offers and order confirmations, to handle ongoing business relationships, for conclusion after services are performed (such as creating invoices), for internally updating and processing the contract (such as bookkeeping), and to carry out continued training and informational events and handle warranty claims.

Data are requested and used only as far as necessary, since without these data we are unable to enter into or perform the contract with you.

→ Art. 6 GDPR para. 1.1 c to comply with a statutory obligations:

Your data may also be processed because we as a company are subject to certain statutory obligations; these include the specifications of trade, export controlling, tax, money laundering, financial, and criminal law.

→ Art. 6 GDPR para. 1.1 f insofar as the data processing is necessary to safeguard our legitimate interests; in particular, ongoing maintenance and optimisation of our business relationships with our business partners is considered part of our legitimate interest. The following, for instance, serve this purpose:

- Improving business processes and further developing products and services
- Evaluating sales data, to offer individual rebates and discounts
- Advising by and exchanging data with credit agencies to determine credit standing and default risks
- Market and opinion research and advertising measures, insofar as you have not objected to the use of your data.

→ Art. 6 GDPR para. 1.1 a, insofar as you have granted us your consent to process your personal data for specific purposes.

→ Your data are only processed based on your granted consent in accordance with that specific consent, e.g. for the purposes indicated there, for the duration indicated and within the scope indicated. You can revoke a consent you have granted at any time, without this affecting the legality of the consent granted up to the point of revocation (cf. point 6).

### 4. TRANSMITTING DATA WITHIN THE GEZE CORPORATE GROUP AND TO THIRD PARTIES

GEZE Service GmbH is part of the GEZE corporate group, and works collaboratively with other group companies. Personal data are only transmitted to other group companies if there is a legal basis for doing so, and if the transmission is necessary within the framework of the purposes for which data are being processed. Data of stakeholders, customers and suppliers are exchanged within the group in particular within the framework of initiating and performing a contract based on Art. 6 para. 1 lit. b) GDPR and for customer service based on Art. 6 para. 1 lit. f) GDPR. Our legitimate interest relates in particular to making our internal administrative and sales processes more uniform and optimised, in order to better serve our business partners.

Otherwise, your data are generally not transmitted to third parties. Exceptions only apply if necessary to carry out contractual relationships with you. This includes, in particular, transmission to our commissioned service providers (so-called processors) or other third parties whose work is necessary to perform the contract (e.g. shipping companies or external subcontractors). The third parties may only use the transmitted data for the purposes indicated.

Data are only transmitted to third countries (countries outside of the EU and the European Economic Area – EEA) if this is necessary to execute the contract (e.g. payment contracts), or if you have granted us your consent to do so, or if this is otherwise permitted by law. In this case, we will take measures to ensure the protection of your data, for example through contractual regulations ensuring that the recipient offers an appropriate level of data security. We only transmit data to recipients who ensure the protection of your data according to the regulations of the GDPR for transmission to third countries (Art. 44 to 49 GDPR).

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## 5. YOUR RIGHTS AS A DATA SUBJECT

As a data subject whose data we process, you have the following rights:

- The right to information according to Art. 15 GDPR
- The right to rectification according to Art. 16 GDPR
- The right to deletion (“right to be forgotten”) according to Art. 17 GDPR
- The right to restrict processing according to Art. 18 GDPR
- The right to transmit your data in a structured, commonly used and machine-readable format according to Art. 20 GDPR
- Right to submit complaints to a supervisory authority under Art. 77 GDPR

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## 6. YOUR RIGHTS TO REVOCATION AND OBJECTION

### 6.1. Your right to object

If we process your personal data on the basis of our legitimate interest, you have the right to object to this processing. Furthermore, you have a right to object to any processing of data for the purpose of direct advertising. If you would like to exercise your right to object, a notification in text form is sufficient. You are therefore welcome to write to us, send a fax, or contact us by e-mail. Our contact information is provided under point 1 in this privacy policy.

### 6.2. Your right to revocation

If we carry out processing of your personal data for certain purposes based on your consent, you have the right to revoke that consent at any time according to Art. 7 para. 3 GDPR. After receiving your revocation, we will cease data processing for the purposes for which you granted us the consent. The legality of processing carried out before your consent was received shall remain unaffected.

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## 7. DATA PROCESSING ONLINE

Certain personal data are also processed through our website at [geze.de/](https://www.geze.de/), including the IP address of the website visitor. Therefore, our specific website data privacy notices are available online at <https://www.geze.de/en/data-protection/>.

## 8. UPDATES

From time to time, it may be necessary to update the content of this privacy notice. Therefore, we reserve the right to change it at any time. The current version of our website data privacy notice also applies, as described in point 7.

Last updated October 2023