

Information about Data Processing

We herewith inform you about the processing of your personal data in the THERMOCOAX ISOPAD GmbH and your rights regarding the data privacy law.

Who is responsible for data processing and how can I reach the data protection official?

Responsible according Art. 4 Nr.7 General Data Protection Regulation (GDPR) is:

THERMOCOAX ISOPAD GmbH
Englerstrasse 11
69126 Heidelberg
Telefon: 0049 (0) 6221 30430
Telefax: 0049 (0) 6221 3043-959
E-Mail: isopad.info@thermocoax.de

Represented by the Managing Directors Dominique Mallet und Danny Rech

The data protection official could be reached under the contact above or at:

datenschutz@thermocoax.de

Which data categories do we use as THERMOCOAX ISOPAD GmbH and where do we get them?

We use your requests/ contract data (i.e. from your order for deliveries, orders or services, tax data, pay data) as master file data (name, birthdate, address), bank data or marketing and sales data (as advice for products or geographical data about residence) as well as comparable data (as from claim management). We collect only the absolutely necessary personal data.

In line with the data processing of personal data we differentiate between personal data, we get directly and personal data we get from other sources.

Personal data, we collect directly

We collect personal data, we get from you with your inquiry. In case of an electronical inquiry or conclusion of contract we process also your connection data.

In case of an inquiry or conclusion of contract by phone, data of connection will be processed.

You yourself decide to provide us your data as described. If you do not agree for data processing please desist from sending your personal data for processing. In this case no processing will be done.

If you are a legal representative, an employee, or economic owner of our partner or customer , your personal data could be collected, provided that you act in the name or on behalf of our partner in an existing relationship.

Personal data, we get from other sources

We can access other sources to collect personal data.

This could be commercial credit reporting agencies (i.e. Schufa) and Anti Fraud Offices.

They can provide us with following data:

- a. Score value
- b. public informationen, as informationen from list of debtors, official registers from insolvency, and information from commercial register and from news and internet.

For what purpose do we process the personal data?

To make a contractual relationship according to your inquiry or to fulfill or finish a contract, where you are the business partner. Art 6 (1) b) GDPR

The collection of this data for:

- Acquisition of new customers
- Apply customer data and accounts
- Quotes of new and existing customers
- Customer retention
- Deliveries to (new) customers
- Work on claims of interested parties and existing customers;
- Invoicing;
- Reminding;
- For ordering commercial credit reporting agencies

If necessary, we process your personal data, to initiate a contract according your inquiry, for pre contractual actions, and to fulfill and finish a contract. To execute the contractual service we set up a customer account for identification.

To fulfill legal obligations , Art 6 (1) c) GDPR

We can collect and process your personal data to fulfill legal obligations, as i.e. obligations for tax and control reports.

To preserve our or from other responsible parties eligible interests on data processing Art. 6 (1) f) GDPR

We collect and process your personal data for eligible interest in case the data processing is necessary to preserve eligible interests.

I.e. we review your personal data at commercial credit reporting agencies. Therefore we have to transfer necessary personal data to the agency. The identification of a risk with our partner is an eligible interest to process personal data. Art. 6 (1) f) GDPR to avoid payment defaults. If the check is positive contracts can be made if negative it can be declined.

We have a legitimate interest to inform you about internal improvements on contract relations or equal products and services. Also to provide advertisements and information , unless you contradict against the receipt of the information material. Also we could process your data for market research or demand analysis. And for enforcements of legal claims.

To process your data according to your consent Art 6 (1) a)GDPR

If you provide us your official consent for processing the data for

- transmission of advertising information (by mail)

Will my data be transferred to Third Parties?

The following public authorities or companies may get personal data to fulfill their tasks according the purpose above: Police, investigate authorities, banks, IT , print and marketing companies, software provider, collection and commercial agencies. (Trust Krediet Beheer B.V)

We can transfer the necessary data within our company. Only the internal departments and positions who need the data to fulfill the legal and contractual obligations will get your data. Also we could transfer personal data to partner where we assign our rights. Also for legal or tax service companies or regulating authority.

We can transfer your personal data to credit reporting agencies and debt collecting in case you have not paid in time or completely.

Also to administer all data at the agencies as long as your right of privacy is not stronger.

Will my data be transferred to Third Countries?

There is a data transfer to the USA, due to the use of Office 365

Microsoft Corporation

One Microsoft Way
Redmond, WA 98052-6399
USA

For what period are the data saved?

We work only with the data as long as they are needed for contractual and legal obligations. Data processing is necessary for contract execution including the claims by civil law within the relevant limitation period.

The limitation periods may come up to 30 years, according §§ 195 ff. Bürgerliches Gesetzbuch; the regular limitation period in 3 years. Additional to that the tax based, the commercial and other legal limitation periods are to be regarded.

The limitation periods there are 6 to 10 years, plus a period of prescription of 4 years.

To follow legal rules and to ensure our rights and claims, we will delete data at the last possible period .

What are my rights as effected person?

You have the right to:

- ask for information, if and if yes, which personal data are processed , Art. 15 DSGVO;
- ask for correction from wrong or incomplete data Art. 16 DSGVO;
- ask for deletion of personal data, as long the conditions of Art. 17 DSGVO are valid;
- ask for restriction of processing data if Art. 18 DSGVO provides this;
- get personal data in an appropriate format, Art. 20 (1) DSGVO ;
- for data transfer under conditions of Art. 20 (1) a), b) DSGVO

Can I contradict against personal data processing?

If we process your data for keeping legitimate interests you could contradict in special situations.

Without reason you can contradict on processing if for direct mailing, also in case of direct mailing in connection with credit check. We stop processing unless we have good reason to save our interests or execute legal claims.

Where can you complain?

If you think the processing of your data is illegal or we violate the data protection law you can complain at

Landesbeauftragter für den Datenschutz und die Informationsfreiheit
Postfach 10 29 32
70025 Stuttgart

Are you obliged to serve your data?

For the execution of contractual relations you have to provide your personal data which are necessary to cause, execute and finish the contractual duties or for legal requirements. Without the data we will not be able to fulfill the contract with you.

Is there an automatic processing or action for profiling?

We use credit check only to be safe on payment default.

Information from collection and commercial agencies can be used for payment terms. In that case we control any late payment or loss of payment during the contractual relation.