

1 General matters

The EU General Data Protection Regulation (GDPR), which became effective on May 25, 2018, is a document of the European Union that harmonizes the rules for processing personal data by private companies and public authorities in the EU. The regulation is meant to ensure the protection of personal data within the EU as a whole. We, the *TÜV Thüringen e. V.*, take the protection of your personal data very seriously. Your privacy is of utmost importance to us. We shall process your personal data in accordance with the statutory requirements that are applicable to data protection and for the following purposes. Personal data in accordance with this data protection information are those that refer to your person, i.e. especially contract data that we collect by law or by virtue of contractual agreements. This concerns predominantly details about the customer (first name and surname, address and customer number, in the case of legal entities the name of the company, the Trade Register court and the number of the Trade Register) as well as details about plants, services, qualifications or certifications and further information that is directly connected with the data subject.

2 Data controller

The *TÜV Thüringen e.V.*, Konrad-Zuse-Straße 21, 99099 Erfurt, phone number: 0361 42830, e-mail: datenschutz@tuev-thueringen.de, is responsible for processing your personal data in its capacity as data controller.

3 Purposes of processing and recipients

3.1 Contract processing

The *TÜV Thüringen e.V.* or service providers commissioned by us will process your personal data for the purpose of performing the contract(s) with you.

We shall also transmit your personal data to third parties, in order to enable us to perform the contract(s), so as to provide services and certifications, to make payments and to send out letters. The legal basis for processing and providing your personal data is therefore the purpose of performing and executing contracts. It would be impossible to conclude and execute a contract without processing your data.

3.2 Advertising and tailor-made offers based on customer data analyses

The *TÜV Thüringen e. V.* also uses your personal data to submit information about products and services to you that the TÜV Thüringen Group offers. Apart from that, your personal data will be complemented for the purpose of carrying out internal data analyses by socio-demographic data that are publicly accessible or that have been acquired elsewhere, so as to be able to provide customized offers to you.

The data will also be analyzed, so that the *TÜV Thüringen e. V.* or companies of the TÜV Thüringen Group can improve and develop intelligent and innovative services and products. When analyzing the data, they will be processed either anonymously or, if the anonymous processing proves to be impossible or not expedient for objective reasons, in pseudonymized form (by replacing all personal characteristics, such as names, by a pseudonym, so that you cannot be identified any more).

3.3 Other recipients and purposes

The *TÜV Thüringen e.V.* has some of the above processes and services carried out by carefully selected and commissioned service providers, especially IT service providers, that may, in some cases, have their registered offices outside the EU or the European Economic Area (EEA). In such cases, the data will be transferred to a third country. Data protection agreements, including EU standard contracts, will then be concluded with the relevant service providers, so as to ensure compliance with reasonable data protection standards in accordance with the statutory requirements. You can obtain models of such EU standard contracts from us.

Printing shops, call centers, selected craftsmen and other specialist firms as well as analysis specialists may count among the other service providers commissioned by the *TÜV Thüringen e. V.* They all may process personal data on our behalf.

If service providers do not process data as such on our behalf, such as craftsmen or other specialist firms, the legal basis for passing on the data is

that third party services are required for the purpose of performing the contract with you, or for performing our contractual duties, in an optimized and efficient way.

Before transmitting any of your customer data to a third party, we shall consider and balance the interests of all parties involved. In doing so, we shall balance our legitimate interest by way of assessing the acceptance of our products or by way of establishing the satisfaction of our customers with your interest in the responsible handling of your data.

4 Storage period and erasure of your data

We shall delete your personal data, after the contractual relationship with you has been terminated, after all and any mutual claims have been settled and if statutory retention duties or legal reasons for storing the data no longer exist. We might still use your postal address for a maximum period of 24 months after the contractual relationship has been terminated. The legal basis for processing the data is a balance of interests, with our legitimate interest being to convince you again, as part of advertising and re-acquisition efforts, of our products and services. If you have given us your consent to send you advertising e-mails or to approach you by phone for advertising purposes while the contractual relationship with the *TÜV Thüringen e.V.* exists, we shall use this permit for a minimum period of 12 months after the consent has been given. This consent is deemed to have lapsed, if no advertising approach has been made within 1.5 years. The *TÜV Thüringen e. V.* will use your data in certain cases and in an anonymized form for further analyses or make them accessible to third parties, again in an anonymized form, for analysis purposes.

5 Your rights

5.1 Right to information, rectification, erasure etc.

Please do not hesitate to inquire, whether personal data from you and which ones we have stored and to whom we might have passed them on. According to the statutory provisions, you can assert further rights as follows: the right to rectification, the right to erasure, the right to restriction of processing (blockage for certain purposes) as well as the right to data portability.

5.2 Right to object to direct advertising etc.

If we process data based on balancing interests (see sub-section 3.2 - 3.4 hereof), you have the right, at any time, to object to the processing of your data, if there are reasons relating to your particular situation. You have especially the right to object to the processing of your data for advertising purposes.

5.3 Right to revoke the declaration of consent

If you have given us a specific consent for processing your personal data, you can revoke this consent at any time. This shall not affect the lawfulness of processing your data until we have received your revocation.

5.4 Questions or complaints

If you have questions or wish to file a complaint, you can contact the competent supervisory authority, i.e. the *Thüringer Landesbeauftragte für den Datenschutz und die Informationsfreiheit*, P.O.B. 900455, 99107 Erfurt, or alternatively, poststelle@datenschutz.thueringen.de.

6 Contact data

If you have questions or comments concerning the data protection at the *TÜV Thüringen e. V.* (such as inquiries about your personal data or their update), please get in touch with us by quoting „data protection“:

TÜV Thüringen e. V., Konrad-Zuse-Straße 21, 99099 Erfurt
info@tuev-thueringen.de

Our data protection officer can be contacted as follows:

TÜV Thüringen e. V., Datenschutzbeauftragter, Konrad-Zuse-Straße 21, 99099 Erfurt; datenschutz@tuev-thueringen.de