

Data Privacy Notice for Customers and Business Partners

VERMES Microdispensing GmbH
Rudolf-Diesel-Ring 2
83607 Holzkirchen, Germany

In the following, we would like to inform you about the handling of your personal data.

Since the protection of your personal data is very important to us, we treat your personal data confidentially and in accordance with the current statutory data protection provisions. Personal data means all data with which you can be personally identified.

Responsible for data processing

VERMES Microdispensing GmbH, Rudolf-Diesel-Ring 2, 83607 Holzkirchen, Germany

Telefon: +49 8024 / 644 0

E-Mail: sales@vermes.com

Please contact us directly for questions, requests or comments on the subject of data protection.

Data Protection Officer:

Veit Krahel

Telefon +49 8062 / 72 58 132

E-Mail: mail@veit-krahl.de

*This document has been automatically translated into English. In case of misunderstandings the German version (Datenschutzhinweise für Kunden und Geschäftspartner) is the legally valid version.

Which data we collect from you, when, for what purpose and on what basis

We collect and store personal data when you request information or an offer (e.g. by telephone, by e-mail or via web form), entrust us with an order or otherwise conclude a contract with us.

Furthermore, we collect and store personal data if you are involved in an order or are a contractual partner of ours.

Depending on the associated contractual data, in this context we collect, among other things, contact information, communication data (e.g. emails) as well as data that are connected with the corresponding inquiries, orders or contracts.

If you are known to us as a contact person, employee or representative of a business partner (e.g. customer, supplier, subcontractor), we generally do not receive your personal data from you yourself, but from the company for which you work, or in the context of the initiation and performance of the contract with this company. In individual cases, data may also come from publicly accessible sources (e.g. commercial register, company website, professional networks).

We store and process all this information exclusively for the preparation and/or performance of the contractual relationship (GDPR Art. 6 para. 1b).

If we are obliged to process personal data within the framework of statutory requirements, we process these on the basis of Art. 6 para. 1 lit. c GDPR.

Occasionally we collect further data within the framework of consent. In these cases, we inform you in this consent about the purpose of the processing. The basis for the data processing and also any possible disclosure is then Art. 6 para. 1 lit. a GDPR, which permits the processing of data within the framework of consent.

Granted consents, withdrawals and data subject requests as well as further information subject to proof or documentation requirements are stored by us in order to be able to protect ourselves against possible legal claims, to be able to comply with proof obligations or to fulfill legal provisions. The basis for the data processing is Art. 6 para. 1 lit. f GDPR, which permits the processing of data within the framework of a balancing of interests, and Art. 6 para. 1 lit. c GDPR, which permits the processing of data for fulfillment of a legal obligation. It is in our interest to document processes to the necessary extent and to protect ourselves against legal claims.

If you are our customer, we may under certain circumstances use your contact details (in particular your e-mail address and your telephone number) to send you product information or advertising for similar goods or services. You can object to this at any time without incurring any costs other than the transmission costs according to the basic tariffs.

Automated decision-making within the meaning of Art. 22 GDPR, which produces legal effects concerning you or similarly significantly affects you, does not take place with us.

What happens if you do not provide us with the data

As a rule, we collect only data that are necessary or useful for the preparation or performance of a contractual relationship. Failure to provide them generally means that we cannot fulfill the order and therefore also cannot accept it.

If we process data within the framework of consent, consent not granted does not lead to any disadvantages. However, it is possible that we cannot provide certain services.

If we collect data that do not necessarily serve the performance of the order, failure to provide them may result in us not being able to carry out your order in the desired quality.

To whom data are passed on

We pass on personal data, for example, to subcontractors or other companies involved in a project or order if this is necessary for the fulfillment of the order.

The disclosure is made exclusively in order to be able to fulfill the order placed by you (GDPR Art. 6 para. 1b).

If required, we pass on your data to corresponding service providers for the purpose of payment processing. This disclosure also takes place within the framework of the performance of the contractual relationship (GDPR Art. 6 para. 1b).

Within the framework of normal work processes, we pass on personal data to service providers and providers of various software solutions (cloud providers). We ensure the security of processing required under GDPR as well as your data subject rights, for example, through a data processing agreement. The basis for the disclosure is Art. 6 para. 1 lit. f GDPR, which permits the processing of data within the framework of a balancing of interests, in combination with Art. 28 GDPR. It is in the interest of the company to organize its business activities using the most optimal software solution possible. After careful review of a large number of providers, the solution used has proven to be the best possible for the individual needs of the company.

If we pass on data to service providers in third countries within the framework of commissioned processing and if there is no adequacy decision of the EU Commission for the corresponding third country, we ensure the security of processing through EU standard contractual clauses as well as additional technical and organizational measures. You can request a copy of the respective agreed safeguards from us via the contact details stated above.

If we are subject to a legal requirement to do so, we also pass on personal data to offices and authorities. The basis for the disclosure is then Art. 6 para. 1 lit. c GDPR, which permits the processing of data for fulfillment of a legal obligation.

Please contact us if you have specific questions about disclosures and service providers used.

How we protect your data

Your data are stored primarily in our business premises in the Federal Republic of Germany or in data centers in the EU. We ensure that these data are protected appropriately and according to the current state of the art.

If we pass on data to third parties within the framework of commissioned processing, we contractually ensure that the service provider also protects these data appropriately and according to the current state of the art.

If we pass on data to service providers in third countries within the framework of commissioned processing and if there is no adequacy decision of the EU for the corresponding third country, we ensure the security of processing through standard contractual clauses of the EU.

How long we store your data

Personal data that arise in connection with an inquiry or a request for an offer are usually deleted by us after 4 years. Exceptions are information that must be retained longer within the framework of legal requirements. In this case, deletion takes place after the obligation ceases to apply (usually after 10 years).

Order-related data are generally deleted by us after 10 years, unless other legal requirements conflict with this.

Data that we process on the basis of your consent are deleted by us after withdrawal of your consent.

Data that we retain for the defense against legal claims are deleted by us as soon as they are no longer required.

Which rights you have

If the data processing takes place on the basis of Art. 6 para. 1 lit. e or f GDPR, you have the right at any time, for reasons arising from your particular situation, to object to the processing of your personal data; this also applies to profiling based on these provisions. If you object, we will no longer process your affected personal data unless we can demonstrate compelling legitimate grounds for the processing that override your interests, rights and freedoms, or the processing serves the assertion, exercise or defense of legal claims (objection pursuant to Art. 21 para. 1 GDPR).

If your personal data are processed in order to conduct direct advertising, you have the right at any time to object to the processing of personal data concerning you for the purpose of such advertising; this also applies to profiling insofar as it is connected with such direct advertising. If you object, your personal data will subsequently no longer be used for the purpose of direct advertising (objection pursuant to Art. 21 para. 2 GDPR).

You have the right at any time and free of charge to receive information about the origin, recipients and purpose of the storage of the personal data stored by you. You also have the right to rectification or supplementation, deletion or blocking of your personal data.

You have the right to request restriction of processing in the following cases:

- If you dispute the accuracy of the personal data stored by us and we need time for verification. For the duration of the verification, you have the right that the processing of your personal data is restricted.
- If the processing is unlawful.
- If your personal data are no longer needed for the purposes of processing, but must be stored by you for the assertion, exercise or defense of legal claims, or fulfillment of legal requirements.
- If you have objected to the processing and it has not yet been determined that the legitimate grounds of the controller override yours.

If you have requested restriction, these data may (apart from storage) be processed only with your consent or for the assertion, exercise or defense of legal claims, or for the protection of the rights of another natural or legal person, or for reasons of important public interest of the European Union or of a Member State.

You have the right to withdraw consent given at any time and without stating reasons for the future. An informal notification to the controller is sufficient for this. The lawfulness of the data processing carried out up to the withdrawal remains unaffected by the withdrawal.

You have the right to have data that we process automatically on the basis of your consent or in fulfillment of a contract handed over to you in a common, machine-readable format or transferred to a third party. If you request the direct transfer of the data to another controller, this will only be done insofar as it is technically feasible.

If you want to exercise a right, or have questions about data protection in our company, you can contact us at any time at the address stated above or in the legal notice.

In addition, you have the right to complain to a supervisory authority.

You can find a list of supervisory authorities at the following link:

https://www.bfdi.bund.de/DE/Infothek/Anschriften_Links/anschriften_links-node.html