

1. Name and contact details of the controller

This privacy policy applies to the data processed by enkootherm GmbH, Energiepark 26/28, 91732 Merkendorf, Germany, email: info@enkootherm.de, Tel.: +49 (0)9826 65889-0, Fax: +49 (0)9826 65889-29.

2. Collection and storage of personal data as well as the nature and purpose of their use

If you contact us regarding business, we collect the following information:

- Salutation, name, surname
- Valid email address
- Address
- Telephone number (fixed line or mobile)
- Information that is necessary for fulfilling the contract

This data is collected

- to be able to identify you as our customer;
- to be able to advise you appropriately;
- to be able to correspond with you;
- for business transactions, invoicing;
- for the settlement of any warranty claims

The data is processed upon your request, and is required for appropriate processing according to the stated purposes and for the mutual fulfilment of obligations in the agreement in accordance with Art. 6 (1) sentence 1 lit. b GDPR.

The personal data collected by us for the provision of services will be kept until the expiry of the statutory retention obligation of 6 years and then deleted, unless we are obliged to store it for a longer period of time due to tax and commercial requirements on storage and documentation (German Commercial Code (HGB), German Penal Code (StGB) or Taxation Regulation (AO)) in accordance with Art. 6 (1) sentence 1 lit. c GDPR or you have consented for us to store them for a longer period of time in accordance with Art. 6 (1) sentence 1 lit. a GDPR.

3. Transfer of data to third parties

Your personal data shall not be transferred to third parties for purposes other than those listed below.

Insofar as this is required in accordance with Art. 6 (1) sentence 1 lit. b GDPR for the settlement of service agreements with you, your data shall be forwarded to our tax consultant for the billing of goods and services. Sometimes we may pass on data to selected third parties that are integrated in the order process. These are suppliers and manufacturers that handle direct deliveries and process warranty and support requests. Your personal data shall not be transferred to any other third parties. The transferred data may be used by the third party for the stated purposes only.

4. Affected rights

You have the right:

- to withdraw your once given consent to us at any time in accordance with Art. 7 (3) GDPR. As a consequence, in future we shall not be allowed to continue processing the data based on this request;
- to request information about your personal data processed by us in accordance with Art. 15 DSGVO. In particular, you can request information about the purpose of the processing, the category of personal data concerned, the categories of recipients to whom the personal data have been or will be disclosed, the envisaged period for which the personal data will be stored, the right to rectification, erasure, restriction of processing or objection to it, the existence of a right to lodge a complaint, the source of your data (if it was not collected by us), as well as about the existence of automated decision-making including profiling and, where appropriate, meaningful information about its particulars;
- to demand the immediate rectification of inaccurate data or to have incomplete personal data stored by us completed in accordance with Art. 16 GDPR;
- to demand the erasure of your personal data stored with us, as long as the processing is not required for exercising the right to freedom of expression and information, for compliance with a legal obligation, for reasons of public interest or to establish, exercise or defend legal claims in accordance with Art. 17 GDPR;
- to demand the processing of your personal data to be restricted in accordance with Art. 18 GDPR if the accuracy of the data is contested by you, the processing is unlawful, whereby you oppose to its erasure and we no longer need the data, but you require it to establish, exercise or defend legal claims or you have objected to the processing in accordance with Art. 21 GDPR;
- to receive your personal data provided to us in a structured, commonly used and machine-readable format or to request its transfer to another controller in accordance with Art. 20 GDPR and
- to complain to a supervisory authority in accordance with Art. 77 GDPR. In general, you can contact the supervisory authority of your usual place of residence/work or our company headquarters.

5. Right to object

As long as your personal data is processed in accordance with Art. 6 (1) sentence 1 lit. f GDPR on the basis of legitimate interests, you have the right to file an objection against the processing of your personal data in accordance with Art. 21 GDPR, provided there are compelling legitimate grounds relating to your particular situation.

If you would like to exercise your right to object, please send an e-mail to info@enkootherm.de.