

INFORMATION SHEET DATA PROTECTION FOR CUSTOMERS, SUPPLIERS, CONTRACT PARTNERS (AS WELL AS THEIR EMPLOYEES) AND INTERESTED PARTIES (PURSUANT TO ART 13 and ART 14 GDPR)

The protection and security of your personal data matter to us. In all cases of processing, we are obligated to respect the principles of proper data processing. Below we offer you an overview of how we record your data and in what form they are processed.

1. Who is responsible for data processing and who can you contact in case of questions?

The contract partner from the business relationship (contractual relationship, supply relationship) or the partner in the course of the business initiation is responsible for the processing of data.

An overview of the different responsibilities at NEVEON, i.e. NEVEON Holding GmbH and its affiliated companies can be found [here](#).

If in doubt, please contact the divisional head office at any time:

NEVEON Holding GmbH, Greinerstraße 70, 4550 Kremsmünster, Austria
E-mail: office@neveon.com

If you have questions regarding the processing of your data, please contact office@neveon.com or legal@neveon.com.

2. Processing framework

From which source do these data originate and which data categories are being processed?

We process the personal data ("abbreviated as "PD") we legally received within the scope of the business relationship from you/your employees and bodies, information services, of third parties authorized to disclose data to us (e.g. other group companies, service providers such as shipping agents, attorney-at-law...) and from publicly accessible sources (e.g. company register/commercial register/trade register, associations register, property register, (online-)media).

The personal data include e.g. your identity data (name, infrequently: date of birth), contact details (address, e-mail address, telephone number, contact language...) function information (organizational allocation in the business, representation authorization,...), credit rating data, in exceptional cases: identification data (ID data), authentication data (signature sample).

In addition, we also store your PD for processing results which we generate ourselves or you for us (e.g. developer code). We also process information arising from the use of our technical aides (e.g. cookies, logs...).

For which purposes and on what legal foundation are the data processed?

Below we inform you of the different legal processing purposes and the respective legal foundation of your PD. It is our objective to provide you with general and extensive information and you are advised that your individual personal information will naturally not be handled in all processes.

Processing for the fulfillment of precontractual and contractual duties (Art 6 Sect. 1 lit b GDPR) as well as for the fulfillment of legal duties (Art 6 Sect. 1 lit c GDPR)

We process those PD necessary for initiating, starting, implementing or terminating the **business relationship** and for **settling contractual claims** from our contractual relationship (with your employer), including automation-backed, prepared and archived text documents (e.g. correspondence) and recordings of meetings or training sessions (e.g. webinars, online meetings). It covers for example supply data, turnover data, settlement data, as well as **contract management** and the processing and disclosure of information to courts, authorities or legal representation for the **assertion of claims**.

In particular for the logistical processing and coordination of deliveries and services it may be necessary to pass on PI to our contractual partners.

Beyond this we process your PD in order to comply with our legal duties. These include **corporate, fiscal and tax-related retention, documentation and notification duties, including accounting and bookkeeping**. In order to fulfill these purposes, the disclosure of your personal information to the auditor may be necessary.

Processing on the basis of our legitimate interests or legitimate interests of third parties (Art 6 Sect. 1 lit f GDPR), viz. in the implementation of entrepreneurial freedom and for the protection of property

- For the purpose of **internal administration** and simplification of a **smooth business procedure**.
- For responding to your **enquiries**. For this purpose, disclosure of your PD to other companies within the group may be necessary.
- For **credit rating**.
- For the purpose of **direct advertising and to manage the business partner relationship**.
- For **event planning, invitation and coordination**.
- For guaranteeing network and information safety. When **implementing (data) security measures and precautions**, your PD will be processed for the administration and security of our systems. If you are using the **Internet via our visitors' access**, when using **means of communication, such as telephone, e-mail, instant messaging or video conferences**, the use is recorded, as is also the case with **means for collaboration** (e.g. Intranet, web-based project platforms) as a **safety precaution**.
- For the purpose of **preventing abuse** (Reporting system!).
- For guaranteeing **general safety on the company premises**, your personal information will be recorded within the scope of the visitor management and your picture may be stored by a video monitoring system.

If you do not want this for reasons worthy of consideration, you may **lodge an objection**.

Processing of voluntarily provided information/based on your (explicit) consent (Art 6 Sect. 1 lit a and Art 9 Sect. 2 lit a GDPR).

The following data are processed/disclosed exclusively voluntarily, i.e. on the basis of your consent.

- In exceptional cases: publication of your **photograph** on the company website or for advertising purposes in printed or online media is voluntary.
- The **recording** of a video conference/audio recording takes place with the consent of the participants.
- In the course of events (especially further education and training events): You agree to the photo, video and sound documentation of the events as well as their occasional publication for reporting, marketing and training purposes in the course of registration and booking or during the event. In the case of bookings made by the employer, the employer will ensure the consent of its employees.

You have the right to **revoke** every one of these consents individually at any time, without this affecting the legality of the processing up until the time of revocation (**cf. Item 5**).

Is the provision of the data prescribed by law or contract or necessary for conclusion of a contract?

The processing of specific PD is necessary for the smooth settlement of the contract. For example, we cannot conclude or perform a contract with natural entities without provision of your PD. Storage and use of personal information has been partly agreed on with our contractual partners. Our contractual partners regularly disclose PD to their contact partners for further coordination and performance of goods and services.

3. Disclosure and Foreign Element

Who receives your data?

In order to achieve the intended purposes, it may be necessary in individual cases for us to transmit and disclose your data to recipients (e.g. authorities, public bodies, courts, your bank, higher-level group companies, ...) or grant cooperation partners access to your data (e.g. to perform data management at our order), to use software and IT infrastructure, for support and maintenance purposes). Transmission in the respective individual case is on the basis of the legal provisions/contractual agreement/resp. in part on your (explicit) consent.

We work together with cooperation partners who provide adequate guarantees that your data are also in safe hands with them.

Are data transmitted to a third country or international organization?

Your PD may be transmitted to countries outside the EEA for the performance of precontractual measures or in compliance with our contractual relationship (with your employer), but only to the extent that cooperation, contact or exchange with contractual partners outside of the EEA is necessary. As a future-oriented company, we use cloud solutions for our internal and external communication and collaboration, for video conferencing, for maintaining information and data security and for customer care. The services we use are provided by Microsoft Corp, Proofpoint Inc., Open Systems AG (<https://open-systems.com>; <https://www.open-systems.com/subprocessor-statement/>) and Cloudflare. In the process of media work, your photograph may be published on our press channels (website, social media channels ...) exclusively based on your express consent.

How long will your data be stored for?

We store your data for different periods depending on the purpose of use. Normally, we process your information for the duration of the entire business relationship (from initiation, performance down to termination of a contract) as well as up until termination of any information interest by you). Beyond this, we store your data in compliance with and within the framework of the legal preservation and documentation duties, the applicable guarantee, warranty and expiration deadlines, in the case of legal disputes for which the data are required as proof, up until conclusion.

4. Special Information

We handle your data transparently. Therefore, the following section provides you with a detailed overview of the processing of your personal data in applications that are particularly important.

Customer Relationship Management System

We use a customer relationship management system ("**CRM**") to provide productive support for our business contacts. The service provider is salesforce.com EMEA Limited, Floor 26 Salesforce Tower, 110 Bishopsgate, London, EC2N 4AY, United Kingdom ("**Salesforce**").

We store your data on the basis of our **legitimate interest** (Art 6 para 1 lit f GDPR) in providing our customers and interested parties with the best possible information about our products and services, or in order to be able to **fulfil our contractual or legal obligations** (Art 6 para 1 lit b or lit c GDPR).

If known, the following (personal) data are processed within the framework of the CRM: First name and surname, title, position, department, supervisors and decision-makers, (company) e-mail address, (company) telephone number, (company) address, communication history, visit reports and conversation notes, interest in certain NEVEON products as well as company data.

We receive your personal data from you yourself (e.g. through business enquiries, exchange of business cards during trade fair visits, cooperation, business processing, ...).

Personal data is processed exclusively by employees of the **Sales, Communications and IT departments** of the NEVEON companies.

In order to be able to guarantee the smooth processing of your enquiries or orders, the responsible employees of the NEVEON companies have the possibility to view or process your personal data within the framework of the CRM. NEVEON is therefore jointly responsible for the **processing of your data** (Art 26 GDPR). This responsibility is coordinated at the division's lead company NEVEON Holding GmbH.

In addition, we cooperate with Salesforce and our development partner BLINKER GmbH, Strozzigasse 32-34/2, 1080 Vienna, Austria, for the ongoing evaluation, maintenance and improvement of our CRM.

We would like to point out that in the course of using the CRM, data may be transferred outside the EU/EEA, including to the USA. We will only transfer personal data to third countries if either an adequacy decision has been issued by the European Commission for the third country concerned (Article 45 para 3 GDPR), suitable guarantees have been provided by the service provider (Article 46 GDPR, see e.g. Salesforce privacy policy) or you have given us your consent to the transfer of your personal data to a third country (Article 49 para 1 lit a GDPR).

Your personal data will be stored by us for as long as an active customer relationship exists with you or the company for which you work, but for no longer than three years after the business relationship has ended. In the event of the conclusion of a contract between you or the company for which you work, your personal data will be stored for as long as we are obliged to do so due to legal storage, reporting and documentation obligations.

5. Rights of Affected Parties

What data protection rights are you entitled to?

We would like to inform you that you have the right at any time:

- To request information regarding which of your data are being processed by us (see in detail Art 15 GDPR),
- To correct or complete your data to the extent that our legitimate interests in processing do not prevail. (see in detail Art 16 GDPR),
- To delete your data to the extent that our legitimate interests in processing do not prevail. (see in detail Art 17 GDPR),
- To restrict processing of your data (see in detail Art 18 GDPR),
- To receive your data processed by us in a structured, standard and machine-readable format (see in detail Art 20 GDPR),
- To object to the data processing (see in detail Art 21 GDPR),
- To assert data portability (see in detail Art 20 GDPR).

Do you have a right to revoke your consent?

You have the right to revoke your consent to data use at any time (**cf. Item 2 – Consent**) without affecting the legality of the processing carried out consensually up until the time of revocation. If you would like to revoke your consent, please contact the contact partner in Item 1.

Is there a right of complaint to a supervisory authority?

Should there unexpectedly be a violation of your data protection rights, you have the right to file a complaint with the Data Protection Office of your country, in particular at your place of abode or work or with another data protection supervisory authority in the EU. For an overview go to [Data Protection Offices](#).

Is there an automatic decision-making process including profiling?

We do not use your PD for an automatic decision-making process or for profiling.

Are data processed further for other purposes?

In conclusion, we would also like to inform you that we only use your data for the purposes listed above. Insofar as we intend a (further) processing for other purposes, we will inform you separately.

We hope that with this information sheet, we have clarified in which form and for which purposes we process your data. Should you still have questions regarding the processing of your data, please contact the contact partner in **Item 1**.

6. Updates to this privacy policy

In the event of a change in the law, official directives or due to technical changes, it may be necessary to amend this data protection declaration. The current version of the data protection declaration is available on this page.