

data protection information for customers and interested parties

in accordance with Art. 13 and 14 of the General Data Protection Regulation (GDPR)

Data protection is important to us. The following information explains how we use your personal data and outlines your rights.

1. Entity responsible for data processing and contact person

Rauch GmbH
Gutenbergstraße 3
78549 Spaichingen

Phone: +49 7424 9485-0
E-Mail: info@rauch-papiere.de

Managing Director Elmar Kneer

2. Contact details of the Data Protection Officer (DPO)

Bernd Knecht
Rotdornweg 7
73230 Kirchheim /Teck

Phone: +49 7021 487 628
E-Mail: datenschutz@rauch-papiere.de

3. Purpose and legal basis on which we process personal data

We process all personal data in accordance with the provisions of the General Data Protection Regulation (GDPR), the German Federal Data Protection Act (GFDPA) and other relevant data protection regulations. Our contract documents, forms, consent forms and other information provided to you (e.g. on our website) contain further details and more information on why we collect data in those specific instances.

3.1 Consent (Art.6 para.1 (a) GDPR)

If you have consented to the processing of personal data, this consent will form the legal basis on which this data will be processed in that specific instance. You have the right to withdraw this consent at any time with future effect.

3.2 Performance of contractual duties (Art.6 para.1 (b) GDPR)

We process your personal data for the execution of our contracts with you, in particular in the context of order entry, production, delivery and invoicing of our products. This is the case if you as a person are our contractual partner. Furthermore, your personal data is processed for the implementation of pre-contractual measures such as the preparation of offers if the request is made by you as a data subject.

3.3 Compliance with legal obligations (Art.6 para.1 (c) GDPR)

We process your personal data if this is necessary to fulfill legal obligations. This may include the fulfillment of tax control and reporting obligations as well as the archiving of data for purposes of data protection and data security as well as audits by tax, customs and other authorities. In addition, the disclosure of personal data may be necessary in the context of official / judicial measures for the purpose of gathering evidence, criminal prosecution or enforcement of civil claims.

3.4 Legitimate interests pursued by us or a third party (Art.6 para.1 (f) GDPR)

We may furthermore use your personal data where necessary based on a weighing of interests to pursue our or a third party's legitimate interest. We may do so for the following purposes:

- for direct contact in the context of advertising or market research, if you have not objected to the use of your data for this purpose.
- for obtaining information and exchanging data with credit agencies if the conclusion of the contract exceeds our economic risk
- for forwarding your request, including contact details, to a wholesaler in your region in the event that you request small quantities via our website or directly from us by e-mail or post
- for limited storage of your data, if deletion is not possible or only possible with disproportionate effort due to the special type of storage (for example, in the data backup or mail archive).
- for enforcing legal claims and as evidence in legal disputes that are not directly related to our contractual relationship with you.

- to use tools to conduct online interviews and meetings if a face-to-face meeting is not possible due to geographical, scheduling or other circumstances.
- for ensuring and exercising our domiciliary rights through appropriate measures (e.g. video surveillance, visitor registration) if a meeting takes place on our premises.

4. Categories of personal data we process

We process the following data:

- Personal details (name, task / function / position in the company and comparable data)
- Contact details (address, email address, telephone number and similar information)
- All information that you provide to us in connection with the business relationship – this also includes audio and video information in connection with the use of online meeting software and video surveillance of our premises
- Order data, correspondence and customer history

We also process personal data from public sources (e.g. internet, media, social media networks, press, commercial and population registers). If necessary for the provision of our services, we process personal data that we have lawfully obtained from third parties (e.g. address publishers, credit agencies, etc.).

5. Who will get to see your data?

Within our company, we only provide your personal data to the bodies and persons who need this data in order to fulfil our contractual and legal obligations or to pursue our legitimate interests.

In addition to those, your information may also be passed on to the following:

- Processors used by us (Art. 28 GDPR), service providers who provide associated services and other persons responsible in the meaning of the GDPR, in particular in the areas of IT services, logistics, courier services, printing services, external data processing centers, IT application support/maintenance, archiving, document processing, accounting and controlling, data destruction, purchasing/procurement, customer management, mailing services, marketing, telephony and website management, tax accountancy, auditing services, credit institutions
- Wholesalers with whom we work in your region to answer your individual inquiries and, if necessary, to process orders directly with you
- Public authorities and institutions if there is a legal or official requirement to provide, report or pass on information or if it is in the public's interest to disclose information
- Bodies and institutions on the basis of our or a third party's legitimate interest (e.g. authorities, credit agencies, debt collection agencies, lawyers, courts, experts and supervisory bodies)
- Other bodies that you have authorized us to provide with your data

6. Transfer of personal data to a third country or international organization

In the context of the use of Software as a Service, Infrastructure as a Service and IT services, subcontracted processors based outside the EU may process personal data. An appropriate level of data protection is ensured through contractual as well as technical and organizational measures. As a rule, we or our sub-processors agree on the EU standard contractual clauses, if necessary, with supplementary guarantees for the protection of your data.

We use Microsoft software for electronic communication (e-mail, online meetings, chat, etc.). Although it has been agreed with Microsoft that the data will be hosted on German or European servers, there is a theoretical possibility that third parties may have access to personal data of the data subjects due to legal requirements in the USA (CLOUD Act, Patriot Act, etc.). Data is transferred on the basis of the EU standard contractual clauses (SCC) or on the basis of the EU adequacy decision for the USA, which contains further guarantees for compliance with the level of data protection within the framework of the EU-US Data Privacy Framework (DPF)

Beyond this, no data processing takes place outside the EU or the EEA.

7. How long we'll keep your information?

As far as necessary, we process your personal data for the duration of our business relationship, this also includes the initiation and execution of a contract.

In addition, we are subject to various storage and documentation obligations, which result from the German Commercial Code (HGB) and the German Fiscal Code (AO), among others. The periods specified there for storage and documentation are up to 11 years beyond the end of the business relationship or the pre-contractual legal relationship.

Ultimately, the storage period is also assessed according to the statutory limitation periods, which, for example, according to §§ 195 ff. of the German Civil Code (BGB), generally amount to three years, but in certain cases can also be up to thirty years. However, contractual agreements also form the basis for determining the retention periods.

8. To what extent is there automated decision-making in individual cases (including profiling)?

We do not use any purely automated decision-making processes in accordance with Art. 22 GDPR. If we intend to use such a procedure in the future, we will inform you of this separately in advance within the framework of the legal requirements.

9. Your data protection rights

You have the right of access under Art. 15 GDPR, the right to rectification under Art. 16 GDPR, the right to erasure under Art. 17 GDPR, the right to restriction of processing under Art. 18 GDPR and the right to data portability under Art. 20 GDPR. **In principle, you have the right to object to the processing of personal data by us in accordance with Art. 21 GDPR if the processing is based on a legitimate interest (Art. 6 (1) (f) GDPR). However, this right to object only applies if there are very special circumstances relating to your personal situation, whereby our company's rights may conflict with your right to object. You can also object to the processing of your personal data for the purpose of direct marketing at any time.**

If you wish to assert one of these rights, please contact the controller or our data protection officer. You will find the contact information under 1. and 2. in this data protection information.

10. Your right to lodge a complaint with the competent supervisory authority

You have the right to lodge a complaint with the data protection supervisory authority (Art. 77 GDPR). The supervisory authority responsible for us is:

Der Landesbeauftragte für den Datenschutz und die Informationsfreiheit (LfDI-BW)
Lautenschlagerstraße 20
70173 Stuttgart

Phone: +49 (0) 711 / 615541-0

E-Mail: poststelle@lfdi.bwl.de

Web: <https://www.baden-wuerttemberg.datenschutz.de>

11. Scope of the data you are required to provide

You only need to provide the data that is required for the establishment and implementation of a business relationship or for a pre-contractual relationship with us, or which we are required to collect by law. Without this data, we will generally not be able to conclude or execute a contract. This may also refer to data required later in the course of the business relationship. Should we ever request any data in excess of this essential data, we will specifically make you aware of the fact that provision of such data is voluntary.

12. Date and last update of this data policy

This data policy is dated 23rd August 2023. We reserve the right to update this data policy in due course in order to improve data protection and/or to adapt it to changes in administrative practice or jurisdiction.