

Privacy Policy for Customers

The following Privacy Policy provides an overview of the collection and processing of your data.

The responsible handling of personal data is of particular importance to us. If we receive personal data from you, we use or process it in compliance with applicable national and European data protection regulations. Personal data within the meaning of this Privacy Policy includes all information that relates to your person.

The following Privacy Policy provides you with an overview of how we process your personal data and your rights under data protection law.

1. Controller and Data Protection Officer

The controller is:

JUTEC Biegesysteme GmbH & Co. KG
Ottostraße 20-22
65549 Limburg, Germany

You can reach our Data Protection Officer at:

JUTEC Biegesysteme GmbH & Co. KG
Data Protection
Ottostraße 20-22
65549 Limburg, Germany
Email: datenschutz@jutech.de

2. Which personal data sources do we use?

We process personal data that we receive during your visit to our showroom and the use of the card reader/point of sale terminal provided there, or in connection with your orders by mail and telephone.

3. Which personal data categories are processed?

When you use our card reader, the following personal data is processed:

- Your name,
- Your address,
- Your phone number,
- Your email address,
- Bank data,
- Order data,
- Data for the fulfillment of our contractual obligations,

Correspondence (e.g., written communication with you), and other data comparable to the aforementioned categories.

4. For what purposes do we process your data, and on what legal basis?

We process your personal data in compliance with applicable national and European data protection requirements. Processing is lawful if one of the following conditions is met:

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

If you have given us consent to process your personal data for specific purposes (e.g., use of data for marketing purposes), the lawfulness of this processing is based on your consent. Consent given can be revoked at any time with effect for the future.

b. For the fulfillment of contractual obligations or pre-contractual measures (Art. 6(1)(b) GDPR)

To fulfill our contractual obligations in individual cases or to carry out pre-contractual measures, we process personal data for the performance of the contract. The purposes of data processing are primarily derived from the specific contractual relationship and may include, among other things, the provision of the card terminal or the execution of your order.

c. Due to legal obligations (Art. 6(1)(c) GDPR) or in the public interest (Art. 6(1)(e) GDPR)

We are subject to various legal obligations (e.g., commercial and tax law retention obligations under the Commercial Code and Tax Code). The purposes of processing include, among other things, the fulfillment of tax control and reporting obligations as well as risk assessment and management within the company and within the group.

d. Within the framework of a balancing of interests (Art. 6(1)(f) GDPR)

Where necessary, we process your data beyond the actual performance of the contract to protect legitimate interests of ours or third parties. For example:

- Reviewing and improving processes for general business management and developing products and services,
- Advertising, customer satisfaction, provided you have not objected to the use of your data,
- Assertion of legal claims and defense in legal disputes,
- Prevention, investigation, or prevention of crimes.

5. Who receives my data?

Your personal data will not be disclosed to third parties unless we are legally obligated or entitled to do so, or you have given us prior consent to do so. No further disclosure or sale of personal data will take place.

When we work with service providers to carry out processing tasks, we do so under data processing agreements in accordance with Art. 28 GDPR. These carefully selected and data protection-compliant service providers, based within the EU, are subject to our instructions and regular monitoring regarding the processing of your data. These include companies in the category of IT services.

6. Is there an intention to transfer personal data to a third country or an international organization?

There is no active transfer of personal data to a third country or an international organization.

7. How long is my personal data stored, and which criteria determines the duration?

The criteria for determining the duration of storage are based on the end of the purpose and subsequent legal retention period. If the data is no longer required to fulfill contractual or legal obligations, it is regularly deleted unless further — limited and possibly restricted — processing is required for the following purposes:

- Compliance with employment and social security law, as well as commercial and tax law retention obligations: The Commercial Code (HGB) and Tax Code (AO) stipulate retention and documentation periods of up to 10 years.
- Preservation of evidence under statutory limitation provisions: According to §§ 195 et seq. of the Civil Code (BGB), the regular limitation period is 3 years, but under certain circumstances, it can be up to 30 years.

8. What are your data protection rights?

Every data subject has the right to 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, the right to object under Art. 21 GDPR, and the right to data portability under Art. 20 GDPR. The rights of access and erasure are subject to the restrictions of §§ 34 and 35 BDSG. Additionally, there is a right to lodge a complaint with a data protection supervisory authority (Art. 77 GDPR in conjunction with § 19 BDSG).

You may withdraw your consent to the processing of personal data at any time with effect for the future. This also applies to the revocation of consent declarations granted to us before the GDPR came into force, i.e., before May 25, 2018.

9. Is one obligated to provide personal data, and what are the possible consequences of not providing it?

As part of using the card reader/point of sale terminal as well as placing orders by email and telephone, you must provide the personal data necessary to fulfill this purpose. Without this data, we will not be able to provide the requested service.

10. Does automated decision-making — including profiling — take place?

We do not generally use automated decision-making as defined in Art. 22 GDPR. Should we use this procedure in individual cases, we will inform you separately if this is legally required.

11. Changes to the Privacy Policy

We continuously develop and optimize our services. Therefore, it may be that we add new functionalities. Should this have an impact on how your personal data is processed, we will inform you in our Privacy Policy in a timely manner.