

## Obligations to provide information in accordance with Article 13, 14 of EU-GDPR for customers

1. <u>The responsible party is</u>	2. <u>Data protection officer is</u>
Veolia Water Technologies Deutschland GmbH Lueckenweg 5 29227 Celle Germany Phone: +49 (0)5141 803 0 Fax: +49 (0)5141 803 100 <a href="mailto:VeoliaWatertech.DE@veolia.com">VeoliaWatertech.DE@veolia.com</a>	Merentis DataSec GmbH Kurfuerstenallee 130 28211 Bremen Germany Mrs. Larissa Schwarz Phone: +49 (0)421 23804 65 Fax: +49 (0)421 23804 10 <a href="mailto:lschwarz@merentis.com">lschwarz@merentis.com</a>

### 3. Type of data

- Personal master data (name, address and other contact information),
- Communication details (e.g. phone, e-mail),
- Contractual master data (contractual relationship, product and/or contractual interests),
- Customer history,
- Contract billing and payment information,
- User information (last/first name, e-mail address, company domain, interests, usage history),
- Billing-relevant data with regard to temporary employees,
- Log files (e.g. what data did you access)

### 4. Purposes and legal basis of processing

Personal data (Art. 4 (2) of EU-GDPR) is processed:

- To fulfill a contract or taking actions at the request of the data subject prior to entering the contract within the meaning of Art. 6 Para. 1b of EU-GDPR.

The primary purpose of data processing is the fulfillment of the contract. If necessary, we also process your information to protect our legitimate interest or the legitimate interests of third parties. For example:

- To assert any legal claims and provide defense in case of any legal disputes,
- To ensure IT security and IT operations,
- To prevent and investigate criminal offenses,
- In individual cases, credit checks are obtained from Creditsafe Deutschland and Euler Hermes Deutschland,
- Risk management within the company.

In addition to that, data will be processed on the basis of a separate authorization given by the data subject.

### 5. Sources

We process personal data that we directly receive from the data subject as well as from affiliated partner companies (e.g. intermediaries, planning companies) which are involved with the customer or with us within a contractual relationship.

In addition, we process – provided that such is necessary within the scope of fulfilling the contract – personal data that we receive by entrusted third parties (e.g. within the scope of any credit checks).

### 6. Recipients of personal information

The following bodies may receive data:

- Within the company: the employees entrusted with fulfilling the agreement and contract accounting;

- Other bodies outside of the company:
  - Parties within the corporate group as part of centralized commercial services and to fulfill the agreement,
  - Partner companies as part of fulfilling the agreement,
  - Other service providers, for instance, software service providers, IT support, tax consultant or law offices.

## **7. Storage**

Personal data will be stored at least for the period of the contractual relationship. In addition to that, the information will be stored in accordance with the legally prescribed retention periods. These are based in part on the German Civil Code (BGB), German Commercial Code (HGB) or German Fiscal Code (AO) and can last between two and 30 years. The data subjects information shall be promptly deleted after the maximum storage period expires.

## **8. Rights of data subjects**

The customer has the right to receive information about their personal data concerning as well as request their correction, deletion or limitation of processing. Moreover, the customer is entitled to object to the processing and has the right to data portability. For more detailed information, refer to Section III of EU-GDPR.

## **9. Regarding the right to object:**

For reasons relating to the customer's particular situation, the customer has the right to object to the processing of his or her personal data, which takes place as a result of data processing in public interest or data processing based on interest consideration; that also applies to profiling based on this provision.

If the customer files an objection, our company will no longer process the customer's personal data, unless we are able to provide compelling reasons for such processing that outweigh the interests, rights and freedoms of the customer or if the processing serves the assertion, exercising and defense of legal claims.

Objections may be filed without having to follow any particular formalities and should be preferably directed to the following address:

Veolia Water Technologies Deutschland GmbH  
 Lueckenweg 5  
 29227 Celle  
 Germany  
 Phone: +49 (0)5141 803 0  
 Fax: +49 (0)5141 803 100  
[de-vwst.kundenstamm@veolia.com](mailto:de-vwst.kundenstamm@veolia.com)

## **10. Right to appeal**

The customer has a right to file an appeal to the responsible supervisory authority. The supervisory authority that is responsible for us is "The State Commissioner for Data Protection in Lower Saxony" in Hanover. Before the customer contacts the supervisory authority, we would like to have the opportunity to directly address questions or concerns.

## **11. Reasons for provision**

As part of the customer relationship the customer only needs to provide such personal data that is necessary for establishing, fulfilling or terminating the customer relationship. The provision of personal data is necessary in order to be able to process the customer relationship and to fulfill the statutory obligations of the company with regard to payment of taxes.

## **12. Additional information**

We do not implement an automated procedure to decide on the formation and implementation of the customer relationship. We do not process the customer's information with the objective of evaluating certain personal aspects (profiling).