



## DATA PRIVACY STATEMENT – OUR CONTACT FORM

This statement is compulsory in accordance with the General Data Protection Regulation (DS-GVO).

### 1. PRELIMINARY NOTE

The following sections provide you with information concerning all aspects of our dealings with your personal data. The legislator has stipulated which information is necessary. If you would like to know more, please see the DS-GVO Art. 12-22 and 34. The complete text of the DS-GVO is available online at: [www.datenschutz-grundverordnung.eu](http://www.datenschutz-grundverordnung.eu). If you have any questions about the DS-GVO, please contact our data protection officer and/or administration.

### 2. WHAT ARE PERSONAL DATA?

All information pertaining to a defined or definable person. Persons are definable if they can be directly or indirectly identified. This can, for example, be the result of tracking an identifier such as a name, an identification number, location data, an online identifier or one or more specific characteristics.

### 3. BASIC INFORMATION

#### 3.1 Who is responsible for processing my data?

Responsibility for data processing in connection with our online shop is held by:

steute-online-Schaltgeräte GmbH & Co. KG, Holster Str. 116, 49324 Melle

Responsibility for all other data processing is held by:

steute Technologies GmbH & Co. KG, Brückenstr. 91, 32584 Löhne.

#### 3.2 How can I contact you?

Contact partner: Susanne Ruge  
E-Mail: [datenschutz@steute.com](mailto:datenschutz@steute.com)

#### 3.3 Which regulatory body is responsible for controlling and enforcing data protection?

LDI, Landesbeauftragte für Datenschutz und Informationsfreiheit Nordrhein-Westfalen,  
Frau Helga Block, Postfach 20 04 44, 40102 Düsseldorf, Germany  
Tel.: 0049 211/38424-0, Fax: 0049 211/38424-10, E-Mail: [poststelle@ldi.nrw.de](mailto:poststelle@ldi.nrw.de)

#### 3.4 How can I contact the data protection officer at your company?

The data protection officer for steute is the SK-Consulting Group GmbH, Herr Lüllemann.

Contact as follows:

E-Mail: [datenschutz@steute.com](mailto:datenschutz@steute.com)

### 4. Additional important information

#### 4.1 Why does your company process my data?

Data are collected and processed in order to deal with your ongoing concerns.

#### 4.2 Why is your company permitted to process my data?

Current data protection legislation (= EU General Data Protection Regulation) permits the processing of your data (= personal data) provided that you make the data available to us and give your consent to processing (Consent, Art. 6 Par. 1 DSGVO). You can withdraw your consent at any time.



#### 4.3 Who can my data be passed on to?

Within the context of processing, your data may be passed on to:

- persons within our company who are directly involved in the data processing procedure
- service providers who are contractually bound to secrecy and who complete individual data processing tasks for us
- necessary external companies, for example postal services carrying letters, our regional offices as well as sales agencies.

#### 4.4 Will my data be passed on to countries outside the EU?

We have no plans to do this. An exception would only be conceivable if initiated by you.

#### 4.5 How long will you store my data?

We store your data for as long as is necessary in order to fulfil the purpose laid out in Section 4.1. However, some legislation (e.g. the German Tax Code § 147) compels us to keep certain data for 6 or 10 years. At the end of this period, all data no longer required will be deleted.

### 5. WHAT ARE MY RIGHTS?

#### 5.1 Your rights

As a party affected by data processing, the DS-GVO affords you various rights (in the following collectively referred to as the "rights of affected parties") which include:

#### 5.2 Right to know (acc. to Art. 15 DS-GVO)

You have the right to know whether or not we are processing your personal data. If we are processing your personal data, you have the right to know:

- why we are processing your data (see also 4.1);
- what type of data we are processing;
- who is receiving or will be receiving your data (see also 4.3);
- how long we will store your data; in the event that it is impossible to specify the exact duration, we must inform you of the reasons for prolonged storage (e.g. periods required by law) (see also 4.5);
- that you have the right to correct or delete all data concerning your person, including the right to restrict processing and/or to opt out (see also 5.3 following, 5.4 and thereafter);
- that you have the right to complain to a regulatory body;
- where your data came from, in the event that we did not receive this information directly from you;
- whether your data are used for automated decision-making and, if not, to know which logic underlies the decision-making process, as well as how far-reaching the impact of the automated decision-making process can be for you;
- that, if your personal data should ever be transferred to a country outside the EU, you have the right to know whether the data recipient can ensure an appropriate level of data protection and with what level of guarantee;
- that you have the right to demand a copy of all your personal data. Copies of data are always issued in digital form.

The first copy is free of charge, any additional copies can be made available at a reasonable rate. A copy can only be made available if this does not violate the rights of other persons.

#### 5.3 Right to correct data (acc. to Art. 16 DS-GVO)

You have the right to demand that we correct your data if information should be incorrect or incomplete. This also includes the right to supplement data with additional explanations or comments. Any correction and/or supplementation must be performed without culpable delay.



#### 5.4 Right to delete personal data (acc. to Art. 17 DS-GVO)

You have the right to demand that we delete your personal data if:

- the data are no longer required for the purposes for which they were originally collected and processed;
- the data processing took place on the basis of consent given by you and you have since withdrawn that consent; this does not apply, however, if legal permission for the data processing has been granted from another source;
- you have objected to data processing as permitted by the so-called "legitimate interest" clause (acc. to Art. 6 Par. 1 letters e or f); deletion is not compulsory, however, should higher-ranking reasons for further data processing exist;
- you have objected to data processing for the purpose of direct advertising;
- your personal data have been processed unlawfully;
- the data belong to a child and were collected for the information society (= electronic service) on the basis of consent (acc. to Art. 8 Par. 1 DSGVO).

A right to delete personal data does not exist if:

- the wish for deletion directly opposes the right to freedom of opinion and information;
- the processing of personal data is required
  - to fulfil a legal obligation (e.g. legally stipulated storage periods),
  - to fulfil public tasks and interests in accordance with current legislation (including "public health"),
  - for archiving and/or research purposes
- the personal data are required in order to assert, pursue or defend a legal claim.

Deletion must be immediate (without culpable delay). If personal data have been published by us (e.g. online), it is our duty to inform other data processors about the request for deletion, including the deletion of links, copies and/or replications, within the realms of technical possibility.

#### 5.5 Right to restrict data processing (acc. to Art. 18 DS-GVO)

You have the right to restrict the processing of your personal data in the following cases:

- if you are disputing the accuracy of your personal data, you can demand that we cease to use your data and thus restrict further processing until the case has been reviewed;
- if data processing has been unlawful, you can demand that data use is restricted instead of demanding that data be deleted;
- if you need your personal data to assert, pursue or defend a legal claim, but we no longer require your data, then you can demand that processing be restricted to the purposes of preparing your claim;
- if you have objected to data processing (acc. to Art. 21 Abs. 1 DSGVO) (see also 5.7) and if it is still under review whether our interests in processing are higher-ranking than your interests, then you can demand that your data not be used for other purposes during the review procedure, thus restricting further processing.

Personal data subject to restricted processing at your request may only – with the exception of storage – be processed:

- with your consent;
- to assert, pursue or defend legal claims;
- to protect the rights of other natural or legal persons;
- in the event of an important public interest.

If restricted processing should be overturned, you will be informed in advance.

#### 5.6 Right to transfer of data (acc. to Art. 20 DS-GVO)

You have the right to demand that we transfer to you in a known electronic format (e.g. a PDF or Excel document) your personal data collected by us.

You can also demand that data are sent directly to another company (specified by you), provided that this is within the realms of technical possibility.

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You have this right provided that processing is performed on the basis of consent, or in order to fulfil a contract (see 4.2.) and with the aid of automated procedures.

Exertion of the right to transfer of data must not violate the rights and freedoms of other persons. Should you exert the right to transfer of data, you still retain the right to delete data acc. to Art. 17 DS-GVO.

## 5.7 Right to opt out of certain types of data processing (acc. to Art. 21 DS-GVO)

If your data are processed in order to fulfil tasks in the public interest or to fulfil legitimate interests (see 4.2), you can opt out of this procedure. To do this you must inform us of the reasons for your objection resulting from your individual situation. Reasons could include e.g. private circumstances or a need for secrecy worthy of protection.

Should you choose to opt out, we are bound to refrain from processing your data for the purposes listed under 4.1 unless:

- there are reasons worthy of protection for processing your data which are higher-ranking than your interests, rights and freedoms, or
- processing is necessary in order to assert, pursue or defend a legal claim.

You can object to use of your data for the purpose of direct advertising at any time; this also applies to profiling if it is linked to direct advertising. Should you choose to opt out, we are bound to refrain from using your data for direct advertising purposes.

## 5.8 Prohibition of automated decision-making/profiling (acc. to Art. 22 DS-GVO)

Decisions made by us which have legal consequences for you or which could burden you considerably must not be based exclusively on automated processing of personal data. This includes profiling. This prohibition does not apply if an automated decision:

- is required for the completion or fulfilment of a contract with you;
- is permissible due to legal stipulations, provided that these stipulations contain appropriate measures to protect your rights and freedoms, as well as your legitimate interests; or
- is reached with your express consent.

Decisions which are based exclusively on automated processing of *particular categories of personal data* (= sensitive data) are only permissible if:

- they are reached with your express consent; or
- there is considerable public interest in the processing of data; and
- appropriate measures have been taken to protect your rights and freedoms, as well as your legitimate interests.

## 5.9 Exertion of rights as an affected party

In order to exert your rights as an affected party, please apply to the bodies named in Section 3. Requests submitted electronically will generally be replied to electronically. The information, correspondence and measures which we must provide and take acc. to DS-GVO, including those pertaining to the exertion of rights as an affected party, are fundamentally free of charge. Only in cases where requests are obviously unjustified or excessive are we permitted to levy an appropriate charge for our administrative costs, or to refuse to comply with the request (acc. to Art. 12 Par. 5 DS-GVO).

If legitimate doubts exist about your identity, we are permitted to demand additional information from you for identification purposes. If it is not possible for us to identify you, we have the right to refuse to comply with your request. We shall inform you separately should identification prove impossible – provided it is within our power to do so (see Art. 12 Par. 6 and Art. 11 DS-GVO).

Requests for disclosures and information will usually be managed immediately, at the latest within one month after receipt of the request. This period can be extended by a further two months if necessary due to the complexity and/or number of requests; in the event of a delay, we will inform you of this and give reasons for the delay, at the latest within one month of receiving your request. If we should fail to comply with a request, we will inform you of the reasons for this



immediately, at the latest one month after receiving the request, as well as inform you about your options regarding a complaint to a regulatory body and/or the claiming of legal aid (see Art. 12 Par. 3 and Par. 4 DS-GVO).

Please note that you can only exert your rights as an affected party within the framework of restrictions and limitations stipulated by the European Union or its member states (Art. 23 DS-GVO)

#### 5.10 Must I grant access to my data?

In order for us to fulfil the conditions laid out in Section 4.1, it is necessary that you grant us access to your personal data. It is crucial if we are to deal with your concern. If you do not grant us access to your data, we cannot help you.

Should you have a complaint, you can apply to the appropriate regulatory body at any time. The regulatory body named in Section 3.3. is responsible for our company.

You have the right to go to court against a regulatory body acc. to Art. 78 DS-GVO, and against our company acc. to Art. 79 DS-GVO.

#### 5.11 Automated decision-making/ profiling

We perform no automated decision-making or profiling.