

## Information obligation according to Art. 13 and Art. 14 DSGVO for the customers

The protection of your data and transparency about its processing is a very high concern for us. Therefore, we hereby comply with our obligation to inform about the circumstances of processing in accordance with Art. 13 and Art. 14 of the General Data Protection Regulation (DSGVO).

The following rights arise for you from the processing of your personal data:

- a) Right to information (see Art. 15 DSGVO).
- b) Right to rectification (see Art. 16 DSGVO)
- c) Right to erasure (see Art. 17 DSGVO)
- d) Right to restriction of data (see Art. 18 DSGVO)
- e) Right to object (see Art. 21 DSGVO)
- f) Right to data portability (see Art. 20 DSGVO).

Right of withdrawal: if the processing is based on Art. 6 DSGVO paragraph 1 letter a or Art. DSGVO 9(2)(a), you have the right to withdraw your consent at any time. Previously processed data remain unaffected by the revocation.

Contact details of the data protection officer:

Jasmin Muhmenthaler-Sturm  
Datenbeschützerin Regina Stoiber GmbH  
Unterer Sand 9  
94209 Regen  
Phone: 09921 906 2720  
E-mail address: [info@datenbeschuetzerin.de](mailto:info@datenbeschuetzerin.de)

You have the right to lodge a complaint with a supervisory authority if you believe that your personal data is being processed unlawfully.

Berlin Commissioner for Data Protection and Freedom of Information  
Friedrichstr. 219  
10969 Berlin  
Phone: +49 (0)30 13889-0  
Fax: +49 (0)30 2155050  
E-Mail address: [mailbox@datenschutz-berlin.de](mailto:mailbox@datenschutz-berlin.de)

The responsible party for data processing is:

embeddeers GmbH  
Represented by: Mandy Andritzke and Christian Zieme  
Am Borsigturm 70  
13507 Berlin  
Phone: +49 (0)30/2000 580-0  
E-Mail address: [kontakt@embeddeers.com](mailto:kontakt@embeddeers.com)

The controller is the natural or legal person who alone or jointly with others determines the purposes and means of the processing of personal data (e.g. names, e-mail addresses or similar).

A transfer of data to third countries (countries outside the European Economic Area - EEA) only takes place if this is necessary for the execution of the service contract or if you have given us your consent or if this is otherwise permitted by law. In this case, we take measures to ensure the protection of your data, for example through contractual regulations. We only transfer data to recipients who ensure the protection of your data in accordance with the provisions of the DSGVO for transfers to third countries (Art. 44 to 49 DSGVO).

# 1 Data processing in the context of order processing

## 1.1 Order entry and processing

In order to process your order (software development, support, consulting) or your inquiry, we collect personal data of contact persons (name, address, e-mail address, telephone number, cell phone number) as part of the process. Your data is entered into our central sales system and NextCloud for project management and stored there.

The processing is based on a contract or pre-contractual measure according to Art. 6 para. 1 lit. b DSGVO.

Forwarding takes place internally to the necessary departments and teams in order to be able to process the order further.

The data will be stored within the scope of the legal storage obligations. If no contractual relationship is established, your data will be deleted after one year without active contact.

## 1.2 Support and maintenance of the software on behalf (order processing)

In the context of support and maintenance of the software, personal data of contact persons (name, address, e-mail address, telephone number, cell phone number) are collected as part of the process. Depending on the order, the person responsible receives access and insight into the client's systems and thus possibly also to personal data.

Data is forwarded internally to the necessary departments and, if required, to external bodies (e.g.: subcontractors/manufacturers) in order to be able to process the order further.

The data is stored within the scope of the statutory retention obligations.

## 1.3 Ordering and shipping

For ordering and shipping, personal data is collected in order to be able to allocate the goods to the customer. If you order directly from us, you will receive a delivery bill issued by us. For the processing of the shipment, your data (name, address) will be transmitted to the shipping service provider.

The processing is based on a contract or pre-contractual measure according to Art. 6 para. 1 lit. b DSGVO.

The data is passed on to internal departments and to the shipping service provider.

The data will be stored within the scope of the statutory retention obligations.

# 2 Data processing in IT systems

## 2.1 Ticket system IT

To ensure IT support for prioritization and documentation of requests, we use a ticket tool in IT. When you submit a ticket, we record the following information from the person who processed it: last name, first name. From the requester we record: Name, first name, department. Depending on the type of error, personal data may also be contained in the error description itself.

The processing of the data is based on a business purpose according to Art. 6 para. 1 lit. f DSGVO. The controller has a legitimate interest to optimize the processes and customer support.

The data is processed in the IT department and, if necessary, passed on to an external support service provider to process the case.

Your personal data will be stored until the purpose is fulfilled.

## 2.2 Audio and video conferences

### 2.2.1 Data processing

For communication with our customers, we use online conference tools, among others. The tools we use in detail are listed below. When you communicate with us via video or audio conference over the Internet, your personal data is collected and processed by us and the provider of the respective conference tool.

The conferencing tools thereby collect all data that you provide/enter to use the tools (email address and/or your phone number). Furthermore, the conference tools process the duration of the conference, start and end (time) of participation in the conference, number of participants and other "context information" related to the communication process (metadata).

Furthermore, the provider of the tool processes all technical data required to handle the online communication. This includes in particular IP addresses, MAC addresses, device IDs, device type, operating system type and version, client version, camera type, microphone or speaker, and the type of connection.

If content is exchanged, uploaded or otherwise made available within the tool, this is also stored on the servers of the tool providers. Such content includes, but is not limited to, cloud recordings, chat/instant messages, voicemails uploaded photos and videos, files, whiteboards, and other information shared while using the Service.

Please note that we do not have full control over the data processing operations of the tools used. Our options are largely based on the company policy of the respective provider. For further information on data processing by the conference tools, please refer to the data protection statements of the respective tools used, which we have listed below this text.

### 2.2.2 Purpose and legal basis

The conference tools are used to communicate with prospective or existing contractual partners or to offer certain services to our customers (Art. 6 para. 1 lit. b DSGVO). Furthermore, the use of the tools serves the general simplification and acceleration of communication with us or our company (legitimate interest within the meaning of Art. 6 para. 1 lit. f DSGVO). Insofar as consent has been requested, the tools in question are used on the basis of this consent; consent can be revoked at any time with effect for the future.

### 2.2.3 Storage period

The data collected directly by us via the video and conference tools will be deleted from our systems as soon as you request us to delete it, revoke your consent to store it, or the purpose for storing the data no longer applies. Stored cookies remain on your terminal device until you delete them. Mandatory legal retention periods remain unaffected.

We have no influence on the storage period of your data, which is stored by the operators of the conference tools for their own purposes. For details, please contact the operators of the conference tools directly.

## 2.3 Conference tools used

We use the following conferencing tools:

### 2.3.1 Microsoft Teams

We use Microsoft Teams via Deutsche Telekom, Landgrabenweg 151, 53227 Bonn, Germany. The provider is Microsoft Corporation, One Microsoft Way, Redmond, WA 98052-6399, USA. For details on data processing, please refer to the Microsoft Teams privacy policy: <https://privacy.microsoft.com/de-de/privacystatement>.

### 2.3.2 Order processing

We have entered into a contract for order processing (AVV) with the above-mentioned provider. This is a contract required by data protection law, which ensures that this provider only processes the personal data of our website visitors in accordance with our instructions and in compliance with the DSGVO.

### 2.3.3 Jitsi Meet

We use Jitsi Meet. When you communicate with us via Jitsi Meet, all data related to this communication process is processed exclusively on our servers (On Premise).

### 2.3.4 NextCloud Talk

We also use NextCloud in addition. The provider of this service is Nextcloud GmbH Hauptmannsreute 44a, 70192 Stuttgart Germany.

When you communicate with us via NextCloud, all data associated with this communication process is processed exclusively on our servers (On Premise).

### 2.3.5 Webex

We use Webex. The provider of this service is Webex Communications Deutschland GmbH, Hansaallee 249 c/o Cisco Systems GmbH, 40549 Düsseldorf, Germany.

It cannot be ruled out that data processed with WebEx may be transferred to third countries (e.g. the USA). Webex has Binding Corporate Rules (BCR) approved by Dutch, Polish, Spanish and other relevant European data protection regulators. These are binding corporate rules that legitimize corporate data transfers to third countries outside the EU and EEA. Details can be found here: [https://www.cisco.com/c/de\\_de/about/trust-center/data-protection-and-privacy-policy.html](https://www.cisco.com/c/de_de/about/trust-center/data-protection-and-privacy-policy.html) and [https://konferenzen.telekom.de/fileadmin/Redaktion/conference/cisco-webex/Webex\\_Compliance\\_Deutsch\\_V1.0.pdf](https://konferenzen.telekom.de/fileadmin/Redaktion/conference/cisco-webex/Webex_Compliance_Deutsch_V1.0.pdf).

For details on data processing, please refer to the privacy policy of Webex: [https://www.cisco.com/c/de\\_de/about/legal/privacy-full.html](https://www.cisco.com/c/de_de/about/legal/privacy-full.html).

### 2.3.6 Order processing

We have entered into a contract for order processing (AVV) with the above-mentioned provider. This is a contract required by data protection law, which ensures that this provider only processes the personal data of our website visitors in accordance with our instructions and in compliance with the DSGVO.

## 2.4 File exchange via download server

We use our own hosted download server to exchange files with you.

The download server allows us to include a folder structure on our system where you can upload content. When you upload content, it is stored on our system. It also establishes a connection to our server so that we can determine that you have visited our system.

The use of our download server is based on Art. 6 para. 1 lit. f DSGVO. The controller has a legitimate interest in a reliable and efficient data exchange system.

## 2.5 Guest WLAN

We offer our guests the possibility of internet access. For this purpose, you will receive access to our guest WLAN. You can obtain access by asking the managing director or a responsible member of staff.

Your name and the protocol data will be stored in our system.

The use of the WLAN is based on a voluntary consent according to Art. 6 paragraph 1 lit. a DSGVO. You can informally revoke your consent at any time. However, this will result in you no longer being able to use the Internet access.

Data will only be passed on if this has been agreed with you or is necessary for the current incident.

The log data is stored for three months and then deleted from the system.

# 3 Sales & Marketing

## 3.1 Dispatch of customer satisfaction surveys

To obtain feedback and improve our customer service, we will send you a short survey questionnaire. For the dispatch, we process your e-mail address stored with us and the name of the contact person.

The processing of the data and the sending of the survey is based on a business purpose according to Art. 6 para. 1 lit. a DSGVO. The responsible party has a legitimate interest to continuously improve customer service and also to optimize its internal processes around customer projects. The answering of the questionnaire is based on a voluntary consent according to Art. 6 para. 1 lit. a DSGVO. The data subject may revoke the consent at any time by sending an informal message. Processing already carried out remains unaffected by the revocation.

After returning the questionnaire, we evaluate the results and derive measures from them. Only internal employees have access to the results and the questionnaire.

The results will be stored as part of the cooperation.

## 3.2 Christmas cards/New Year's greetings / attentions

Every year at the end of the year, we send Christmas cards/New Year's greetings or small attentions to our customers and business partners. In order to send these to you, your name and address are collected and processed.

The processing of the data is based on a business purpose according to Art. 6 (1) lit. f DSGVO. The responsible party has a legitimate interest to thank and promote the customer and business relationship.

Your data will not be forwarded to third parties. If you do not wish to receive greeting cards from us, you can object to receiving them. You can send your objection to our office (by telephone or e-mail) without giving any reasons. Your data will then no longer be used for the above-mentioned purpose.

## 4 Financial accounting

### 4.1 Financial accounting

We have mapped a process in our IT systems for handling financial accounting within the company. It may be that personal data of contact persons or on invoice information are processed within the process (name, address, e-mail address, telephone number, cell phone number).

The processing is based on a legal requirement according to Art. 6 para. 1 lit. c DSGVO. The processing is necessary for compliance with a legal obligation to which the controller is subject (principles of proper accounting).

A forwarding takes place to our responsible tax advisor.

The data will be stored within the scope of the statutory retention obligations.

### 4.2 Dunning process

In the event of outstanding debts, these will be dunned and, in the event of non-payment, transferred to service providers (lawyer, collection agency). For this purpose: Name, address and the amount of the outstanding debt are required.

The processing is based on a contract or pre-contractual measure according to Art. 6 para. 1 lit. b DSGVO.

A forwarding takes place to the service provider (lawyer, collection agency, etc.).

The data will be stored within the scope of the statutory retention obligations.

## 5 Miscellaneous

### 5.1 Paper document disposal / data carrier disposal

The destruction of paper documents and data carriers on which personal data is stored that are no longer required is carried out. This complies with the deletion deadlines after the retention period.

All data from the customer relationship may be on the documents and paper carriers.

The processing of the data is based on a legal requirement according to Art. 6 Para. 1 lit. c DSGVO, the processing is necessary for the fulfillment of a legal obligation to which the responsible party is subject.

The data remains internally. There is no storage of the data.

### 5.2 Data protection management

You can contact the external data protection officer at any time by e-mail at [info@datenbeschuetzerin.de](mailto:info@datenbeschuetzerin.de) or by telephone at 09921 9062720.

In doing so, your name, reason for the inquiry, facts of the case, any data of the person concerned stored in the system will be collected and stored.

The processing of the data is based on the fulfillment of a contract according to Art. 6 para. 1 lit. b DSGVO, which allows the processing of data for the fulfillment of a contract or pre-contractual measure (service contract, employment contract).

Information will only be passed on with your consent.

Your personal data will be stored for as long as required for the purpose. Statutory retention obligations remain unaffected.