

Data privacy Information

According to Art. 13 (3) GDPR

Principles of data processing

As part of this business relationship, personal information about you is processed by the controller and stored for the time necessary to fulfill the stated purposes and legal obligations. In the following, we will inform you about the data involved, the way in which it is processed and the rights you have in this regard, in particular with regard to the General Data Protection Regulation (GDPR).

Who is responsible for data processing?

The responsible controller in terms of data protection law is:

Ritec Rohr-Inspektionstechnik GmbH, Hoyen 22, 87490 Haldenwang

You will find more information about our company, indications of the persons authorized to represent us and also further contact options in the imprint of our website: <https://www.ritec-tv.de>

Which data from you are processed by us? And for what purposes?

We only process personal information that is necessary to fulfill the stated purposes and legal obligations. This can be the following categories, if applicable:

- Contact information such as form of address, first name, last name, address, e-mail address, phone numbers
- Other information such as access data, IP address or payment data

If we have received data from you, we will only process it for the purposes for which we have received or collected it, e.g.

- to fulfill and execute contract
- for the purposes of executing the contract to communicate with you
- to fulfill legal and statutory obligations
- to protect legitimate interests
- to process any possible mutual transactions

Data processing for other purposes can only be considered if the necessary legal requirements under Article 6 (4) GDPR are met. In this case we will of course observe any information requirements under Art. 13 para. 3 DSGVO and Art. 14 para. 4 GDPR.

What is the legal basis for this?

The legal basis for the processing of personal data is in principle – as far as there are no specific legal provisions – Art. 6 GDPR. Here the following options in particular are:

- Consent (Art. 6 (1) lit. a GDPR)
- Data processing for the fulfillment of contracts (Article 6 (1) lit. b GDPR)
In particular, data processing is required to ensure the completeness and accuracy of the data and their digitization and to be able to execute the contract.
- Data processing on the basis of a balance of interests (Article 6 (1) lit. f GDPR). In particular, data processing is required to ensure and optimize informed decisions of those involved in your interest, as well as to ensure consistently high quality and consistency of customer consultation by the controller.
- Data processing for the fulfillment of a legal obligation (Article 6 (1) lit. c GDPR). The data processing is necessary in particular to guarantee the completeness and correctness of tax data according to the tax code, trade regulations and the commercial code.

If personal information is processed on the basis of your consent, you have the right to revoke your consent to us at any time with future effect. If we process data on the basis of a balance of interests, you, as the data subject, have the right to object to the processing of your personal data, in consideration of the requirements of Art. 21 GDPR.

How long is the data stored?

We process the data as long as this is necessary for the particular purpose. Insofar as statutory storage requirements exist – e.g. in commercial law or tax law – the relevant personal data are stored for the duration of the retention obligation (10 years). After expiry of the retention obligation, we review whether there is a further need for processing. If a requirement no longer exists, the data are deleted. In exceptional cases, the general retention period of personal data may be up to 30 years if this is required to assert, exercise or defend legal claims.

Of course, you can at any time (see below) request information about the personal data stored by us and, in case no necessity obtains, request deletion of the data or restriction of processing.

To which recipients will the data be transferred?

A transfer of your personal data to third parties will only take place if this is necessary for the execution of the contract with you, the transfer is permitted on the basis of a balance of interests in the sense of Art. 6 (1) lit. f GDPR, we are legally obliged to the transfer, or you have given consent to this.

Transfer of personal data to a third country

It is not planned to transfer your personal data to a third country or an international organization unless this is necessary for the execution of the contract with you. You will be informed about details separately if required by law.

Where is the data processed?

Your personal data will be processed by us exclusively in data centers of the Federal Republic of Germany.

Audio and video conferencing

Data processing

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

The conference tools collect all data that you provide/use to use the tools (e-mail address and/or your telephone number). Furthermore, the conference tools process the duration of the conference, the start and end (time) of participation in the conference, the number of participants and other "contextual information" in connection with the communication process (metadata). Furthermore, the provider of the tool processes all technical data that is necessary for the processing of 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 as well as the type of connection.

If content is exchanged, uploaded or otherwise provided within the tool, it will also be stored on the servers of the tool providers. Such content includes, in particular, 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 influence on the data processing operations of the tools used. Our options are largely based on the company policy of the respective provider. Further information on data processing by the conference tools can be found in the data protection declarations of the respective tools used, which we have listed below this text.

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 GDPR). Furthermore, the use of the tools serves to simplify and accelerate communication with us or our company in general (legitimate interest within the meaning of Art. 6 para. 1 lit.f GDPR). Insofar as consent has been requested, the use of the relevant tools is based on this consent; the consent can be revoked at any time with effect for the future.

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 storage or the purpose for data storage ceases to apply. Stored cookies remain on your device until you delete them. Mandatory statutory 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.

Conference tools used

We use the following conference tools:

YuLinc

We use YuLinc. The provider is netucate systems GmbH, Mondorfer Weg 30, 61352 Bad Homburg v.d. Höhe. Details on data processing can be found in the privacy policy of netucate systems GmbH: <https://www.netucate.com/datenschutz/>.

Conclusion of a contract for order processing

We have concluded a contract with the provider of YuLinc for order processing and fully implement the strict requirements of the German data protection authorities when using YuLinc.

Your rights as "data subject" – you have the right:

- according to Art. 15 GDPR to information about the personal data concerning you that we process. In particular, you may request information about the processing purposes, the category of personal data, the categories of the recipients to whom your data has been or will be disclosed, the planned retention period, the existence of rights of rectification, deletion, limitation of processing or opposition, the existence of a right to complain, the source of your data if not collected by the controller, as well as the existence of automated decision-making including profiling and, where appropriate, meaningful information about their details;
- pursuant to Art. 16 GDPR to demand the immediate rectification or completion of personal data stored by the responsible controller;
- in accordance with Art. 17 GDPR to request the deletion of personal data held by the responsible controller, except where the processing is required for the exercise of the right to freedom of expression and information, for the fulfillment of a legal obligation, for reasons of public interest or for the assertion, exercise or defense of legal claims;
- to demand the restriction of the processing of your personal data in accordance with Art. 18 GDPR, as far as the accuracy of the data is disputed by you, the processing is unlawful but you reject its deletion, the responsible controller no longer needs the data but you require this for the assertion, exercise or defense of legal claims or you have objected to the processing in accordance with Art. 21 GDPR;
- pursuant to Art. 20 GDPR to obtain your personal data provided to the responsible controller in a structured, prevalent and machine-readable format or to request transmission to another controller;
- pursuant to Art. 7 para. 3 GDPR, to revoke your given consent at any time to the responsible controller. This has the consequence that the controller responsible for data processing that was based solely on this consent may no longer continue this for the future;
- according to Art. 77 GDPR to complain to a supervisory authority. In general you can hereby contact the supervisory authority of your usual place of residence or work or our company headquarters.

In the case of a request for information that is not made in writing, we ask for your understanding that we may then request verification from you that you are the person you are claiming to be.

Right of objection: In particular, you have the right to object to the processing of your data in connection with direct advertising, if this is done on the basis of a balance of interests, in accordance with Art. 21 (1) and 2 GDPR.

Our data protection officer

We have named a data protection officer. You can reach him under the following contact options:

IDKOM Networks GmbH - Data Protection Officer, Dieselstraße 1, 87437 Kempten
Mr. Thomas Hug, E-Mail: datenschutz@idkom.de

Right of complaint

You have the right to complain to a supervisory authority about the processing of personal data by us:

Bayerisches Landesamt für Datenschutzaufsicht, Promenade 27, 91522 Ansbach
Telephone 0981 531300, Fax 098153981300, E-Mail: poststelle@lda.bayern.de, Internet: www.lda.bayern.de