Information sheet regarding the processing of personal data at PATLITE Europe GmbH

We hereby inform you about the processing of your personal data by PATLITE Europe GmbH and the rights and legal obligations to which you are entitled under data protection law.

Who is responsible for data processing and who is the data protection officer?
The responsible data controller for the data processing is

PATLITE Europe GmbH
Am Soeldnermoos 8
85399 Hallbergmoos- Germany
Phone: +49-811-9981-9770-0
Fax: +49-811-9981-9770-90
E-Mail: info@patlite.eu

Contact details of the data protection officer

fly-tech IT GmbH & Co. KG
Christian Köhler
Winterbruckenweg 58
86316 Friedberg
christian.koehler@fly-tech.de
Main phone number 0821-207 111–0

PATLITE Europe GmbH collects and processes your personal data in the following cases:

- If you contact us
- If you buy products from us
- If you request information about our products
- If you respond to our marketing activities
- If your data comes to us in the context of the complaints process
- If third parties provide us with personally identifiable information about you
- If you send us application documents
- If we receive your contact details at trade fairs

Please help us to keep your information up to date by informing us of any changes, in particular to your contact details.
What data can be collected about you?

The following categories of personal information may be collected through the services and contact channels:

- **Contact details** ► Name, address, telephone number, fax, email address
- **Contract data** ► Customer number, contract number
- **Use of Websites and Communication** ► Information about how you use the website via cookies and other data collected with tracking technologies. Contents of the written or oral conversations with you.
- **Transaction and interaction** data: Information about purchases of products, interactions with customer support (e.g. inquiries)
- **Credit and identity details**: Data to establish your Identity and creditworthiness, as well as information about transactions, any unpaid payments to us

**Services of third parties** If you make use of the opportunity to use online services (e.g. LinkedIn), these services are the responsibility and the privacy and terms of use of the respective provider. PATLITE Europe GmbH has no influence on the content exchanged here.

For what purposes is your data processed?

The data collected in connection with the conclusion of the contract or the provision of the services will be processed for the following purposes.

**A. Fulfilment of the contractual obligation in the context of distribution and the fulfilment of contractual obligations**

PATLITE Europe GmbH collects, processes and uses personal data as part of the sales and purchasing processes or in the provision of our services.

In the context of these activities, the following categories of data are processed:

- Contact details (name, first name, address, email address, telephone, fax number, etc.)
- Bank data (IBAN, BIC, account number or bank code)

PATLITE Europe GmbH will only use your personal data to contact you, generally to process the contract, or to respond to your other enquiries. Here we speak without separate consent, e.g. in writing, by phone or by email.
B. Ensuring product quality

PATLITE Europe GmbH uses the data obtained through the provision of services by PATLITE Europe GmbH to ensure the quality of products and services. The processing operations are based on the legitimate interest of PATLITE Europe GmbH, the high expectations of our customers regarding products and to meet the demands of innovative products. To protect your interests, additional security measures are implemented as needed. These include data access restrictions, retention periods and principles of data economy such as the exclusive collection of relevant data.

C. Fulfilment of the sales, service and administration processes of PATLITE Europe GmbH

In order to continuously optimise the customer care provided by PATLITE Europe GmbH, we prepare statistical evaluations and reports, which we share with the responsible internal departments. These evaluations primarily serve to initiate corresponding measures (e.g. training for personnel to improve the sales process).

We will prepare the reports described above in anonymous form only, which means that the recipients of the reports will not be able to draw any conclusions from you about the data you contain.

D. Customer support

PATLITE Europe GmbH uses your personal data to contact you, as a rule, for contract initiation and processing or for processing other requests formulated by you (e.g. inquiries). For all aspects of the contract or the settlement of a concern we speak to you without separate consent, e.g. in writing, by telephone, via messenger services, by email, depending on the contact details you provided.

We will also contact you if your product is affected by a recall. Since recalls are measures of the utmost importance, we will contact you directly or indirectly through our affiliates using the contact details provided by you to comply with our statutory information and disclosure obligations.

We also contact you in carefully weighed cases with advertising communication if and insofar as the necessary data protection requirements are met and you have not objected to the use of your data for the purpose of a written address in the knowledge of a right of objection.

PATLITE Europe GmbH also processes your personal data on this basis in order to clearly identify you, e.g. in the context of you contacting us.
E. Performance of legal obligations to which PATLITE Europe GmbH is subject

PATLITE Europe GmbH will also process personal data if there is a legal obligation to do so. This may be the case if we need to contact you because your product is affected by a recall.

Collected data is also processed in the course of ensuring the operation of IT systems. Ensuring operation includes, e.g., the following activities:

- Backup and recovery of IT systems
- Monitoring of IT systems to check the correct functioning of IT systems
- Detection and defence against unauthorised access to IT systems
- Problem management for troubleshooting IT systems

PATLITE Europe GmbH is subject to a large number of other legal obligations. In order to comply with these obligations, we process your data to the required extent and, if necessary, pass these on to the responsible authorities as part of statutory reporting requirements.

If necessary, we process your data in the event of a legal dispute if the legal dispute requires the processing of your data.

F. Transfer of data to third parties

A further transfer of data to third parties that are not in a contractual relationship with PATLITE Europe GmbH does not take place.

How do we protect your personal data?

We use a variety of security measures, including state-of-the-art encryption and authentication tools, to protect and maintain the security, integrity, and availability of your information.

While we cannot guarantee 100% protection against unauthorised access when data is transmitted over the Internet or via a website, we and our service providers and business partners use our best efforts to protect your personal data in accordance with applicable data protection laws through state-of-the-art technical and organisational security measures. Among other things, we use the following measures:

- Strict eligibility criteria for accessing your data according to the "need-to-know" principle and for the stated purpose only
- Forwarding of collected data only in encrypted form
- Firewall protection of IT systems for protection against unauthorised access, e.g. by hackers
- Permanent monitoring of IT systems
How long do we keep your information?

We will only retain your information for as long as necessary for the purposes for which we process your information. To ensure that all your data is deleted in accordance with the principle of data minimisation, PATLITE Europe GmbH has developed an internal deletion concept. The basic principles according to which this deletion concept provides for the deletion of your personal data are shown below.

Use to fulfil a contract

In order to fulfil contractual obligations, data collected from you may be stored for as long as the contract is in force and, depending on the nature and scope of the contract, for 6 or 10 years beyond that period, in order to comply with legal obligations to store data and to clarify any requests or claims after the expiry of the contract.

In addition, there are contracts for the supply of products and services that require longer retention periods.

Use for testing claims

We may retain any data information that we deem necessary to investigate or defend claims against us, or to prosecute or bring claims against you, us or any third party, for as long as we believe such action may be necessary.

Contacting us, your privacy rights and your right to complain to the Data Protection Authority

If you have any questions about the use of your personal data by us, please contact PATLITE Europe GmbH by email at info@patlite.eu

You can also contact the responsible data protection officer. For details, see the privacy policy on the website.

As a person affected by the processing of your data (i.e. the data subject), you can assert certain rights with us in accordance with the GDPR and other relevant data protection regulations. The following section contains explanations of your rights under the GDPR. Depending on the nature and scope of your request, we will ask you to address it in writing.
Affected rights: According to the GDPR, as a data subject and with respect to PATLITE Europe GmbH, you are entitled to the following rights in particular:

Right to information (Art. 15 GDPR):

You may request information from us at any time about the data we hold concerning you. This information concerns, among other things, the categories of data processed by us, for what purposes we process them, the origin of the data, if we have not collected them directly from you, and, if applicable, the recipients to whom we have transmitted your data.

Right to rectification (Art. 16 GDPR):

You can ask us to correct your data. We will take reasonable measures to keep the information we hold and process about you accurate, complete and current, based on the most current information available to us.

Right to cancellation (Art. 17 GDPR):

You may request us to delete your data, provided that the legal requirements are met. According to Art. 17 GDPR, this may be the case if, for example:

- the data is no longer necessary for the purposes for which they were collected or otherwise processed
- you revoke your consent, which is the basis of the data processing, and there is no other legal basis for the processing

Right to restriction of processing (Art. 18 GDPR):

You may request us to restrict the processing of your data if:

- you dispute the accuracy of the data for the period of time we need to verify the accuracy of the data
- the processing is unlawful and you refuse the deletion of your data and instead request the restriction of use

Right to data portability (Art. 20 GDPR):

Upon your request, we will transfer your data - as far as technically possible - to another data controller. However, you are only entitled to this right if the data processing is based on your consent or is necessary to execute a contract.

Right to objection (Article 21 GDPR):

You can object to the processing of your data at any time for reasons arising from your particular situation, provided that the data processing is based on your consent or on our legitimate interests or those of a third party.

Time limits for compliance with rights of data subjects We endeavour to comply with all inquiries within 30 days.
Complaints to supervisory authorities PATLITE Europe GmbH takes your concerns and rights very seriously. However, if you believe that we have not adequately addressed your complaints or concerns, you have the right to file a complaint with a competent data protection authority.