

Data protection information on the processing of our customers' and interested parties' data

The German version of this document is authoritative. The English translation is to be regarded as a service only.

Dear customers/interested parties,

The protection of your data and transparent data processing are important to us. For this reason, we would like to inform you about the processing of your data by us and which claims and rights you are entitled to according to data protection regulations if you are in a contractual relationship with us as a customer or prospective customer or are interested in initiating such a relationship.

Person responsible for data processing

customX GmbH
In den Fritzenstücker 2
65549 Limburg/Lahn

Contact our data protection officer

Eva-Daniela Jung
my-dsb.com (limited liability)
Neue Mainzer Straße 6-10
60311 Frankfurt am Main
phone +49 172 25 27 359
e-mail jung@my-dsb.com

What rights do you have?

You are entitled to request information from customX GmbH about the personal data stored about you at any time.

In addition, you have the right to correct incorrect data, to restrict the processing of data that has been processed too extensively and to delete personal data that has been processed unlawfully or stored for too long (provided that there is no legal obligation to retain it and no other reasons in accordance with Art. 17 para. 3 DSGVO). In addition, you have the right to get all the data you have provided to us in a commonly used file format (right of data portability), if you have provided the data to us as part of a declaration of consent or to fulfil a contract (e.g. a cooperation agreement).

If you also have a right to object to the processing of individual procedures, this will be dealt with in the description of the individual procedures. To assert your rights, you can contact us using the contact details above. You also have the right to complain to a data protection supervisory authority about the processing of your personal data by us.

Voluntary nature of the provision of data

The provision of your personal data is generally voluntary. However, it is absolutely necessary to process certain data about you in order to conclude and implement the business relationship. This data includes address and contact details as well as information about the contractual relationship.

What data do we collect from you?

Personal data is all the information that we can assign to you. This also includes information that can only be assigned to you indirectly, for example by assigning it to an identifier such as a name, to an identification number or to location data. In order to ensure optimal cooperation, we usually collect the following data from you in particular:

- Personal data
- Company information
- Business contact data
- Business address data

Purpose of the collection, use and transfer of your data

We use your data to initiate a contractual relationship and/or to process an existing contractual relationship between customX GmbH and you. Your data will be processed within the Group for the purpose of processing orders and customer management. We also work together with external service providers and business partners. However, the external service providers and business partners are contractually obliged to handle your data in a particularly sensitive manner. The contracts also prohibit the external service providers from using your data for their own purposes. Your data is processed in different countries depending on the intended use. Where possible, we process your data in Germany or countries within the EU/EEA. Service providers or business partners outside the EU/EEA who process your personal data for us or on their own responsibility will only receive this data if the required appropriate level of data protection has been confirmed in advance.

Legal basis

The processing of personal data is regularly carried out on the basis of Art. 6 para. 1 lit. b DSGVO, according to which personal data can be processed if this is necessary for the initiation or fulfilment of a contract. The aforementioned data is usually necessary to initiate the contract or to maintain the contractual relationship.

Deletion of data

We delete the collected data once the purpose for storing it no longer applies or restrict the processing if there are statutory retention obligations. A lot of personal data is tax-relevant and is therefore generally stored for ten years after the end of the year in which the invoice was issued or the entry was made in accordance with the retention periods under commercial and tax law pursuant to Section 147 AO and Section 257 HGB.