

# Information for customers and business partners on data protection according to the EU Data Protection Regulation (DSGVO)

We hereby inform you about the processing of your personal data by us and the claims and rights to which you are entitled according to data protection regulations. Which data is processed in detail and how it is used depends primarily on the requested, offered or agreed services in each case. Status of this information: 05/2018

<b>1. Responsible body</b>	<p><b>The responsible entity is:</b></p> <p>Veolia Umweltservice Dual GmbH Hammerbrookstraße 69 20097 Hamburg Phone: (0381) 87715-320 Fax: (0381) 87715-311 E-mail address: <a href="mailto:de-ves-info-dual@veolia.com">de-ves-info-dual@veolia.com</a></p> <p>Veolia Umweltservice Dual GmbH is not obliged to appoint a data protection officer. Nevertheless are you welcome to contact us with questions concerning data protection. In this case please contact:</p> <p>Veolia Umweltservice Dual GmbH Data Protection Hammerbrookstrasse 69 20097 Hamburg Telephone: (040) 78101-0 E-mail address: <a href="mailto:de.datenschutz@veolia.com">de.datenschutz@veolia.com</a></p>
<b>2. Which sources and data do we use?</b>	<p>We process personal data that we receive from you in the course of our business relationship. In addition, we process - to the extent necessary for the provision of our service - personal data that we have received from third parties on an authorized basis, e.g. from other companies or public bodies for carrying out waste collections and container transports.</p> <p>Furthermore, we process personal data that we have permissibly obtained from publicly accessible sources (e.g. commercial register, press, media) and are allowed to process.</p> <p>Relevant personal data is, on the one hand, master data that is usually indispensable for the performance of business activities. These include:</p> <ul style="list-style-type: none"><li>• Name, business address and business contact data of the authorized representatives and contact persons of our business partners.</li><li>• Bank details for the purpose of direct debit collection or payments, insofar as you have provided us with your bank details</li><li>• In the case of commercial business partners, the tax number or VAT ID number due to VAT obligations.</li></ul> <p>In addition, data is processed that we receive in connection with inquiries, offers, orders and contracts, in connection with the performance of deliveries and services or in connection with other business contacts or occasions. These include:</p>

	<ul style="list-style-type: none"> <li>• Offer, order, contract or performance data, such as the license quantity.</li> <li>• Depending on the value of the order or in the case of overdue receivables, if applicable, creditworthiness information that we obtain from third parties</li> <li>• Participants, occasion and content of business meetings and contacts</li> <li>• Information about participation in and consent to advertising activities</li> <li>• Information that you provide to us, for example, in the context of complaints.</li> </ul>
<b>3. For what purpose and on what legal basis do we process your data?</b>	We process personal data in accordance with the provisions of the European Data Protection Regulation (DSGVO) and the German Federal Data Protection Act (BDSG) for the purposes and on the legal basis specified below.
<b>3.1 For the fulfillment of contractual obligations (Art. 6 para. 1 letter b DSGVO)</b>	<p>The processing of personal data takes place in the context of the initiation, performance or termination of orders or contracts for the provision of disposal, sorting, recycling and other services as well as the licensing of sales packaging.</p> <p>The specific purposes of the data processing primarily depend on the goods or services that have been requested, commissioned or contractually agreed. Further details on the purpose of data processing can be found in the respective contract documents and terms and conditions.</p>
<b>3.2 Within the framework of the balancing of interests (Art. 6 para. 1 Letter f DSGVO)</b>	<p>To the extent necessary, we process your data beyond the actual performance of the contract to protect the legitimate interests of us or third parties. These include:</p> <ul style="list-style-type: none"> <li>• Inquiries with credit agencies to determine creditworthiness and default risks.</li> <li>• Securing receivables by means of trade credit insurance</li> <li>• Sales controlling and customer relationship management</li> <li>• Customer satisfaction analysis</li> <li>• Advertising, insofar as this is permissible without your consent</li> <li>• Assertion of legal claims and defense in legal disputes</li> <li>• Ensuring IT security and IT operations</li> <li>• Measures for business management and further development of services and products</li> </ul>
<b>3.3 Based on your consent (Art. 6 para. 1 letter a DSGVO)</b>	<p>Insofar as you have given us consent to process personal data for specific purposes (e.g. passing on data to companies associated with us, advertising), this processing is lawful on the basis of your consent. Any consent given can be revoked at any time. This also applies to the revocation of declarations of consent given to us prior to the application of the DSGVO, i.e. prior to May 25, 2018.</p> <p>Please note that the revocation only takes effect for the future. Processing that was carried out before the revocation is not affected by this.</p>
<b>3.4 Due to legal requirements (Art. 6 para. 1 Lit. c DSGVO)</b>	As a company in the recycling and waste management industry, we are subject to various legal requirements, including commercial law, tax law and waste law. The regulations contained therein obligate us, among other

	<p>things, to collect, process and store personal data. The purposes include, among others:</p> <ul style="list-style-type: none"> <li>● Recording and documentation of all transactions</li> <li>● Retention of documentation in accordance with tax law</li> <li>● Documentation within the framework of the Packaging Ordinance/VerpackG (packaging law).</li> </ul>
<p><b>4. Who gets my data?</b></p>	<p>Within the company, those departments receive your data that need it to fulfill our contractual and legal obligations. These are, for example, departments such as sales, invoicing, controlling.</p> <p>Processors used by us may also receive data for the purposes mentioned above. On the one hand, these are companies within the Veolia Group, where certain activities are fully or partially centralized, including finance and accounting, sales support, corporate development, marketing and communications, IT, purchasing and quality management, and on the other hand, companies in the categories of scanning services, printing and shipping services, IT services, file storage, file and data carrier destruction.</p> <p>With regard to the transfer of data to recipients outside the company, it must be noted that we comply with the applicable data protection regulations. We may only pass on information about you to the extent that this is permissible. As a matter of principle, we only pass on personal data to the extent that is necessary for the respective purpose. Under these conditions, other recipients of personal data may include:</p> <ul style="list-style-type: none"> <li>● Public bodies and institutions (e.g. municipal offices) if there is a legal or official obligation, including, for example, state environmental ministries for the purpose of data reconciliation</li> <li>● Transporters and waste disposal companies for the purpose of performing the agreed service</li> <li>● Our house banks for the execution of payment transactions with you</li> <li>● Lawyers, courts or bailiffs in the context of legal disputes</li> <li>● Trade credit insurers for the purpose of securing receivables, insofar as the volume of business with you exceeds certain value limits.</li> </ul> <p>Further data recipients may also be those bodies for which you have given us your consent to the transfer of data.</p>
<p><b>5. How long will my data be stored?</b></p>	<p>As far as necessary, we process and store your personal data for the duration of our business relationship, which also includes the initiation and termination phases of a contract.</p> <p>In this context, it should be noted that our business relationship may be a continuing obligation, which is intended to last for years.</p> <p>In addition, we are subject to various retention and documentation obligations. These result from, among other things:</p> <ul style="list-style-type: none"> <li>● German Commercial Code and the German Fiscal Code. The retention and documentation periods specified there are two to ten years. This affects, for example, master data such as name and address as well as order-related data from invoices, contracts, delivery bills and other documents.</li> <li>● Waste management regulations: In the area of waste legislation, the regulated retention periods are often (but not always) 3 years</li> </ul>

	<p>from the last activity in relation to the operation in question. This applies in particular to documentation in accordance with the Packaging Ordinance/VerpackG (packaging law).</p> <p>Finally, the storage period is also assessed according to the statutory limitation periods, which, for example, according to §§195 et seq. of the German Civil Code (BGB) are generally 3 years, but in certain cases can be as long as thirty years. These limitation periods are relevant, among other things, for the substantiation and defense of claims under warranty, guarantee, debt collection or legal disputes.</p>
<b>6. Is data transferred to a third country or to an international organization?</b>	<p>A transfer of data to third countries outside the European Union or the European Economic Area EEA takes place to the extent that we use service providers for certain tasks, who may also use service providers that have their headquarters, parent company or data centers in a third country. A transfer to a third country then takes place in compliance with the European level of data protection.</p>
<b>7. What data protection rights do I have?</b>	<p>Within the framework of the legal requirements, every data subject has the right to:</p> <ul style="list-style-type: none"> <li>● Information about the processing of their personal data in accordance with Art. 15 DSGVO,</li> <li>● Correction according to Article 16 DSGVO,</li> <li>● Deletion according to Article 17 DSGVO,</li> <li>● Restriction of processing pursuant to Article 18 DSGVO,</li> <li>● Right to object to processing pursuant to Article 21 DSGVO, and</li> <li>● Data portability pursuant to Article 20 DSGVO.</li> </ul> <p>With regard to the right to information and the right to deletion, the restrictions pursuant to §§ 34 and 35 BDSG are applicable. In addition, there is a right of appeal to a data protection supervisory authority (Art. 77 DSGVO in conjunction with § 19 BDSG).</p>
<b>8. Is there an obligation to provide data?</b>	<p>Within the scope of our business relationship, you only have to provide the personal data that is required for the establishment, implementation and termination of a business relationship or data which we are legally obliged to collect. Without this data, we will usually have to refuse to conclude the contract or will no longer be able to perform an existing contract and may have to terminate it.</p>
<b>9. To what extent is there automated decision-making in individual cases?</b>	<p>We do not use automated decision-making for the establishment and implementation of the business relationship.</p>
<b>10. To what extent is my data used for profiling (scoring)?</b>	<p>We do not use any data for profiling (scoring) for the establishment and implementation of the business relationship.</p>

## Information about your right to object

## **1. individual right of objection**

You have the right to object to the processing of personal data relating to you at any time on reasons relating to your particular situation.

If you lodge an objection we will no longer process your personal data, unless we can provide compelling legitimate reasons for the processing that override your interests, rights and freedoms, or the processing serves the assertion, exercise or defense of legal claims.

## **2. Right to object to processing of data for direct marketing purposes.**

In individual cases, we process your personal data in order to conduct direct advertising.

You have the right to object at any time to the processing of your personal data for the purpose of such advertising. If you object to processing for direct marketing purposes, we will no longer process your personal data for these purposes. The objection can be made form-free and should preferably be addressed to:

Veolia Umweltservice Dual GmbH

Hammerbrookstrasse 69

20097 Hamburg

Telephone: (0381) 87715-320

Fax: (0381) 87715-311

E-mail address: [de-ves-info-dual@veolia.com](mailto:de-ves-info-dual@veolia.com)