

Data protection information for participants in our customer survey

Protecting your privacy is very important to us, and we take it very seriously. For this reason, we would like to inform you about the data that we store about you – what we store, why we store it and what we use it for.

Data controller

T.CON GmbH & Co. KG
Straubinger Straße 2
94447 Plattling
Germany
Phone: +49 (0)9931 981100
Email: event@tcon.com

T.CON GmbH & Co. KG conducts customer satisfaction surveys approximately every two years. These surveys give you the opportunity to review your partnership with T.CON. If you participate in the survey, we will need to process your personal data. The information below explains what we process and how.

Data Protection Officer pursuant to Article 37 of the GDPR

We have appointed a data protection officer as described in Art. 37 of the GDPR. You can contact this officer using the contact details given below:

Carolin Bauer
Phone: +49(0)8505 919270
Email: datenschutz@tcon.com

Scope

This data protection statement explains the type, scope and purpose of the processing of personal data by the data controller when conducting and analyzing the customer satisfaction survey, pursuant to Articles 13 & 14 of the GDPR.

Personal data

As defined by Art. 4 (1) of the GDPR, your personal data includes any information that can be associated with you personally, in particular by reference to an identifier such as a name or a company number or customer number that can be associated with you.

As part of the preparatory work for the survey, while the survey is being conducted, and during analysis of the results, we will be processing your personal data in digital form. In general, we collect the data from you directly. This includes the following mandatory information:

- First name and last name
- Company
- Postal address
- Email address
- Department
- Feedback on your partnership with us and on our team members, as provided in the survey questionnaire
- IP address
- Date

We do not process special categories of personal data as described in Art. 9 of the GDPR.

Obligation to provide data

You are not obliged to provide us with your data on the basis of legal or contractual stipulations. However, we do need you to provide your data for us to be able to include your responses in the analysis of the customer satisfaction survey.

Purpose and legal basis of the data processing

Your personal data is processed for the purpose of analyzing customer satisfaction in relation to joint projects, and developing internal measures on the basis of the analysis.

- **Implementation of the customer satisfaction survey**

You will receive an email from us inviting you to participate in the survey. The email will contain a link that takes you directly to our online questionnaire. When you fill out the questionnaire, your personal data will be transmitted to us. The results will be shared with relevant project team members. We conduct the customer satisfaction survey on the basis of our legitimate interest in ensuring continuous customer satisfaction pursuant to Article 6(1)(f) GDPR. We use a service provider to provide the online questionnaire and have concluded a data processing agreement pursuant to Article 28 GDPR with this provider.
- **Analysis for internal measures**

Once the customer satisfaction survey has been completed, we analyze the results and design appropriate internal measures. This forms part of our continuous improvement process. For the analysis and development of the measures, we anonymize your personal data. We base this anonymization on our legitimate interest pursuant to Article 6(1)(f) of the GDPR.

Transmission of data to categories of recipients

The analysis of the customer satisfaction survey will not be transmitted to any third parties by our company.

Deletion of your personal data

Completed questionnaires containing your personal data will be stored for a period of two years and then deleted at the end of the respective financial year.

Anonymized analyses will be held by our company for an unlimited period of time.

Your rights as a data subject for our company

Right of access

Pursuant to Article 15 of the GDPR, you have the right to obtain information from the controller about how your personal data is processed.

To this end, T.CON GmbH & Co. KG provides an overview of the processing purposes, the categories of personal data being processed, the recipients and categories of recipients and a copy of the data stored.

Right to rectification, erasure and restriction of processing

Pursuant to Article 16 of the GDPR, you have the right to obtain without undue delay the rectification of inaccurate personal data concerning you. Taking into account the purposes of the processing, you also have the right to have incomplete personal data completed.

Pursuant to Article 17 of the GDPR, you have the right to require T.CON GmbH & Co. KG to erase your personal data without undue delay, providing there is no other legal requirement precluding the erasure.

Pursuant to Article 18 of the GDPR, you have the right to obtain restriction of processing where one of the following applies:

- You contest the accuracy of the personal data;
- The processing is unlawful and the data subject opposes the erasure of the personal data and requests the restriction of its use instead;
- The controller no longer needs the personal data for the purposes of the processing, but it is required by the data subject for the establishment, exercise or defense of legal claims;
- You have objected to processing pursuant to Article 21 of the GDPR.

Right to withdrawal of consent

You have the right at any time to withdraw in whole or in part your consent to future processing. The withdrawal of consent shall not affect the lawfulness of processing based on consent before its withdrawal. However, if you withdraw your consent, your application can no longer be taken into consideration, or not in the existing scope. Following withdrawal of consent, no further negotiation activities will take place. However, there may be an obligation to retain your data due to legal retention periods.

Right to object

You have the right to object at any time to the processing of your personal data on the basis of points (e) or (f) of Article 6(1) of the GDPR. T.CON GmbH & Co. KG will then no longer process your personal data unless it is able to demonstrate compelling legitimate grounds for the processing which override the interests, rights and freedoms of the data subject.

Right to lodge a complaint

You have the right to lodge a complaint with the competent supervisory authority if you believe that the processing of your personal data infringes legal provisions. The competent supervisory authority for T.CON GmbH & Co. KG is the Bayerische Landesamt für Datenschutzaufsicht (Bavarian State Authority for Data Protection).

Status of the data protection information

As our business and legal requirements evolve, we may update this data protection information from time to time. We reserve the right to make appropriate changes at any time.