

Data protection is important to us: Customer Relationship Management System

Dear customers, Semperit AG Holding is dedicated to conducting its business in a compliant and diligent way, and places you, our customer, as priority.

We want to inform you about the processing of your personal data by Semperit AG Holding and all its subsidiaries in accordance with Art. 13 and Art. 14 GDPR.

Who is responsible for data processing?

Data controller is Semperit AG Holding
Legal representative: Karl Haider, CEO
Address: Am Belvedere 10, 1100 Vienna, Austria
Contact: Tel.: +43 1 79777 000, Fax: +43 1 79777 600
Data protection officer: data.privacy@semperitgroup.com

Purpose for data processing

We process your data for the purpose of staying in contact based on our existing contractual relationship or to contact you for our business purposes. To be even more forthcoming to your business needs, we kindly inform you that we included your personal data into our Customer Relation Management (CRM) System. We will use the data only for improving our services towards you.

How do we get information?

The information we are using was collected lawfully, based on the (pre) contractual relationship with Semperit (Art. 6 (1) b GDPR). We process personal data which is provided directly from you if you are representing your organization, or indirectly when we receive your personal data from your company for business purposes or the initiation of business relationship, or record in the context of legitimate interests. We also process your data that we legitimately obtained from publicly available sources and we use it to contact you and your organization for business purposes.

Lawfulness of processing

Your information is stored in Customer Relation Management System on the grounds of our legitimate interest. This processing is necessary for the purpose of performing business, is reasonably expected by you and has minimal privacy impact (Art. 6 (1) f GDPR). We based our legitimate interests on the analysis we performed.

Which personal data we process?

We will use your following personal data:

1. name of the company you represent, and its address
2. your name and surname
3. email address
4. phone number

Who processes your data and who receives it?

We use data sub-processors: an external CRM system (US) and a data flow service (US) provided by our data processor (EU). All data processing takes place in EU. We also use an internal communication platform (US data processor). We have data protection agreements in place. The provider of the external CRM system does not have access to personal data. For the purposes of conducting our business we might exchange personal data among Semperit AG Holding and all its subsidiaries following compliance with applicable legislation.

Do we transfer data to third countries or to international organizations?

As part of contractual execution, (sub) processors could also be used outside the European Union. We make sure that data is processed and stored on EU servers. We do not transfer data to international organizations.

How long we keep your data?

We store and process your personal data as long as we exercise our business interest. You can opt out from data processing. We will delete your data if you inform us that you are not the representative of your company anymore- our customer or that our business relationship has terminated. However, in case your company wants to continue our business relationship, please provide us with another contact person. We delete your request and contact information when your request has been definitively answered and there is no legally required time limit for storing this data prior to deletion (e.g. pursuant to a subsequent contractual relationship).

Automated decision-making

There is currently no automated decision-making.

Your data protection rights

Your data protection rights are explained in the <https://www.semperitgroup.com/privacy-policy/>.

You may invoke your rights to access, rectification, objection, restriction of processing under specific circumstances and erasure. Your written request should be sent personally by email to data.privacy@semperitgroup.com or by letter to Semperit AG Holding, Am Belvedere 10, 1100 Vienna, Austria. You have the right to lodge a complaint with the competent supervisory authority in your country, e.g. if you believe that we have violated your privacy rights or have not adequately enforced your data subject rights. In Austria: [Austrian Data Protection Authority](#), Barichgasse 40-42, A-1030 Vienna. In case you need any additional information, please contact: Data.Privacy@semperitgroup.com.

Thank you,

Semperit AG Holding