

Information Obligation according to Articles 13 and 14 GDPR for Customers

The protection of your data and the transparency of its processing is of utmost importance to us. Therefore, we hereby comply with our obligation to inform you about the circumstances of processing in accordance with Articles 13 and 14 of the General Data Protection Regulation (GDPR).

The processing of your personal data gives rise to the following rights for you:

- a. Right to information (see Article 15 GDPR)
- b. Right to rectification (see Article 16 GDPR)
- c. Right to erasure (see Article 17 GDPR)
- d. Right to restriction of processing (see Article 18 GDPR)
- e. Right to object (see Article 21 GDPR)
- f. Right to data portability (see Article 20 GDPR)

Right of Withdrawal: If the processing is based on Article 6 (1) (a) GDPR or Article 9 (2) (a) GDPR, you have the right to withdraw your consent at any time. Data processed up to the withdrawal remain unaffected.

Contact details of our Data Protection Officer:

Jasmin Muhmenthaler-Sturm, Datenbeschützerin GmbH,
Unterer Sand 9, 94209 Regen,

Phone: 09921 88 22 9000, E-mail: lingoking.dsb@datenbeschuetzerin.de

You have the right to lodge a complaint with a supervisory authority if you believe that the processing of your personal data is unlawful.

Bayerisches Landesamt für Datenschutzaufsicht (BayLDA)

Promenade 18 91522 Ansbach

Phone: +49 (0) 981 180093-0

Fax: +49 (0) 981 180093-800

E-mail: poststelle@lda.bayern.de

The controller is:

lingoking GmbH

Represented by: Nils Mahler

Gotzinger Straße 19

81371 Munich

Phone: +49 (0) 89 416 12 20 0

E-mail: info@lingoking.com

The controller is the natural or legal person who alone or jointly with others determines the purposes and means of the processing of personal data (e.g., names, e-mail addresses, etc.).

Data will only be transferred to third countries (countries outside the European Economic Area - EEA) if this is necessary for the performance of the service contract or if you have given us your consent or if this is otherwise permitted by law. In this case, we take measures to ensure the protection of your data, for example through contractual regulations. We only transfer data to recipients who ensure the protection of your data in accordance with the provisions of the GDPR for the transfer to third countries (Art. 44 to 49 GDPR).

1 Data Processing in the Context of Order Processing

1.1 Order Entry and Processing

For order processing, the option of registration on the website is available (see Point 6 of the privacy policy on the website). After registration and payment, you can upload your documents for order processing. Depending on the type of document (driver's license, marriage certificate, certificates, etc.), further personal data may be processed.

The processing is based on a contract or pre-contractual measure in accordance with Article 6 (1) (b) GDPR.

The data is stored in our central system. Your data will be passed on to our employees and, if necessary, to other subcontractors (translators and interpreters) in order to process the order. Furthermore, an external IT service provider is used to protect the network and the web store. This service provider has access to the personal data in the event of an error and for troubleshooting purposes. We have concluded an order processing contract with the IT service provider.

As a rule, data is collected directly from the data subject themselves. It is also possible that we receive data of the data subject from a client / business partner. The order is then carried out on behalf of the client.

The data is stored in accordance with the statutory retention obligations.

1.2 Communication

In order to contact you, we will send you an e-mail with further information to process your request, your order or as part of our general business relationship. Your e-mail address, the e-mail content and the history of the communication are recorded for this purpose. The e-mails are hosted by an external service provider. The provider is Google Ireland Limited, Gordon House, Barrow Street, Dublin 4, Ireland. Details on data processing can be found in Google's privacy policy: <https://policies.google.com/privacy?hl=en> . A data processing agreement has been concluded with the provider.

Furthermore, we may also call you on the telephone or mobile phone number that you provided.

The processing of the data is based on the fulfillment of the contract according to Article 6 (1) (b) GDPR, which permits the processing of data for the fulfillment of a contract or pre-contractual measures (customer relationship, contracts with business partners).

The data will only be passed on if this has been agreed with you or is necessary for the current business transaction.

Your data will be stored on our systems within the scope of the statutory retention obligation.

2 Data Processing in IT Systems

2.1 Contact and address management

To manage all contact information of business partners and customers, we store the contacts in our system, in which: name, contact person if applicable, address, telephone number, cell phone number and e-mail address are stored.

The data collection is based on a legitimate interest in accordance with Art. 6 (1) (f) GDPR in order to manage contact information of customers and business partners in an organized manner.

Only our employees have access to this system. The external service provider [name, address, zip code, city] has been commissioned to provide technical support. An order processing contract has been concluded with the service provider.

Your contact details are stored in the system for the duration of the business relationship.

3 Sales & Marketing

3.1 Trade Fair Stand

In order to send you further information about our company and offers as well as services after the trade fair, we collect the following data from you at our stand: name, e-mail address, telephone number / mobile number. The data is then entered into our CRM system.

The processing is based on a contract or pre-contractual measure according to Article 6 (1) (b) GDPR.

Only our employees have access to our system.

If no contractual relationship is established, your data will be deleted accordingly.

3.2 Customer Satisfaction Surveys

To obtain feedback and improve our offer, we will send you a survey after completion of the order. For this purpose, we use the provider Superchat. The provider is SuperX GmbH, Schönhauser Allee 180, 10119 Berlin (hereinafter referred to as Superchat). We use your e-mail address to send you the link to the survey. Clicking on the link will transmit your data to Superchat. This data includes device and browser information and log data.

The processing of the data and participation in the survey is based on voluntary consent in accordance with Article 6 (1) (a) GDPR. The data subject can revoke the consent at any time by sending an informal notification. Processing that has already been carried out remains unaffected by the revocation. The use of Superchat is based on Article 6 (1) (f) GDPR. The controller has a legitimate interest in functioning online forms.

Your data will be stored at Superchat. For further information on data protection by Superchat, please refer to: <https://www.superchat.de/datenschutz>. A data processing agreement has been

concluded with Superchat.

4 Financial Accounting

4.1 Financial Accounting

To process accounting, we have implemented a process in our IT systems in the company. In the context of the process, personal data of contacts or invoice information may be processed (name, address, e-mail address, telephone number, mobile number).

The processing is based on a legal requirement pursuant to Art. 6 (1) (c) GDPR. Processing is necessary for compliance with a legal obligation to which the controller is subject (principles of proper accounting).

The data is forwarded to our responsible tax advisor.

The data is stored within the scope of the statutory retention obligations.

4.2 Dunning Procedure

In the event of outstanding claims, reminders are sent and, in the event of non-payment, forwarded to service providers (lawyer, debt collection agency). For this purpose, name, address and the amount of the outstanding claim are required.

Processing is based on a contract or pre-contractual measure according to Article 6 (1) (b) GDPR.

The data is forwarded to the service provider (debt collection agency, etc.).

The data is stored within the scope of the statutory retention obligations.

5 Miscellaneous

5.1 Disposal of Paper Files / Data Storage Media

Paper documents and data carriers containing personal data that are no longer required will be destroyed. This complies with the deletion deadlines after the retention period.

All data from the customer relationship can be found on the documents and paper media.

The processing of the data is based on a legal requirement in accordance with Article 6 (1) (c) GDPR, the processing is necessary to fulfill a legal obligation to which the controller is subject.

The data is passed on to the certified waste disposal company that the controller commissions to destroy and dispose of the waste. An order processing contract has been concluded with the disposal company.

5.2 Data Protection Management

You can contact the external data protection officer at any time by e-mail at lingoking.dsb@datenbeschuetzerin.de or by phone at 09921 88 22 9000.

Your name, reason for the request, facts of the case and any data of the data subject stored in the system will be collected and stored.

The processing of the data is based on the fulfillment of the contract in accordance with Art. 6 (1) (b) GDPR, which permits the processing of data for the fulfillment of a contract or pre-contractual measure (service contract, employment contract).

The information will only be passed on with your consent.

Your personal data will be stored for as long as required for the purpose. Statutory retention obligations remain unaffected.