

Duty to inform customers according to GDPR Article 13 and Article 14

The protection of your data and the transparency of its processing is very important to us. Therefore, we hereby comply with our obligation to provide information about the circumstances of processing in accordance with Article 13 and Article 14 of the General Data Protection Regulation (GDPR).

The following rights result from the the processing of your personal data:

- 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 data (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 GDPR Article 6 (1)(a) or GPDR Article 9 (2)(a), you have the right to withdraw your consent at any time. Previously processed data remain unaffected by the revocation.

Contact details of the data protection officer: Regina Stoiber, Datenbeschützerin Regina Stoiber GmbH, Unterer Sand 9, 94209 Regen, phone: 09921 906 2720, E-mail: fellow-consulting.dsb@datenbeschuetzerin.de

You have the right to lodge a complaint with a supervisory authority if you believe that your personal data is being processed unlawfully.

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 data controller is:

FELLOWPRO AG
Represented by the Management Board: Holger Arenz, Paul Fischer, Daniel Jordan,
Supervisory Board: Dr. Eva Jordan (Chairman)
Anzinger Straße 21a
85586 Poing
Phone: 0049 8121 79 222 20
E-mail: info@fellowpro.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 transfer to third countries (countries outside the European Economic Area - EEA) only takes place if this is necessary for the execution of the service contract or if you have given us your consent or if this is otherwise legally permissible. 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 transfers to third countries (Article 44 to 49 GDPR).

1 Communication

In order to contact you, we may write you an e-mail with further information to process your inquiry, your order or in the context of our general business relationship. For this purpose, your e-mail address, the e-mail content and the history of the communication are recorded.

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

Data is only passed on if this has been agreed with you or is necessary for the current business transaction. Our email hoster is Google Ireland Limited, Gordon House, Barrow Street, Dublin 4, Ireland. We have concluded an order processing agreement with Google. You can find more information about Google's data protection at: <https://policies.google.com/privacy?hl=de>.

Your data will be stored by us on our e-mail systems within the scope of the statutory retention obligation.

2 Contact and address management

To manage all contact information of business partners and customers, we store the contacts in our CRM system Sugar, in which name, contact person (if any), address, phone number, mobile number and e-mail address are stored. The provider of the CRM system is SugarCRM Inc, 10050 N. Wolfe Rd. Sw2-130, Cupertino, CA 95014, USA.

The data collection is based on a legitimate interest according to GDPR Article 6 (1)(f) to manage contact information of employees and business partners in an organized manner.

Only our employees have access to this system. We have concluded an order processing agreement with the provider. You can find more information about SugarCRM's data protection at: <https://www.sugarcrm.com/legal/privacy-policy/>.

Your contact data will be stored in our system for the duration of the business relationship and beyond for one year.

3 Application

Your applications will be sent to the Human Resources Department (by mail or e-mail). This department forwards the applications to the relevant specialist departments. Once you have been hired, your data is entered into our personnel administration software and you are created as a user in the IT systems. Applications are returned if no employment relationship is established. If applications are retained, you must actively consent to us retaining your documents. If you do not give us your consent, your data will be deleted after 6 months.

We store your documents (resume, cover letter, references, ...) for the application.

Your data will only be forwarded to the internal departments that are required for the application process.

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

4 Order processing

If you are interested in our products, a partner of FELLOWPRO will contact you. In order to provide you with an offer and information, we collect the following data: Name and contact details of the contact person as well as the requested product or service.

Furthermore, we offer our own SW products, which you can purchase. We are also happy to support you in the introduction of SW products. For this we need the following data: Name of the user, user data (protocols), data of the customer's contact persons (name, e-mail, telephone, address, company...).

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

Forwarding takes place internally to the necessary departments and project staff. The data is stored within the scope of the statutory retention obligations.

5 Document management

Document management of all electronically incoming and outgoing documents takes place in our central document management system. The documents may contain the personal data of contact persons or information about business cases (including personal information). Document management is carried out via Google Drive. The provider is Google Ireland Limited, Gordon House, Barrow Street, Dublin 4, Ireland. We have concluded an order processing agreement with Google. You can find more information about Google's data protection at: <https://policies.google.com/privacy?hl=de>.

The processing of the data is based on a business purpose according to GDPR Article 6 (1)(f). This is a legitimate interest of the responsible party, as the management of its electronic documents is organized and regulated that way.

Forwarding of the data takes place internally depending on the area of responsibility and the authorization of our internal employees.

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

6 Technical support

We are happy to support you in case of problems and errors through our remote maintenance or on site. When using remote maintenance, personal data, log data, etc. can be viewed during the session.

For remote maintenance, we use the service of a provider (see point 12). We have concluded an order processing agreement with them.

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

Your data will not be passed on. Furthermore, the data will not be stored.

7 Ticketing system IT

To ensure IT support for prioritization and documentation of requests, we use a ticket tool in IT. When you submit a ticket, we record the following information from the processor: Last name, first name. From the requester we record: Name, first name, department. Depending on the type of error, personal data may also be contained in the error description itself.

The processing of the data is based on a business purpose according to GDPR Article 6 (1)(f). The controller has a legitimate interest to optimize the processes in IT.

The data is processed in the IT department and, if necessary, passed on to an external support service provider to handle the case. We used the ticket system Jira. The provider is Atlassian Inc, Level 6, 341 George Street, Sydney, NSW 2000, Australia. We have concluded an order processing agreement with the provider. For more information on Atlassian's privacy policy, please visit: <https://www.atlassian.com/de/legal/privacy-policy>.

Your personal data will be stored for a period of 10 years as part of the processing.

8 Financial accounting

We have mapped a process in our company's IT systems to handle financial accounting. It is possible that personal data of contact persons or invoice information (name, address, e-mail address, telephone number, cell phone number) will be processed as part of the handling.

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

Data will be forwarded to our responsible tax advisor.

The data will be stored within the scope of the statutory retention obligations.

9 Dunning

In the event of outstanding debts, these are dunned and, in the event of non-payment, transmitted to service providers (lawyer, collection agency). For this purpose, name, address and the amount of the outstanding debt are required.

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

Data will be forwarded to the service provider (lawyer, collection agency, etc.).

The data will be stored within the scope of the statutory retention obligations.

10 Paper - file disposal / data carrier disposal

Paper documents and data carriers containing personal data which are no longer required are destroyed. This complies with the deletion deadlines of the the retention period.

All data from the customer relationship may be on the documents and paper carriers.

The processing of the data is based on a legal requirement according to GDPR Article 6 (1)(c). The processing is necessary for the fulfillment of a legal obligation which the responsible party is subject to.

The destruction of data takes place within the company.

11 Data protection management

You can contact the external data protection officer at any time by e-mail at fellow-consulting.dsb@datenbeschuetzerin.de or by telephone at 09921 9062720. In doing so, your name, reason for the request, facts of the case, any data of the person concerned will be collected and stored in the system.

The processing of the data is based on the fulfillment of a contract according to GDPR Article 6 (1)(b), which allows the processing of data for the fulfillment of a contract or pre-contractual measure (service contract, employment contract).

Information will only be passed on with your consent.

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

12 Audio and video conferences

12.1 Data processing

Among other tools, we use online conferencing tools in order to communicate with our customers. The tools we use are listed below in detail. If you communicate with us via video or audio conference via the Internet, your personal data will be collected and processed by us and the provider of the respective conference tool.

The conference tools thereby collect all data that you provide/enter to use the tools (e-mail address and/or your telephone number). Furthermore, the conference tools process the duration of the conference, start and end (time) of participation in the conference, number of participants and other "context information" related to the communication process (metadata).

Furthermore, the provider of the tool processes all technical data required to handle online communication. This includes in particular IP addresses, MAC addresses, device IDs, device type, operating system type and version, client version, camera type, microphone or speaker, and the type of connection.

If content is exchanged, uploaded or otherwise made available within the tool, this is also stored on the servers of the tool providers. Such content includes especially cloud recordings, chat/ instant

messages, voicemails, uploaded photos and videos, files, whiteboards, and other information shared while using the service.

Please note that we do not have full control over the data processing operations of the tools used. Our options are significantly based on the company policy of the respective provider. For further information on data processing by the conference tools, please refer to the privacy statements of the respective tools being used. They are listed below this text.

12.2 Purpose and legal basis

The conference tools are used in order to communicate with prospective or existing contractual partners or to offer certain services to our customers (GDPR Article 6 (1) (b)). Furthermore, the use of the tools serves the general simplification and acceleration of communication with us or our company (legitimate interest within the meaning of GDPR Article 6 (1)(f)). Insofar as consent has been requested, the tools in question are used on the basis of this consent; consent can be revoked at any time with effect for the future.

12.3 Duration of storage

The data collected directly by us via the video and conference tools is deleted from our systems as soon as you request us to delete it, revoke your consent to store it, or as soon as the purpose for storing the data no longer applies. Stored cookies remain on your terminal device until you delete them. Mandatory legal retention periods remain unaffected.

We have no influence on the storage period of your data, which is stored by the operators of the conference tools for their own purposes. For details, please contact the operators of the conference tools directly.

12.4 Conference tools in use

We apply the following conference tools:

12.4.1 Microsoft Teams

We use Microsoft Teams. The provider is Microsoft Corporation, One Microsoft Way, Redmond, WA 98052-6399, USA. For details on data processing, please refer to the Microsoft Teams privacy policy: <https://privacy.microsoft.com/de-de/privacystatement>.

12.4.2 x

We have concluded an order processing agreement with the Microsoft Teams provider and fully implement the strict requirements of the German data protection authorities when using Microsoft Teams.