

Information for data subjects on the processing of personal data in CRM systems (article 13 GDPR)**A. Art. 13 sec. 1 GDPR****A-1. Identity of the controller**

The responsible company for data processing is:

NTT Data Business Solutions AG

Koenigsbreede 1

33605 Bielefeld

A-2. Contact details of the Data Protection Officer

The contact details of the Data Protection Officer are:

data-privacy-solutions-GLOBAL@bs.nttdata.com

A-3. Purposes of the data processing

The purpose of the data processing:

The data processing serves the purpose of establishing, maintaining and preserving business contacts in order to establish, expand and maintain successful business relationships.

A-4. type of data

The following personal data is processed:

The following personal data will be stored in this process: First name, last name, job title, business e-mail address, function, department, business phone number, business cell phone number.

A-5. legal basis

The data processing is based on the consent of the data subject/the legitimate interest of the company:

Legitimate interest, according to Art. 6 I f) GDPR

A-5a. Legitimate interest (no consent)

The following legitimate interest of the company outweighs the interest of the affected parties and enables the responsible company to process the personally identifiable information:

A legitimate interest of the controller of the data exists, as the establishment and maintenance of contact with and of customer contacts is an essential part of the contractual relationship between business partners. Without such contact data, it is extremely difficult for the controller to ensure efficient processing of contracts, which is why - in compliance with the data

minimization principle - the personal data listed in this information is required. An overriding interest of the data subjects is not evident, especially since it concerns business card data. Furthermore, the data is covered by a retention concept of the controller, ensuring that no personal data is kept longer than it is legally required.

A-6 Recipients (Data Processing Agreement)

The collected personal data are transferred to the following external companies (includes group companies):

The CRM solution used, SAP Cloud for Customer, in which the personal data is stored, is a cloud solution hosted by SAP in Germany. This means that the data does not leave the European area.

A-6a. Transfer to companies in third countries

The collected personal data will be transmitted to the following companies outside the European Economic Area (EU/EEA) (state companies and countries):

Not applicable here

A-6b. Adequate level of security for personally identifiable information

The legal basis for the intercontinental data transfer is (for each company):

Not applicable here

A-6c. Access right of the data subject

State how the data subject is informed about the right to access the concluded EU standard contracting clauses/verification of the Protection Shield certification:

Not applicable here

B. Art. 13 sec. 2 GDPR**B-1. Storing period**

The personal data will be stored for the following time period. Following this time period, the personal data will then be deleted by the responsible department of the company:

Personal information is kept for as long as necessary to maintain the relationship. Typically, this is the duration of the business relationship, but at least as long as the customer contact is in a sales-related position.

B-2. Information of the data subject concerning the rights to request from the controller access, correction/deletion, restriction of processing, to object to the processing and the right of data portability

You can exercise your right to receive information about your personal data, correction / deletion, restriction of processing, objection to processing and data portability at any time. To do so, please contact us directly or the Data Protection Officer (data-privacy-solutions-GLOBAL@bs.nttdata.com).

B-3 Withdrawal of consent

State how the data subject is informed of the right to withdraw the consent at any time and how he/she is informed that a legal data processing takes place until the time of such a withdrawal:

Not applicable here

B-4. Right to contact supervisory authority (complaint)

You can direct a complaint to a supervisory authority, if the processing of your personal data violates applicable law:

Landesbeauftragte für Datenschutz und Informationsfreiheit NRW
Kavalleriestr.2-4
40213 Düsseldorf

B-5. Requirement to provide personally identifiable information

The requirement for the data subject to provide personal data is a statutory or contractual requirement/a requirement necessary to enter a contract:

Without saving the data it is not possible to complete the business relationship. On the one hand the data is used for contacting the customer within the framework of the business relationship, and on the other hand for drawing up offers and contracts. Without available personal data, it would be extremely difficult to coordinate and finally to conclude contracts with our customers.

B-5a. Consequences of a decision not to provide such data

Possible consequences if the data subject decides not to provide the personally identifiable information:

In case the contact does not want their personal data to be stored in our system, the data will be deleted from the system immediately. In this event, no further communication based on the CRM platform is possible.

B-6. Existence of the automated decision making

State how the data subject is informed about any automated decision making (including profiling) if it is used (logic/algorithm, significance, consequences for the data subject):

Profiling or similar does not take place in the SAP Cloud for Customer. No algorithm and/or logic is being applied.