

Obligation to provide information to customers

OUR HANDLING OF YOUR DATA AND YOUR RIGHTS – INFORMATION IN ACCORDANCE WITH ART. 13, 14 AND 21 OF THE EU GENERAL DATA PROTECTION REGULATION (GDPR)

With the following information, we hope to provide you with an overview of the processing of your personal data by us and your rights arising from this.

This data protection information may be updated from time to time. The latest version can be found on our website at any time under: www.surtec.com/information-obligation-to-customers.

Who is responsible for the data processing?

SurTec Deutschland GmbH
SurTec-Straße 2
64673 Zwingenberg
Germany
E-mail: mail@SurTec.com
Telephone: +49 (0)6251 171700

Who can I contact regarding data protection issues?

SurTec Deutschland GmbH
Data Protection Officer
C/o activeMind AG
Potsdamer Str. 3
80802 Munich
Germany
Telephone: +49 (0)89 418 560170
E-mail: Surtec-D@activemind.de

Which personal data are collected?

We process the following personal data, which we receive in the course of contact made with and to you:

- Business name with legal form and address
- Title and name
- Telephone numbers
- Fax numbers
- E-mail addresses
- Area of activity / position

For which purposes and upon which legal bases are my data processed?

We process personal data in accordance with the provisions of the European General Data Protection Regulation (GDPR) and the German Federal Data Protection Act (BDSG):

Obligation to provide information to customers

On the basis of your consent (art. 6 par. 1 a GDPR)

If you have given us consent to process your personal data, the processing takes place only in accordance with the defined purposes and to the agreed extent. Consent that has been given may be revoked at any time with effect for the future. This also applies for the revocation of declarations of consent that were issued to us before application of the GDPR, i.e. before 25th May 2018. Revocation of the consent takes effect only for the future and does not affect the legality of the data processed before revocation.

This affects the sending of information about our products and services as well as contact by e-mail.

Performance of pre-contractual measures that take place on request of the subject (art. 6 par. 1 letter b GDPR)

If you contact us to request a quote, the data transmitted by you are processed for the performance of pre-contractual measures.

On the basis of statutory requirements (art. 6 par. 1 letter c GDPR)

We are subject to various statutory obligations, which involve data processing.

These concern:

- Tax laws as well as statutory accounting
- The fulfilment of requests and requirements from regulatory or law enforcement authorities
- The fulfilment of control and reporting obligations under tax law

Furthermore, the disclosure of personal data may be required in the context of official/judicial measures for the purposes of evidence collection, law enforcement or the assertion of civil claims.

In the context of the balancing of interests (art. 6 par. 1 f GDPR)

If necessary, we process your data to protect our legitimate interests or those of third parties. Examples of such cases are the storage and processing of your data in our CRM system.

Who receives my personal data?

Within our company

Staff, for contact with you and for contractual cooperation (incl. performance of pre-contractual measures).

Order processors

Your data may be passed on to service providers who work for us as order processors. These specifically include service providers for:

Obligation to provide information to customers

- Support/maintenance of our EDP or IT applications
Data destruction

All service providers are bound by contract and specifically obliged to treat your data confidentially.

Other third parties

Data are disclosed to recipients outside our company only in compliance with the applicable regulations for data protection. Recipients of personal data may be e.g.:

- Affiliated group companies within FCS group, if you are interested in their products and services
- Authorities and other public bodies in the case of a legal obligation on our part

Are data transmitted to a third country or to an international organisation?

Your data are processed within the European Union and states within the European Economic Area (EEA) and passed on, if necessary, to affiliates or partners of SurTec Deutschland GmbH in a third country.

A list of affiliates and partners of SurTec Deutschland GmbH can be found at <https://www.surtec.de/de/kontakt/surtec-gesellschaften-uebersicht/> and in the annex to this document.

For how long are my data stored?

We process and store your personal data for as long as is required for the performance of our contractual and statutory obligations. If the data are no longer required for the performance of contractual and statutory obligations, they are regularly deleted.

Exceptions arise:

- If statutory retention obligations must be fulfilled, e.g. German commercial code (HGB) and German tax regulation (AO). The periods specified there for retention/documentation are generally six to ten years.
- For the preservation of evidence in the context of the statutory limitation regulations. According to §§ 195 et seq. of the German civil code (BGB), these limitation periods may be up to 30 years, although the regular limitation period is 3 years.

If the data are processed in our legitimate interest or that of a third party, the personal data are deleted as soon as this interest no longer exists.

Which data protection rights do I have?

You have the right to information in accordance with article 15 GDPR, the right to correction in accordance with article 16 GDPR, the right to deletion in accordance with article 17 GDPR, the right to limitation of processing in accordance with article 18 GDPR, the right to object from article 21 GDPR and the right to data portability from article 20 GDPR.

Obligation to provide information to customers

Moreover, there is a right to appeal to a competent data protection regulatory authority (article 77 GDPR in conjunction with § 19 BDSG).

Is there an obligation to provide data?

There is no contractual or legal obligation for you to make your personal data available to us. This is done purely voluntarily on your part. Without these data, however, we are able to send you no information about our products and services and we are subsequently also unable to form an agreement with you or to perform such.

Information about your right to object in accordance with article 21 of the General Data Protection Regulation (GDPR)

Right to object in the individual case

You have the right to file an objection at any time to the processing of personal data about you on the basis of article 6 paragraph 1 letter f GDPR (data processing of the basis of balancing of interests) for reasons arising from your specific situation; this also applies for profiling based upon this provision in accordance with article 4 no. 4 GDPR.

If you file an objection, we will no longer process your personal data unless we are able to prove compelling legitimate grounds for the processing, which outweigh your interests, rights and freedoms, or the processing serves the assertion, exercise or defence of legal claims.

Recipient of an objection

The objection may be made in any form with the subject line "objection", specifying your name, position and address, and it should be addressed to:

SurTec Deutschland GmbH
SurTec-Straße 2
64673 Zwingenberg
Germany
E-mail: mail@SurTec.com
Telephone: +49 (0)6251 171700

Obligation to provide information to customers

Annex:

List of affiliates and partners (*italics*) of SurTec Deutschland GmbH

AMERICAS	EMEA	ASIA
<ul style="list-style-type: none">▪ SurTec do <u>Brasil</u>, <u>Brasilien</u>▪ SurTec, Inc., <u>USA</u>▪ Klüber Lubrication, <u>Mexiko</u>	<ul style="list-style-type: none">▪ SurTec Deutschland, <u>Deutschland</u>▪ SurTec France, <u>Frankreich</u>▪ SurTec Ges.m.b.H., <u>Österreich</u>▪ SurTec Scandinavia, <u>Dänemark</u>▪ SurTec Benelux, <u>Niederlande</u>▪ SurTec Polska, <u>Polen</u>▪ OOO SurTec, <u>Russland</u>▪ SurTec SK, <u>Slowakei</u>▪ SurTec ČR, <u>Tschechien</u>▪ SurTec Čačak, <u>Serbien</u>▪ SurTec Adria, <u>Slowenien</u>▪ SurTec Romania, <u>Rumänien</u>▪ ST Ibérica, <u>Portugal</u>▪ SurTec South Africa, <u>Südafrika</u>▪ SurTec Middle East, <u>VAE</u>▪ SurTec Schachen, <u>Schweiz</u>▪ SurTec Eurosaj, <u>Bosnien-Herzegovina & Kroatien</u>▪ Italteco, <u>Italien</u>▪ Coquinesa, <u>Spanien</u>▪ Dede Kimya, <u>Türkei</u>	<ul style="list-style-type: none">▪ SurTec Hangzhou, <u>China</u>▪ YST Surface Technology, <u>China</u>▪ SurTec Chemicals, <u>Indien</u>▪ SurTec Vietnam, <u>Vietnam</u>▪ SurTec MMC Japan, <u>Japan</u>▪ Morimura, <u>Japan</u>▪ SurTec Korea, <u>Südkorea</u>▪ SurTec Chemicals Taiwan, <u>Taiwan</u>▪ C. Chandra Cemenang, <u>Indonesien</u>▪ MS Chem, <u>Malaysia</u>▪ Morimura Asia, <u>Thailand</u>▪ Electrochemical, <u>Thailand</u>▪ YaThai, <u>Thailand</u>▪ Australian Chemicals & Coatings, <u>Australien</u>