

Information on data processing pursuant to Articles 13 and 14 of the General Data Protection Regulation (GDPR)

This is to inform you of the processing of your personal data and your claims and rights under data protection law. The contents and the scope of data processing will depend on the relevant products and/or services you have requested or which have been agreed with you.

1. Who is responsible for data processing and who can you contact?

Controller for data processing:

Raiffeisen Informatik GmbH & Co KG

Lilienbrunnngasse 7-9

A-1020 Vienna

Phone: +43 1 99399 0

Email: info@r-it.at

You may contact the Data Protection Officer of Raiffeisen Informatik GmbH & Co KG via the following email address: datenschutz@r-it.at

2. What data is processed and from which sources does the data originate?

We process the personal data that we receive from you as part of the business relationship. In addition, we process data that we have admissibly received from credit agencies (CRIF GmbH), debtor's lists (KSV 1870 Holding AG) and from publicly accessible sources (e.g. Business Register, Register of Associations, Land Register, media).

Personal data includes your personal details (name, address, contact details, date of birth, interests, etc.). Moreover, this may include order data (e.g. payment orders) data from the fulfilment of our contractual obligations, information on your financial status (e.g. credit data, scoring and/or rating data, etc.), advertising and sales data, documentation data, register data, image and audio data (e.g. video or telephone recordings), information from electronic communication with us, processing results which we ourselves generate and data for fulfilment of statutory and regulatory requirements.

3. For what purpose and on what legal basis is data processed?

We process your data in compliance with the provisions of the European General Data Protection Regulation (GDPR) and the Austrian Data Protection Act [*Datenschutzgesetz/DSG*] 2018.

- **for fulfilling contractual obligations (Art 6 (1b) GDPR):**

Personal data (Art 4 No. 2 GDPR) is processed for providing and negotiating IT operations, plant, service, maintenance and support services in the areas of automated data processing, internet service providing, assignment of transmission channels, developing organisational concepts, creating programs, regulating technical customer service, as well as consulting and training services. Please see the relevant contractual documents and terms and conditions for the specific details on the purpose of data processing.

- **for fulfilling statutory obligations (Art 6 (1c) GDPR):**

It may be necessary to process personal data for the purpose of fulfilling various statutory obligations and regulatory requirements.

- **as part of your consent (Art 6 (1a) GDPR):**

If you have consented to the processing of your personal data, we will process your data only in accordance with the purposes defined and the scope agreed in the declaration of consent. Such consent may be withdrawn at any time with effect for the future (e.g. you may object to the processing of your personal data for marketing and advertising purposes if you no longer agree to such processing in the future).

- **to safeguard legitimate interests (Art 6 (1f) GDPR):**

To the extent necessary and weighing the relevant interests for the benefit of Raiffeisen Informatik GmbH & Co KG or a third party, data may be processed beyond the actual fulfilment of the contract to safeguard our legitimate interests or the legitimate interests of third parties. Data may be processed to safeguard legitimate interests in the following cases:

- consultation of and data exchange with credit agencies (e.g. the Austrian creditor protection agency *Kreditschutzverband 1870*) to identify credit or default risks;
- testing and optimisation of processes for demand analysis and direct customer contact;
- advertising or market and opinion surveys to the extent that you have not objected to the use of your data pursuant to Art 21 GDPR;
- video surveillance;
- telephone call recordings (e.g. in the case of complaints);
- measures for business management and further development of services and/or products;
- measures to protect employees, customers or the property of Raiffeisen Informatik GmbH & Co KG;
- measures to prevent and combat fraud;
- as part of legal action.

4. Who will receive my data?

Within Raiffeisen Informatik GmbH & Co KG only those offices or employees will receive your data that need the same for fulfilling contractual, statutory and regulatory obligations, as well as legitimate interests. In addition, processors contracted by us and subsidiaries of Raiffeisen Informatik GmbH & Co KG will receive your data to the extent that such data is required for performance of the relevant service. All processors and subsidiaries have been put under a contractual obligation to treat your data as confidential and to process the same only in connection with the provision of their service. In the case that a statutory or regulatory obligation applies public offices or institutions may be recipients of your personal data.

5. How long will my data be stored?

Where necessary we will process your personal data for the duration of the entire business relationship (from negotiating to processing until termination of the contract) and beyond in accordance with the statutory retention and documentation duties which are, *inter alia*, contained in the Austrian Business Code [UGB], the Austrian Fiscal Code [BAO] and the Austrian Telecommunications Act [Telekommunikationsgesetz/TKG] 2003, etc. In addition, with regard to the storage period the statutory periods of limitation must be observed, which, for example according to the Austrian Civil Code [ABGB], may be up to 30 years in certain cases (the general period of limitation is three (3) years).

6. What data protection rights do I have?

You have a right to obtain information, rectification, erasure or restriction of processing of your data stored, to object to processing, and a right to data portability at any time pursuant to the requirements of data protection law. You may send such complaints to the Austrian Data Protection Authority, Wickenburggasse 8, 1080 Vienna.

7. Am I under an obligation to provide data?

In the course of the business relationship you must provide personal data which is necessary for establishing and handling the business relationship and which we are required to collect by law. If you do not provide us with such data, we will normally have to refuse to conclude a contract or execute an order or may be unable to execute an existing contract and will thus have to terminate the same. You are, however, under no obligation to consent to data processing for data which is not relevant to the performance of the contract and/or necessary for statutory or regulatory purposes.

8. Does automated decision-making, including profiling, take place?

Raiffeisen Informatik GmbH & Co KG engages in no automated decision-making or profiling.