

## Privacy policy for customers, suppliers and service providers

MLOG Logistics GmbH takes the protection of your personal data very seriously and always processes your personal data in accordance with the statutory data protection regulations. With this data protection notice, we would like to give you an overview of the processing of your personal data by us and your rights in this regard. Which data is processed or used by us in detail is determined to a large extent by your relationship with our company. Therefore, not all parts of this data protection notice may apply to you. You can find further details on Kardex's data protection policy on our website.

### 1. Responsible person and data protection officer

#### 1.1 Responsible for the processing of your personal data is

MLOG Logistics GmbH  
Wilhelm-Maybach-Str. 2  
D-74196 Neuenstadt

You can reach our data protection officer at

[datenschutz@mlog.kardex.com](mailto:datenschutz@mlog.kardex.com)

### 2. In what way do we collect your personal data

We process personal data that we receive from you when you contact us. We collect customer data, for example, when you use our online contact form, when you call our free information hotline or send an e-mail to our central contact address with your request.

Suppliers and service providers register in the Supplier Portal in order to participate in requests for proposals and to be considered as contractual partners. We collect your data during their registration.

We obtain the delivery addresses of our customers from our contractual partners in order to be able to send our products to the correct place of delivery. In this way, we receive your data from our contractual partner, who has previously collected it directly from you.

In addition, we process personal data that we permissibly obtain from publicly accessible sources (e.g. debtor directories) or that are legitimately transmitted to us by other companies of the Kardex Group or by other third parties such as credit agencies.

Relevant personal data are:

- personal identification and contact information (e.g. title, name, address, e-mail address, telephone number);
- Payment data (e.g. account details);
- Data from the fulfilment of our contractual obligations (e.g. delivery addresses, addresses of objects with repair orders, invoice data);
- Information about your financial situation (e.g. creditworthiness data);
- Data on your online behaviour and preferences (e.g. IP addresses, data on visits to our websites);
- Advertising and sales data (e.g. information on consents granted or revoked).

### 3. Purpose and legal basis of the processing

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We process personal data in accordance with the EU General Data Protection Regulation (EU-GDPR).

#### 3.1 to fulfil contractual obligations (Article 6(1)(b) EU-GDPR)

The processing is carried out for the purpose of fulfilling the contract with you or for carrying out pre-contractual measures which are carried out on your initiative.

This is the case, for example, when spare parts service or products from us are ordered from us.

Suppliers and service providers register, among other things, in our tendering portal to participate in tenders, so that a contractual relationship can be established.

We also transmit your address data to logistics companies and craftsmen subcontractors in order to fulfil our duty and to be able to install or maintain the product. It is also possible that we may receive your address data because you have been specified as the contact person for an installation or maintenance, e.g. by your landlord.

Further details on data processing purposes can be found in the relevant contractual documents and terms and conditions.

#### 3.2 as part of a balancing of interests (Article 6(1)(f) EU-GDPR)

The processing is carried out to protect the legitimate interests of us or third parties, unless your interests worthy of protection prevail. Examples:

- Internal procurement market analysis,
- Internal data processing and analysis to ensure a customer-specific approach with tailor-made offers
- Internal data processing and analysis for the purpose of improving and developing intelligent and innovative services and products
- Assertion of legal claims and defence in legal disputes,
- Prevention and investigation of criminal offences,
- Video surveillance for the protection of the householder's rights as well as for the collection of evidence in case of criminal offences,
- Comparison of their data with sanction and embargo lists of the European Union,
- Management of a visitor list of our premises including the recording of name and license plate number.

#### 3.3 based on your consent (Article 6(1)(a) EU-GDPR)

If you have given us your consent to process your personal data for specific purposes (e.g. for advertising by telephone, participation in competitions), processing on this basis is lawful. A granted consent can be revoked at any time. This also applies to the revocation of declarations of consent that were issued to us before the EU GDPR came into force, i.e. before 25 May 2018. The revocation of consent is only effective for the future and does not affect the lawfulness of data processing until revocation.

### 3.4 based on legal requirements (Article 6(1)(c) EU-GDPR)

In order to comply with tax and commercial law requirements, your personal data will be stored for a period described below. We are also obliged to consider embargo and boycott lists under EU law when supplying customers or obliging suppliers and service providers.

## 4. Recipients of personal data

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Within our company, access to your data is granted to those entities that need it to perform their respective functions within the company or to fulfil our contractual or legal obligations.

Service providers used by us may also receive data. These are initially other companies in the Kardex Group as well as companies in the categories of subcontractors, postal and printing service providers, IT service providers, distribution partners, web service providers, credit agencies, debt collection service providers and other service providers that we call upon in connection with order processing.

Under certain conditions, personal data may also be disclosed to public bodies, e.g. tax authorities, judicial and law enforcement authorities (e.g. police, public prosecutors, courts), lawyers and notaries as well as auditors.

## 5. Transfer to third countries or international organisations

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We do not transfer your personal data to companies outside the European Economic Area, so that no so-called "third country transfer" occurs.

## 6. Duration of storage

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We delete your personal data as a matter of principle if the purpose of the processing is fulfilled, all mutual claims are fulfilled and no other legal obligations to retain data or legal justification for the storage exist.

## 7. Your data protection rights

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You have the following data protection rights in accordance with the statutory provisions:

- the right to information about the data stored by us (Article 15 EU-GDPR) and
- the right of rectification (Article 16 EU GDPR),
- the right of cancellation (Article 17 EU-GDPR),
- the right to restrict processing (Article 18 EU-GDPR),
- the right to data transferability (Article 20 EU-GDPR),
- and the right to object (Article 21 EU-GDPR)

You also have the right to place a complaint with the local supervisory authority

## 8. Is there an obligation to provide the data?

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Within the scope of our business relationship, you must provide us with the personal data that is necessary for the commencement, execution and termination of a business relationship and for the fulfilment of the associated contractual obligations or that we are legally obliged to collect. Without this data, we will generally not be able to conclude or execute a contract with you.

Furthermore, in our contract forms and on our web pages, it is clearly indicated which information is voluntary and which is mandatory.

## **9. Automated decision in individual cases**

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We obtain creditworthiness information on customers and other contractual partners. In this activity we assess whether your creditworthiness is enough to conclude a specific contract with you. This decision is made semi-automatically using statistical methods with the help of information from credit agencies.

As a matter of principle, we do not use any fully automated decision-making procedures within the meaning of Article 22 EU-GDPR to establish and conduct business relations.

## **10. Profiling**

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As a matter of principle, we do not use fully automated decision-making processes (including profiling) within the meaning of Art. 22 GDPR to establish and conduct business relationships.

## **11. Right of objection**

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### **11.1 Right of objection in individual cases**

You have the right to object, at any time, on grounds relating to your specific personal situation, to the processing of your personal data, provided that the processing is carried out on the basis of the legal basis laid down in Article 6(1)(e) EU-GDPR (processing in the public interest) and Article 6(1)(f) EU-GDPR (processing based on a balancing of interests).

In the event of your objection, we will refrain from processing your personal data, except in the event that we can demonstrate compelling legitimate reasons for the necessity of the processing that outweigh your interests, rights and freedoms, or that the processing serves to assert, exercise or defend legal claims.

### **11.2 Right to object to the processing of data for direct marketing purposes**

It may happen in individual cases that we process your personal data in order to carry out direct advertising. You have the right to object at any time to the processing of your personal data for the purpose of such advertising.

### **11.3 Addressee of the opposition**

You can send your objection to us in any form with the subject "Objection", stating your name, address and date of birth:

**[datenschutz@mlog.kardex.com](mailto:datenschutz@mlog.kardex.com)**