

## Privacy Policy for After-Sales Services

### Section 1 Information on the collection of personal data

(1) In the following, we inform you about the collection of personal data when using our after-sales service website. Personal data means any data that relates to you personally, such as name, address, email addresses, user behaviour.

(2) The controller according to Art. 4 Paragraph 7 of the EU General Data Protection Regulation (GDPR) is

HOYER Handel GmbH, Kühnehöfe 12, 22761 Hamburg

Phone: +49 40 853994-80

Fax: +49 40 853994-90

Email: [office@hoyerhandel.com](mailto:office@hoyerhandel.com)

Websites: [www.hoyer-service.com](http://www.hoyer-service.com) & [www.monsieur-cuisine-service.com](http://www.monsieur-cuisine-service.com)

(3) You can contact our Data Protection Officer at [Datenschutz@hoyerhandel.com](mailto:Datenschutz@hoyerhandel.com) or our postal address with the addition "Der Datenschutzbeauftragte" (The Data Protection Officer).

(4) If we involve any external service providers commissioned by us for individual functions of our services, or if we wish to use your data for commercial purposes, we will inform you in detail below about the relevant procedures. In this respect, we will also indicate the defined criteria of the storage period.

### Section 2 Your rights

(1) As regards your personal data, you have the following rights in your dealings with us:

- Right of access to information,
- Right to rectification or erasure,
- Right to restriction of processing,
- Right to object to processing,
- Right to data portability.

(2) Moreover, you have the right to complain to a data protection supervisory authority about the processing of your personal data by us.

### **Section 3    Objection or withdrawal of consent to the processing of your data**

If you have consented to the processing of your data, you may withdraw such consent at any time. Such a withdrawal of consent will affect the permissibility of your personal data being processed, after you have informed us of this.

Where we base the processing of your personal data on the balancing of interests, you may object to its processing. This is the case if its processing is not required in particular for fulfilling a contract with you as described by us in the relevant description of the functions above. When you exercise your right to object, you will be requested to give the reasons why we should not process your personal data in the manner we do. In the event of your justified objection, we will review the facts and either cease to process your data, or adjust data processing, or demonstrate to you our compelling legitimate grounds for continuing to process your data.

Please send your objection to the contact or email address mentioned under Section 1 (2).

As a matter of course you may object to the processing of your personal data for purposes of advertising and data analysis at any time. You may notify us of your objection to advertising purposes via the contact details provided under Controller.

### **Section 4    Obligation to provide personal data**

There is no obligation to provide the personal data collected on this website, by telephone or by entering it in the contact form. It is neither required by law or contract nor necessary for the conclusion of a contract. If data collection is essential for presenting the website, its error-free display is not possible without data collection. In such cases, data is collected automatically on the legal basis specified below when the website is made available.

For the provision of our after-sales services, it is necessary to submit the requested data to ensure that these services can be provided properly.

### **Section 5    Collection of personal data when visiting our website**

(1) If you visit the after-sales service website merely for information purposes, i.e. you do not register or do not transmit information in any other way to us, we will only collect such personal data that your browser transmits to our server. If you wish to view our website, we will collect the following data that is of technical relevance to us to show you our website and ensure stability and security (the legal basis is Art. 6 Para. 1 Sentence 1 lit. f of the GDPR):

- IP address
- Date and time of the request
- Time zone difference to Greenwich Mean Time (GMT)
- Contents of the request (specific page)
- Access status / HTTP status code
- Bytes transferred of the requested URL
- Browser
- Operating system and its interface
- Language and version of the browser software.

We save this data for a period of 14 days in what is known as a log file. After that period the data will be erased.

This website is hosted by an external service provider (hoster). The personal data collected on this website is stored on the hoster's servers. We use plusserver GmbH as our hoster. We have concluded an order processing contract with our hoster to ensure data protection-compliant processing.

(2) In addition to the above data, cookies are stored on your computer when you visit our website. Cookies are small text files that are stored on your hard disk assigned to the browser you are using and by means of which certain information is sent to the party that has set the cookie (in this case: by us). Cookies are not able to execute programs or transfer viruses to your computer. They serve to make the Internet offering more user-friendly and effective.

Cookies that are indispensable for the function of the website are stored on the legal basis of Section 25 Para. 2 No. 2 of the TTDSG (German Act to Regulate Data Protection and Privacy in Telecommunications and Telemedia). Other cookies are only stored with your consent; the legal basis in this case is Section 25 Para. 1 of the TTDSG in conjunction with Art. 6 Para. 1 lit. a of the GDPR.

#### Transient cookies

Transient cookies are deleted automatically when you close your browser. This includes session cookies in particular. These cookies store a so-called session ID, with which various requests from your browser can be assigned to the joint session. This allows your computer to be recognised when you return to our website. Session cookies also include those cookies we use to en-

sure that the website is displayed correctly on the end device used. The session cookies will be deleted when you log out or close the browser.

This website uses necessary cookies for the following purposes:

Necessary cookies are required for the basic functions of the website, such as the shopping basket, checkout, forms, the display of videos or the management of consent, and cannot be deactivated. The legal basis for the use of these cookies is Section 25 of the TTDSG (2) No. 1.

Specifically, this refers to the following cookie.

(JSESSIONID): This cookie is used to identify you as a user of the website without you having to log in separately. Without the session cookie, error-free navigation on the website is not possible. The cookie is temporary and is automatically deleted as soon as you leave the website. The use of this cookie does not result in us obtaining new personal data about you as a user of the website, but rather to ensure the operation of the website. The information generated by the cookie about your use of this website is not passed on to any third parties.

## **Section 6    Collection of personal data when contacting us**

(1) Contact via the Hoyer self-care portal, the Hoyer service email address or the Hoyer service hotline

In the context of customer communication, we collect personal data to process your inquiries if you voluntarily provide us with this data when contacting us (e.g. self-care portal or email). In the context of communication via the service email or the service portal, mandatory fields are labelled as such, since in these cases the data is crucial for us to process your contact.

We collect the following data when recording and subsequently processing your request:

- Last name, first name
- Salutation
- Address
- Email address
- Telephone number
- Ticket number
- Ticket number including country code
- Article number (IAN or EAN)
- Article description
- Creation date of the complaint

- Problem description
- Contact language
- Purchase date
- Purchase price
- possibly proof of purchase
- possibly description of damage (photographs)
- possibly call-back time
- possible further comments within the framework of data collection

— (2) Contact via the Lidl service hotline or Lidl service email, data collection at Lidl

If you have purchased a product manufactured by us from Lidl (Lidl Stiftung & Co. KG | Stiftsbergstrasse 1 | 74167 Neckarsulm) and have contacted the Lidl service hotline or Lidl service email to make use of after-sales services, Lidl will collect all or part of the data specified above under Section 6 (1) and transmit it to us for further data collection and the provision of after-sales services.

— (3) Contact via the Kaufland service hotline or Kaufland service email, data collection at Kaufland

If you have purchased a product manufactured by us from Kaufland (Kaufland Dienstleistung GmbH & Co. KG | Rötelstrasse 35 | 74167 Neckarsulm) and have contacted the Kaufland service hotline or Kaufland service email to make use of after-sales services, Kaufland will collect all or part of the data specified above under Section 6 (1) and transmit it to us for further data collection and the provision of after-sales services.

(4) Legal basis for data collection under Section 6(1) and Section 6(2), storage period

If the service inquiry is made in connection with a complaint or a repair/replacement of a product, we will store your data for the duration of the existing warranty or guarantee claims. This duration is 3 to 5 years. The legal basis in this case is the existing purchase contract, Art. 6 Para. 1 Sentence 1 lit. b of the GDPR.

In case of general communication, we will delete the data after 6 months. The legal basis is then our legitimate interest in the provision of satisfactory customer communication and hence Art. 6 Para. 1 lit. f of the GDPR.

(5) Call recordings

If we record calls received via our service hotline or forwarded to us by Lidl, you will be informed of this fact by an automatic announcement prior to the conversation or before the recording begins. You have the option of objecting to the recording by indicating before the recording begins that you do not wish to be recorded.

(6) Legal basis for the call recordings, storage period

Calls are recorded in order to enable us to prove the course and content of the conversation, if necessary. Other purposes include measures for employee training and coaching as well as for improving our internal processes. These purposes constitute a legitimate interest; here, the legal basis for data processing is Art. 6 Para. 1 Sentence 1 lit. f of the GDPR.

The calls are stored for 6 months, after which the data will be deleted.

## **Section 7 Disclosure to third parties**

For the provision of after-sales services (e.g. repair, replacement of devices being object of a complaint, etc.), we forward your data to the following service providers:

- Call centre
- Repair service provider
- Transport service provider
- Fulfilment service provider
- Credit institution

Data will not be transferred outside the EU.

## **Section 8 Current version and amendment of this Privacy Policy**

This is Version 2.0 of the after-sales service website privacy policy. We are constantly developing our services to be able to provide you with an ever-improving service. This Privacy Policy will be constantly updated and adjusted accordingly if and to the extent required. We ask you to regularly read the contents of our Privacy Policy. We will adapt our Privacy Policy whenever changes to the data processing routines performed by us will require this. We will inform you if such a change requires you to cooperate (e.g. give your consent) or otherwise necessitates an individual notification.