

Information of data subjects (customers) in case of direct collection (Article 13 of the GDPR)

Responsible

Kontext E GmbH, Wiener Platz 5A, 01069 Dresden (Germany)

Legal representative:

Jens Homann

Data Protection Officer:

Ingo Krause, e-Mail: datenschutz@kontext-e.de

Information on the processing activity

Purposes of the processing activity

After-sales services for customer retention and support, as well as for identifying customer needs.

Legal basis of the processing activity

The processing is necessary to protect the legitimate interests of the controller or a third party pursuant to Art. 6 (1) (f) of the GDPR and no interests or fundamental rights and freedoms of the data subject are overridden. The processing is carried out for the purpose of customer satisfaction.

Recipient categories

Internal department (sales, service, quality management)

Data transfer to a third country

There is no planned transfer to third countries.

Additional information requirements

Storage period of personal data

The personal data will be deleted by us as soon as the purpose of storage ceases to apply and no legal regulation permits or requires further storage.

Rights of the data subject

You have the right to obtain information (pursuant to Art. 15 of the GDPR) from the controller about the personal data concerning you, as well as the right to rectification (Art. 16 of the GDPR), erasure (Art. 17 of the GDPR) and restriction of processing (Art. 18(1) of the GDPR). You also have the right to object to processing (Art. 21 of the GDPR) and the right to data portability (Art. 20 of the GDPR).

If you wish to exercise your rights, please contact the data protection officer named above.

Right of appeal

You have the right to complain to the competent supervisory authority.

Obligation to provide the personal data

There is no obligation to provide the data.

Automated decision making

There is no automated decision-making or profiling.