

Information obligations according to Art. 13 and 14 GDPR

Here, we will inform you about how your personal data will be processed by the company and about your rights under data protection law.

Name and contact details of the responsible body

Responsible body:

AMServ VerwaltungsGmbH

Oskar-von-Miller-Str. 2, D-86356 Neusäß
+49 (0) 8000 267378, +49 (0) 8000 AMSERV
info@amserv.de

hereinafter referred to as “the Company”.

You can reach our external data protection officer at:

fly-tech IT GmbH & Co. KG
Christian Köhler
Winterbrückenweg 58
86316 Friedberg
beratung@fly-tech.de
+49 821 207 111-17

1. Categories of personal data, its collection and storage, and the nature and purpose of the data processing

The Company will collect and process your personal data in the following cases, amongst others:

- When you contact us
- When you make use of our products and services
- When you request information about our products and services
- When you respond to our marketing activities
- When we receive your data in the context of complaints procedures
- When third parties permissibly provide us with personal data about you
- For billing purposes
- For carrying out precontractual and contractual measures
- For quality management
- For customer support
- For the fulfilment of sales, service and administrative processes

We will process the following personal data:

- Form of address, where applicable title, forename, surname
- E-mail address
- Telephone number (landline and/or mobile)
- Contact details (including postal address)
- Billing data and data about your payment history
- Bank data (name of bank, bank details, credit information etc.)
- Identification data / payment information
- Contract data (customer numbers, contract number)
- Third-party services (if you take advantage of the option of using online services, these services are the responsibility of and are subject to the privacy policy and terms of use of the respective provider. The Company has no influence on the content exchanged in this context)

and other data comparable to the categories named.

The above information makes no claim to completeness, but should be understood as examples regarding the handling of your data.

The processing takes place on your request and is necessary in accordance with Art. 6 (1) b) GDPR for the fulfilment of the purpose of the contract or for carrying out precontractual measures. This would not be possible without the provision of this data. Furthermore, we process your personal data in accordance with Art. 6 (1) f) GDPR; the Company has a legitimate interest in quality assurance, the provision of the contractual services and the fulfilment of the above points. If you have granted us your consent, the processing is based on Art. 6 (1) a) GDPR. Your consent is voluntary and can be revoked at any time.

The data collected by us will be stored until the expiry of the statutory storage periods (generally 10 years for accounting and other records) and then deleted, unless longer storage periods have to be applied in accordance with Art. 6 (1) c) GDPR on the basis of storage and documentation obligations under tax or commercial law (arising from the German Commercial Code (HGB), the German Criminal Code (StGB) or the German Fiscal Code (AO)) or you have consented to a longer storage period in accordance with Art. 6 (1) a) GDPR.

2. Transfer of data and transfer to third countries

The aforementioned data will only be transferred for the purposes described above. Your data will only be passed on to third parties on the basis of the aforementioned legal bases.

In particular, your data will be transferred to the following bodies:

- Authorities, e.g. tax authorities
- A bank
- A tax office
- Lawyers
- Service providers whom we consult within the framework of order processing relationships

The transferred data may only be processed for the purposes specified above.

The data will be processed within the European Union; it will not be transferred to a third country. However, if data is transferred to a third country, this will take place according to the legal bases.

3. Deletion periods

After the respective purpose has been achieved, your data will be deleted. Data will only be stored for as long as is necessary to defend legal claims. If accounting-related processing is undertaken, the data necessary for this will be deleted in compliance with the statutory storage periods, which are generally 6 or 10 years.

4. Your rights as a data subject

As a data subject in accordance with GDPR, you have rights that will be outlined in the following paragraph.

- The right of access to the personal data concerning you (Art. 15 GDPR);
- The right to rectification of incorrect personal data concerning you (Art. 16 GDPR);
- The right to the erasure of personal data (Art. 17 GDPR);
- The right to restriction of the processing of personal data (Art. 18 GDPR);
- The right to object to the processing of the personal data (Art. 21 GDPR).
- The right to revoke the consent that you have granted to us at any time. The consequence of this is that we will no longer be able to continue the data processing that was based on this consent in the future.(Art. 7 (3) GDPR)
- The right to data portability (Art. 20 GDPR)
- The right to lodge a complaint with a supervisory authority. You have the right to contact the competent data protection authority if you believe that the processing of your personal data is not lawful. (Art. 77 GDPR)

BayLDA
Postfach 1349
91504 Ansbach

5. Objection to the processing

Insofar as your personal data is collected on the basis of legitimate interests of the responsible body (Art. 6 (1) f) GDPR), you have the right to object to the processing. An e-mail to beratung@fly-tech.de is sufficient for exercising this right.

We will be happy to answer any questions relating to the processing of your data at any time.