



## Information obligation for customers

<b>Accountabilities</b>	e.pilot GmbH Im Mediapark 8a 50670 Cologne Germany Phone 0221 588 32900 datenschutz@epilot.cloud
<b>Responsibilities</b>	Contact person: e.pilot GmbH Bodo Becker (Data protection coordinator) Im Mediapark 8a 50670 Cologne Germany Telefon +49 172 7666 437 b.becker@epilot.cloud
<b>Contact details of the data protection officer</b>	Certitut - Gesellschaft für Compliance und Datenschutz mbH Patrick Rayermann Marie-Curie-Str. 1 40625 Düsseldorf Germany Phone 0211 97630990 p.rayermann@certitut.de
<b>Purpose of the data processing</b>	Support of existing customers to maintain and improve a continuous contractual relationship; customer loyalty and advertising measures, sales, customer communication and assistance, complaints and cancellation management.
<b>Legal basis</b>	Article 6(1)(b) GDPR - Lawfulness of processing (contract)
<b>Legitimate interests</b>	<p>The processing of personal data provided by you is necessary to fulfil contractual obligations arising from the contract concluded with us. Due to your obligations to cooperate, it is essential to provide the personal data requested by us, otherwise we will not be able to fulfil our contractual obligations.</p> <p>In the context of pre-contractual measures (e.g. the entry of master data in the prospective customer process or the entry in an application process), it is necessary to provide your personal data, otherwise no contract can be concluded.</p> <p>To optimize the workflows.</p>



<b>Recipient of the personal data outside the company / authority</b>	Data processor (Microsoft) Jira Zendesk Salesforce
<b>Intention to transfer to a third country or international organisation</b>	As far as possible, your personal data will be processed by us in data processing centres in the Federal Republic of Germany or the member states of the EU. In cases where this is not possible, appropriate contracts have been concluded to ensure an appropriate level of data protection.
<b>Storage duration</b>	The data is stored until revoked by the person concerned  Erasure after 11 years (retention period of 10 years, starting from the end of the calendar year)  Excluded are data for which there are longer retention periods  In addition, the attached deletion concept for processing activities applies in particular.
<b>Right of information</b>	You have the right to be informed about the personal data we process about you. In the case of a request for information that is not made in writing, we ask for your understanding that we may then require you to provide evidence that proves that you are the person you claim to be.
<b>Right of rectification</b>	You also have a right of rectification, i.e. you can immediately request us to correct any incorrect personal data. Taking into account the purposes of the processing, you have the right to request the completion of incomplete personal data, including by means of a supplementary declaration.
<b>Right of erasure</b>	You have the right to demand from us that your data be deleted immediately. We are obliged to delete personal data immediately if one of the following reasons applies: <ul style="list-style-type: none"> <li>• Purposes for which the personal data was collected are not applicable.</li> <li>• You revoke your consent to the processing. There is no other legal basis for the processing.</li> <li>• You object to the processing. There is no other legal basis for the processing.</li> <li>• The personal data were processed unlawfully.</li> </ul>



	<ul style="list-style-type: none"> <li>• The erasure of personal data is necessary to comply with a legal obligation under Union law or the law of the Member States to which the controller is subject.</li> <li>• The personal data were collected in relation to information society services offered, in accordance with Article 8(1) GDPR.</li> </ul>
<b>Right to restriction of processing</b>	You have the right to ask for the limitation of the processing if one of the following conditions is met: a. you doubt the correctness of the personal data.b. the processing is unlawful; however, you oppose erasure.c. personal data are no longer needed for the purposes of the processing; however, you need the data for the assertion, exercise or defence of legal claims.d. you have lodged an objection to the processing in accordance with Art. 21, para. 1 GDPR. As long as it is not yet clear whether the legitimate reasons given by the controller to you outweigh the objection, the processing will be restricted.
<b>Right to object to the processing</b>	In particular, you have the right to object to the processing of your data in connection with a direct marketing campaign if this is based on a balancing of interests. To do so, please contact the person responsible for processing.
<b>Right to data portability</b>	You have the right to receive the data provided by you in a structured, common and machine-readable format from the person responsible. We may not obstruct a forwarding to another responsible person.
<b>Right of appeal to a supervisory authority</b>	State Commissioner for Data Protection and Freedom of Information North Rhine-Westphalia  Helga Block PO Box 20 04 44 40102 Düsseldorf Kavalleriestraße 2-4 40213 Düsseldorf Telefon: 02 11/384 24-0 Telefax: 02 11/384 24-10 E-Mail: <a href="mailto:poststelle@ldi.nrw.de">poststelle@ldi.nrw.de</a> Homepage: <a href="http://www.ldi.nrw.de">http://www.ldi.nrw.de</a>
<b>Automated decision making and profiling</b>	As a responsible company, we do not use automatic decision making or profiling when collecting your personal data.