

Data protection information pursuant to Art. 13 GDPR General Data Protection Regulation on online customer satisfaction survey

The following data protection information informs you about the processing of your personal data that we collect from you when you participate in the “Customer Satisfaction” online survey. Your personal data will be processed in compliance with the applicable data protection regulations.

1. Name and contact details of the data controller and the company data protection officer

Controller:

ULT AG Umwelt-Lufttechnik
Am Göpelteich 1, 02708 Löbau

Phone: +49 (0)3585 4128 – 0
Fax: +49 3585 4128 – 11

ult@ult.de
www.ult.de

Data protection officer:

Dresdner Institut für Datenschutz
Hospitalstraße 4, 01097 Dresden

Phone: +49 (0)351 / 655 772 – 0
Fax: +49 (0)351 / 655 772 – 22

zentrale@dids.de
www.dids.de

You can contact our data protection officer directly at any time if you have any questions about data protection law or your rights as a data subject.

2. Processing of your personal data and purposes of processing

Participation in the survey is voluntary. All information will be treated confidentially.

The purpose of the survey is to collect information to improve our products and services as part of a time-limited digital customer satisfaction survey of existing customers.

The legal basis is Art. 6 para. 1 lit. f GDPR. The legitimate interest can be derived from the above-mentioned purpose. The legal basis for inviting you to participate in the customer survey is also your non-objection in accordance with Section 7 (3) UWG.

The following data/categories of data are collected and processed by ULT AG:

- E-mail addresses of the selected participants for sending the survey link (source of the data: CRM system).

Your e-mail address will not be merged with the survey data and will be stored separately from your answers. It is used to send the results to interested participants after the survey has been evaluated.

We store the survey questions and answers. The survey results are evaluated and processed internally by the Marketing department. In addition, the results are evaluated and analysed exclusively by employees of ULT AG.

Your answers will be completely anonymized and deleted as soon as we have completed the evaluation. Unless there are reasons that justify longer storage (for example, if you have given your consent in accordance with Art. 6 para. 1 sentence 1 lit. a GDPR).

The documentation is carried out exclusively in anonymized form, without mentioning your name and without providing information that allows conclusions to be drawn about your person.

3. Disclosure of the data

Disclosure to third parties is only possible if:

- you have given your express consent to this in accordance with Art. 6 para. 1 sentence 1 lit. a GDPR;
- this is necessary for the performance of a contract with you pursuant to Art. 6 para. 1 sentence 1 lit. b GDPR or
- in the event that there is a legal obligation for disclosure pursuant to Art. 6 para. 1 sentence 1 lit. c GDPR.

The surveys and thus all personal data are collected via the online tool LamaPoll, which is why the provider of the tool receives the information you disclose. There is a data processing agreement with the provider in accordance with Art. 28 GDPR.

A transfer of personal data to a third country (outside the EU) or an international organization is excluded.

4. Rights of the data subjects

You have the right:

- in accordance with Art. 7 para. 3 GDPR to revoke your consent once given to us at any time. As a result, we may no longer continue the data processing based on this consent in the future;
- to request information about your personal data processed by us in accordance with Art. 15 GDPR. In particular, you can request information about the purposes of processing, the category of personal data, the categories of recipients to whom your data has been or will be disclosed, the planned storage period, the existence of a right to rectification, erasure, restriction of processing or objection, the existence of a right of appeal, the origin of your data if it was not collected by us, and the existence of automated decision-making including profiling and, if applicable, meaningful information on its details;
- in accordance with Art. 16 GDPR, to demand the immediate correction of incorrect or incomplete personal data stored by us;
- in accordance with Art. 17 GDPR, to request the erasure of your personal data stored by us, unless the processing is necessary for exercising the right of freedom of expression and information, for compliance with a legal obligation, for reasons of public interest or for the establishment, exercise or defence of legal claims;
- in accordance with Art. 18 GDPR, to demand the restriction of the processing of your personal data if the accuracy of the data is disputed by you, the processing is unlawful, but you refuse to delete it and we no longer need the data, but you need it to assert, exercise or defend legal claims or you have objected to the processing in accordance with Art. 21 GDPR;
- in accordance with Art. 20 GDPR, to receive your personal data that you have provided to us in a structured, commonly used and machine-readable format or to request its transmission to another controller; and
- to lodge a complaint with a supervisory authority in accordance with Art. 77 GDPR. As a rule, you can contact the supervisory authority of your usual place of residence or workplace or our company headquarters.

Right to object

If your personal data is processed on the basis of legitimate interests in accordance with Art. 6 para. 1 sentence 1 lit. f GDPR, you have the right to object to the processing of your personal data in accordance with Art. 21 GDPR, provided that there are reasons for this arising from your particular situation or the objection is directed against direct advertising. In the latter case, you have a general right to object, which will be implemented by us without specifying a particular situation.

If you wish to exercise your right to object, simply send an email to lamapoll@ult.de.

5. Data security

We use suitable technical and organizational security measures to protect your data against accidental or intentional manipulation, partial or complete loss, destruction, or unauthorized access by third parties. Our security measures are continuously improved in line with technological developments.