

Privacy Policy for customers

We, the WIKUS-Sägenfabrik Wilhelm H. Kullmann GmbH & Co. KG, Melsunger Str. 30, 34286 Spangenberg, Germany, telephone number +49 (5663) 5000, Email address: info@wikus.de, set out below which of your data we process. Should you have any questions concerning data protection, just contact our data protection officer at wikus@dsb-moers.de. Further contact information can be found here: www.dsb-moers.de.

Purpose of the data processing

Purpose of the data processing is the contract initiation and contract execution on basis of Art. 6 para. 1 lit. b. GDPR and on the basis our legitimate interests pursuant to Art. 6 para. 1 lit. f GDPR to maintain the business relationship.

Categories of recipients

In the context of the provision of services for special sectors, we use service providers that have been contractually obligated to maintain confidentiality and protect data in the event that access to personal data cannot be excluded. This category of recipients includes: IT service providers, possibly providers of customs clearance services, data destruction service providers and external consultants. Data disclosure to authorities requires the existence of overriding statutory provisions. The transfer of data to recipients in third countries is currently not foreseen.

Sanction list screening

We are legally obliged to carry out a sanction list screening. The legal basis for data processing is Art. 6 para. 1 lit. c GDPR. For this purpose, your contact data will be transmitted to a service provider, who is separately bound to maintain confidentiality and protect data, for comparison with the sanctions lists. Your data will only be processed for the purpose of the sanction lists screening and will be deleted after the statutory retention period has expired.

Customer support via tele-Look

As part of our customer support, we offer our customers technical support via live video. For this purpose, we use the video tool teleLOOK of the company Solutiness GmbH, Alte Breisacher Str. 14 a, D-79112 Freiburg. We have concluded a data protection agreement with Solutiness GmbH in accordance with Art. 28 GDPR. In the context of offering technical support to our customers via teleLOOK, the provider is thus subject to our instructions and the contractual obligation to ensure an appropriate level of data protection as a processor within the meaning of the GDPR.

Storage period and deletion of data

Your data will be stored for the duration of the contract; at the end of the contractual relationship, we are obliged to retain the tax-relevant documents for 10 years after the annual accounts and calendar year end. Subsequently, the data will be deleted.

If the data is processed on basis of our ongoing legitimate business interest according to Art. 6 para. 1 lit. f GDPR, we store the data as long as necessary for the purpose. If data is processed on basis of your consent, we will delete this data until withdrawal of your consent.

Your right to information, rectification, erasure, object and data portability

You may avail yourself of your rights to access, rectification and erasure of data at any time. Simply contact us using one of the methods described above. Should you require data to be deleted, which we are still legally obligated to retain, access to your data will be restricted (blocked). The same applies to your right to object. You may avail yourself of your right to data portability if the recipient and ourselves have the technical means.

Right to lodge a complaint

You have the option at any time to lodge a complaint with a data protection supervisory authority.

Provision obligation

Without providing correct data, the conclusion of a contract may not be possible. The result may be that services cannot be provided or cannot be provided in time.