

Privacy policy for customers

We, the WIKUS-Sägenfabrik Wilhelm H. Kuhlmann GmbH & Co. KG, Melsunger Str. 30, 34286 Spangenberg, Germany, phone number: +49 (5663) 5000, E-Mail address: info@wikus.de, set out below how we process your personal data. 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 (1) (b) GDPR and on the basis of our legitimate interests pursuant to Art. 6 (1) (f) GDPR to maintain the business relationship. The following categories of personal data are concerned: Master data (e.g., first and last name, company, contact person date of birth if applicable), contact details (e.g., address, email address, phone number), contract and service data (e.g., contract content, orders, delivery and service data), billing and payment data (e.g., bank details, invoice data, payment status), creditworthiness data, account management information including customer development, communication data (e.g., correspondence within the scope of the business relationship), statistical data, usage and interaction data (e.g., use of customer portals or support requests), and technical data (e.g., IP address and log data when using digital offerings).

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, customs clearance providers where applicable, affiliated companies, service providers specialising in credit checks and data destruction and external consultants. If a data transfer to third countries is necessary for processing purposes, this is done exclusively under the conditions of Art. 44 et seq. 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.

Sanction list screening

We are legally obliged to carry out a sanction list screening. The legal basis for data processing is Art. 6 (1) (c) GDPR in conjunction with recital Nr. 881/2002, Nr. 753/2011 and Nr. 2580/2001. 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 sanction 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 Satisfaction Survey

To ensure the continuous improvement of our processes, our customers are invited to take part in a written online satisfaction survey. We process the data collected in this way solely for the purpose of analysing the results. The survey results can only be linked to individual participants if they have expressly included their contact details and name in the form. The survey is conducted on an anonymous basis.

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 obliged 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.