

Data Protection Notice for the General Terms and Conditions of Sales, Delivery and Payment of Bosch Industriekessel Austria GmbH for commercial and industrial installations

Within the scope of delivery and the business relationship with the customer, we process the customer's personal data (hereinafter referred to as "Data"). The protection of your privacy in the processing of your personal data and the security of all business data are important matters to which we pay special attention during our business processes. Data protection and information security are an integral part of our corporate policy.

1. Controller for data processing

The following parties are jointly responsible for data processing

Bosch Industriekessel GmbH, Nürnberger Straße 73, 91710 Gunzenhausen, Germany, Tel.: +49 (0) 9831 56 0, privacy.ttdi@bosch.com,

Bosch Industriekessel Austria GmbH, Haldenweg 7, 5500 Bischofshofen, Austria, Tel.: +43 (0) 6462 2527 0, privacy.ttai@bosch.com,

Bosch KWK Systeme GmbH, Sophienstraße 30-32, 35576 Wetzlar, Germany, Tel.: +49 (0) 6441 418 0, privacy.ttkw@de.bosch.com, and

Bosch Thermotechnik GmbH, Sophienstraße 30-32, 35576 Wetzlar, Germany, Tel.: +49 (0) 6441 418 0, privacy.ttde@bosch.com.

2. Basic principles

Personal data refers to all information relating to an identified or identifiable natural person, e.g. names, addresses, phone numbers, e-mail addresses or other information which reveal a person's identity. We only process personal data if there is a legal basis for doing so.

3. Categories of processed data

3.1 We process the following categories of data as part of the initiation and execution of the contract and the business relationship with the customer:

- Address, delivery and installation data,
- Contract master data, contract billing and payment data,
- Disclosure information (from third parties, e.g. credit agencies),
- Customer history and
- Contact details

3.2 By entering into a contract, the customer undertakes to provide the data required for the initiation, execution and termination of the contract and for the fulfilment of the associated contractual obligations. Without this data, we will not be able to fulfil our contractual obligations vis-à-vis the customer.

4. Processing purposes and legal bases

We and the service providers we engage process the customer's data for the following purposes:

- Complying with contractual main and ancillary performance obligations in accordance with our existing General Terms and Conditions of Sales, Delivery and Payment for commercial and industrial installations and the relevant contractual conditions; credit assessment (legal basis: Article 6(1b) GDPR),
- Product observation and product safety based on our legitimate interest to ensure the safety of our products (legal basis: Article 6(1f) GDPR),
- Marketing, coordination of sales, market research and reach analysis to the legally permitted extent (legal basis: Article 6(1f) GDPR, our legitimate interest in direct marketing provided it complies with data protection and competition regulations),
- Safeguarding and defending our rights (legal basis: Article 6(1f) GDPR, our legitimate interest in asserting and defending our rights).

5. Forwarding data

5.1 We will only ever pass on customer data to another controller (hereinafter referred to as a "Third Party") if this is necessary in order to perform the contract, if we or the Third Party have/has a legitimate interest in passing on the data, or if the customer has granted their consent to this. Third Parties may also be companies associated with us in the meaning of Sections 15 ff. German Stock Corporation Act [AktG]. We commission external service providers to perform tasks such as delivery, sales and marketing services, contract management, payment processing, programming, data hosting and hotline services. We have selected these service providers with care and monitor them on a regular basis.

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5.2 We also transmit personal data to Third Parties based outside of the EEA in third countries. In this case, we ensure before transmission that an appropriate level of data protection exists at the recipient or that the customer consents to the transmission of this data.

5.3 The customer is entitled to receive an overview of third country recipients and a copy of the specifically agreed provisions securing an appropriate level of data protection on request.

6. Duration of storage; retention periods

In principle, we delete the customer's personal data when there is no longer a purpose or a legal basis for processing, or when we are obliged to delete it due to legal requirements. Please note that we are not permitted to delete personal data if we need it to comply with legal obligations (e.g. due to retention periods under tax and commercial law, we are obliged to retain, for example, contracts and invoices for a certain period).

7. Security

Our employees and the service providers we engage are committed to maintaining confidentiality and complying with the provisions of the applicable data protection laws. We take technical and organisational measures to guarantee an adequate level of protection for the processed data and to protect this data against risks, particularly from unintentional or unlawful destruction, manipulation, loss, alteration or unauthorised disclosure or access. Our security measures are constantly being improved in line with technological developments.

8. Rights of the data subject

To exercise your rights and to report any potential data protection incidents privacy infringements, please use the following Link: <https://request.privacy-bosch.com/entity/RBOS/lang/en-EN/>.

Please ensure when making requests relating to the data subject that we can identify you without doubt.

8.1 Right to information and access

You have the right to receive information from us about the processing of your Data. In this respect, you can exercise your right to obtain information about the personal data concerning you that we process.

8.2 Right to rectification and erasure

You can demand that we rectify incorrect Data and – provided the legal requirements are met – complete or erase your Data.

8.3 Restriction of processing

Provided the legal requirements are met, you can demand that we restrict the processing of your Data.

8.4 Data portability

You also have the right to receive Data, which you have provided to us, in a structured, commonly used and machine-readable format and, where technically possible, have the right to transmit that Data to a Third Party.

8.5 Objection to data processing where the legal basis is a legitimate interest

You also have the right to object at any time to data processing by us if the data processing is based on a legitimate interest. We will then stop processing your Data unless we can demonstrate – in accordance with statutory provisions – compelling legitimate grounds for the processing that override your rights.

8.6 Withdrawal of consent

If you have given us your consent to process your Data, you can withdraw it at any time with effect for the future. The lawfulness of data processing prior to your withdrawal remains unchanged.

9. Data protection officer

You can contact our data protection officer at any time using the following details:

Datenschutzbeauftragter (Data protection officer) (C/ISP)

Postfach 30 02 20

70442 Stuttgart, Germany

dpo@bosch.com

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10. Right to lodge a complaint with the supervisory authority

You have the right to lodge a complaint with a data protection authority. To this end, you can contact the data protection authority responsible for your place of residence or federal state or the data protection authority responsible for us. This is: Österreichische Datenschutzbehörde, Barichgasse 40-42, 1030 Vienna/Austria, Telefon: +43 1 52 152-0, E-Mail: dsb@dsb.gv.at.

Modified:

We reserve the right to adapt these information obligations to technical or legal developments where this is required.
This Data Protection Notice was last revised in January 2023