

Data Protection Notice for Patients and Customers according to Art. 13, 14 GDPR



At a glance: Our confidential processing of your data and your rights

With this data protection notice, we would like to inform you about the processing of your personal data by HARTMANN and about the rights to which you are entitled in accordance with the EU General Data Protection Regulation (GDPR), which entered into force on 25 May 2018. If necessary, this information will be updated and published at www.hartmann.info. You will be provided with further information on the website, too.

1. Who is responsible for the data processing?

Responsible authority for the processing of personal data: PAUL HARTMANN AG, 89522 Heidenheim an der Brenz.

You can reach our Data Protection Officer at:

PAUL HARTMANN AG
Data Protection Officer
Paul-Hartmann-Straße 12
89522 Heidenheim, Germany
dataprotection@hartmann.info

2. Which data is processed for which purpose?

We collect and process personal data (e.g. name, address, telephone number etc.) if it is voluntarily provided or with a valid consent. For example within the context of an inquiry or an order.

HARTMANN may collect and process information about your health status in the context of an order or consulting service of certain products. Health data is sensitive data according to the GDPR. HARTMANN therefore takes all necessary measures to protect this data as required by law.

We may process your data for the following purposes:

- According to article 6 (1) b of the GDPR on the basis of a contract concluded with you;
- According to article 6 (1) f of the GDPR to protect our legitimate interests;
- According to article 6 (1) a of the GDPR on the basis of a consent;
- To fulfil contractual obligation with your health insurance;
- To perform contractual services;
- For payment processing;
- For the delivery of ordered products and services;
- For the transfer of your address data to logistics companies for the delivery and collection of goods;
- For the transfer of settlement data to a settlement center and forwarding to payers;

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- For the transfer of your data to health insurances / the Medical Service of the Health Funds (MDK);
- For the transfer of electronic cost estimates via online portals on request of your health insurance;
- For the delivery of interesting information about products and promotions;
- To forward your data to manufacturers, suppliers and service-providers for customized products as well as for instruction and maintenance of the product.

3. Who receives my data?

HARTMANN waives any commercial transfer of your data to third parties. The data will only be transferred on in line with the applicable legal requirements.

Where we are permitted by law or where we received your consent, we may pass on your personal data to HARTMANN subsidiaries for the above-mentioned purposes. We will not sell or market your personal data to third parties. All HARTMANN partners are carefully selected within the framework of data processing. In accordance with the legal requirements of Art. 28 GDPR, they are obligated to handle your data confidentially and to adhere to HARTMANN's data protection standards. Our partners are not permitted to pass on our customers' data to third parties for promotional purposes or to use it commercially.

4. How long will my data be stored?

We only process your data for as long as is necessary to fulfil a contract or applicable legal requirements and to maintain our customer-relationship with you. Business documentation is stored for a maximum of 10 years in accordance with the requirements of the German Commercial Code and the German Tax Code. As long as you do not withdraw your consent, we will use your data to maintain and intensify our customer relationships to the benefit of both parties. Upon request, we will immediately delete or anonymize your personal data, unless the deletion does not conflict with applicable retention obligations.

5. Will data be transferred to a third country?

If a transfer of data to third parties is necessary for the fulfilment of data processing purposes, we ensure that your data remains within the European Union or the European Economic Area.

In exceptional cases, the recipient may be located in countries outside the European Economic Area ("third countries") where the applicable law does not guarantee the same level of data protection as within the EU. In this case, HARTMANN will take measures to ensure an adequate level of data protection (e.g. through EU standard contractual clauses).

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6. Which privacy rights do I have?

According to the GDPR you have:

- Right to information and access (about personal data collection and processing);
- Right to rectification and Right to erasure applicable retention periods;
- Right to restriction of processing (Controller will keep the data, but will refrain from using it during the period for which that right applies);
- Right to object;
- Right to data portability;
- Withdrawal of your given consent with future effect;
- Complain to the data protection supervisory authority.

7. Am I obliged to provide data?

As part of our customer relationships, you only have to provide the personal data that is required for the establishment, performance and termination of a customer relationship or which we are legally obliged to collect.

Without this data, we will not be able to fulfill the contract or the performance of a service.

If you have any further questions regarding data protection or your rights, please do not hesitate to contact us at dataprotection@hartmann.info at any time.