

Privacy policy for customers

We, FLAMME Sägen und Werkzeug GmbH, Weichselstr. 1, 36043 Fulda, Tel. +49 661 9477-0; E-Mail: shop@flammesaegen.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 flamme-saegen@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: Payment details; job title; name, address details, contact details (including telephone, fax and email details), contract details, credit rating details, customer service information including customer development, product or contract interest, statistical data, complaint details, billing and service details, date of birth.

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, affiliated companies, data destruction service providers and external consultants. Data disclosure to authorities requires the existence of overriding statutory provisions. 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.

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.