

## Privacy information for business partner surveys

The following information describes how we process personal data gathered in the course of business partner surveys.

The responsible party as per Art. 4 (7) of the GDPR is

KAESER KOMPRESSOREN SE  
Carl-Kaeser-Str. 26  
96450 Coburg  
Germany.

### Data collection

The following personal data shall be collected from you and processed during the course of the business partner surveys:

- Personal details (name, name affixes, job title)
- Contractual relationship information (e.g. type of contract, product interest)
- Contact & identification details (e.g. telephone number, E-mail, address)

When providing you with feedback, it may be that this takes the form of a personal telephone call. Contact by telephone in the context of business partner surveys shall only be conducted with your express prior consent.

### Purpose of data collection

The purpose of collecting, storing and processing your personal data is for the evaluation of product, service and/or satisfaction surveys in the context of improving our internal processes and services.

You can refuse the use and storage of your data at any time at: [customer.data@kaeser.com](mailto:customer.data@kaeser.com).

### Voluntary participation

Your participation in this process is entirely voluntary. There shall be no adverse consequences as a result non-participation.

Should you choose to participate, you may withdraw your consent at any time. Data collected during the period of your consent shall continue to be processed in accordance with the relevant laws.

### Processing of your data

Your data shall be processed internally by KAESER's Sales, Service and Marketing departments in accordance with Art. 4 (9) of the GDPR. It may transpire that we forward enquiries received from you to other companies commissioned by us for the purposes of supporting our processes.

As KAESER KOMPRESSOREN SE is a global enterprise, effective processing may at times require us to forward your personal data to our local subsidiaries and/or distribution partners, some of which may be based outside the European Economic Area.

Furthermore, your data will be forwarded to the service providers Kantar GmbH and Qualtrics, LLC – a SAP America Inc. company – for the purposes of evaluation and processing.

In accordance with the provisions of Art. 28 of the GDPR, we have concluded contractual agreements with all recipients regarding the processing of personal data. Recipients are thus bound to operate in accordance with strict instructions. In the case of service providers based outside the European Economic Area, we obtain appropriate guarantees regarding their adherence to the data protection levels enshrined within the GDPR.

### **Duration of storage**

Your personal data will be stored by our service provider Qualtrics for a period of 12 months, for the purposes of evaluating and processing surveys. Following the expiry of this period, either your personal data shall be deleted or the survey results rendered anonymous.

The duration of storage of your personal data in KAESER's customer database is based on the respective statutory retention periods, or, in the event that none exist, on internal stipulations. Upon expiry of the retention period, the data in question shall be deleted, provided that they are no longer required for the purposes of fulfilling or initiating a contract and/or that no further legitimate interest is served by continued storage of the data.

### **Legal basis of data processing**

- Art. 6 para. 1 lit. a) on the basis of your consent to do so
- Art. 6 para. 1 lit. f) to protect a legitimate interest.

In accordance with the GDPR, you have the right to information, correction, deletion and restriction with respect to your data.

In case of any questions or requests in this regard, please contact the Data Protection Officer directly:

KAESER Kompressoren SE  
– Data Protection Officer –  
Carl-Kaesler-Straße 26  
96450 Coburg  
Germany

E-mail: [datenschutz@kaeser.com](mailto:datenschutz@kaeser.com).

Complaints can be filed with the State Office for Data Protection in Ansbach: Promenade 27, 91522 Ansbach, Germany.

### **Data security**

We apply technical and organisational security measures to protect your data against manipulation, loss, deletion and access by unauthorised persons.

**We thank you for your cooperation and confidence!**