

Data protection information for customers, interested parties and partners

As a company, protecting your personal data is very important to us.

With this privacy policy, we inform you, our customers, interested parties and partners, in accordance with the General Data Protection Regulation (GDPR), about the processing of personal data by us and our affiliated companies, as well as about the rights of data subjects. The legal basis for providing the information is set out in Articles 13 or 14 of the GDPR. This privacy policy will be updated as necessary and published in an appropriate form that is accessible to the data subjects.

1. The controller within the meaning of data protection law is:

Van der Heijden Labortechnik GmbH
Tramsmeiers Berg 2
DE-32694 Dörentrup
Tel.: +49 (0)5265 – 945 52-0

E-Mail: info@vdh-online.com
Web: <https://www.vdh-online.com>

2. Data Protection Officer

Katharina Halter
Van der Heijden Labortechnik GmbH
Tramsmeiers Berg 2
DE-32694 Dörentrup

Tel.: +49 (0)5265 – 945 52-53
E-Mail: dsb@vdh-online.com

3. Processing purposes and legal basis

Your personal data is processed in accordance with the provisions of the General Data Protection Regulation (GDPR), the Federal Data Protection Act (BDSG) and any other relevant data protection regulations. The type, scope and purpose of data processing are determined by the existing or intended contractual relationship between you and us or the underlying application.

We process personal data of our customers, suppliers and business partners for the establishment, execution and termination of business relationships. This includes in particular:

- Communication in the context of contract initiation or execution
- Processing of orders, deliveries and services
- Invoicing and accounting
- Management of projects and business processes

3.1 Legal basis: Fulfilment of contractual obligations (Art. 6(1)(b) GDPR)

Your personal data is processed in order to fulfil contractual obligations arising from existing contracts or agreements with you. In addition, we process your data to carry out pre-contractual measures at your request, for example in the context of requests for quotations, contract negotiations or the initiation of a contractual relationship.

3.2 Legal basis: Compliance with legal obligations (Art. 6(1)(c) GDPR)

Within the scope of our business relationships, we process personal data to the extent necessary to fulfil legal obligations. This includes, in particular, commercial and tax law regulations (e.g. in accordance with the Commercial Code and tax laws), storage and documentation obligations, as well as tax control and reporting obligations. In addition, data is processed to ensure IT and data security, for archiving purposes and in the context of official or judicial measures, such as the collection of evidence, criminal prosecution or the enforcement of civil law claims. Legal requirements in connection with possible liability or warranty claims are also relevant.

3.3 Legal basis: Protection of legitimate interests (Art. 6(1)(f) GDPR)

Where necessary, we process your personal data to protect our legitimate interests or the legitimate interests of third parties.

This includes in particular:

- individual support and advice, as well as the needs-based design of our sales activities, including direct advertising,
- sending you product and service information and communicating with you in general;
- the implementation of measures for the further development and optimisation of our products, services, systems and processes,
- credit checks and risk assessments for payment default risks within the scope of consultations and data exchange with credit agencies in accordance with Section 31 of the Federal Data Protection Act (BDSG),
- the assertion and enforcement of legal claims and defence in legal disputes,
- the investigation and prevention of criminal offences,
- determining and updating address data (e.g. in the event of a move),
- the use of anonymised data for analysis and evaluation purposes,
- the collection and processing of data via our online contact form,
- the enforcement of our domiciliary rights through appropriate organisational measures,
- requests to participate in customer surveys and, where applicable, their implementation,
- Structured communication and documentation within the framework of joint projects.

3.4 Legal basis: Consent (Art. 6(1)(a) GDPR)

If we have obtained consent to process personal data for specific purposes (e.g. to send newsletters, send advertising by email or telephone, participate in customer surveys), the processing is carried out on the basis of this consent. Consent is voluntary and can be revoked at any time with future effect.

The **withdrawal does not affect** the lawfulness of the processing carried out prior to the withdrawal.

4. Categories of processed data

Depending on the business relationship, the following personal data may be processed:

- Personal data (title, name, occupation, industry, position and similar data)
- Contact details (e.g. name, address, email, telephone number)
- Contract and billing details
- Payment information (e.g. bank details)
- Communication content (e.g. emails, letters)
- Any other data that may be required in the context of the business relationship

5. Location of data processing

The collection, storage and processing of your personal data takes place in Germany and within the **European Economic Area (EEA)**. In doing so, we comply with the applicable data protection regulations, in particular the **General Data Protection Regulation (GDPR)** and the **Federal Data Protection Act (BDSG)**.

Personal data will only be transferred to countries **outside the EU or the EEA** if this is necessary in the **context of specific business transactions** – for example, for sales support or to process enquiries by our foreign partner companies. In such cases, we ensure that the requirements of Art. 44 ff. GDPR are met, for example by concluding **EU standard contractual clauses** with the respective recipients.

The data processing itself is carried out in our internal IT systems or by processors based in Germany or the EEA with whom we have concluded appropriate data protection agreements (Data Processing Agreements, DPAs). Personal data is only stored in third countries if this is necessary and legally permissible in specific cases.

6. Recipients or categories of recipients of the data

Within our company, only those departments that need your personal data to fulfil contractual or legal obligations or to protect legitimate interests will have access to it.

Data will only be passed on to external recipients if this is permitted by law or if you have given your consent. Possible recipients include, in particular:

- **Processors within the meaning of Art. 28 GDPR** and other service providers acting on our behalf, e.g. in the areas of IT services, logistics, courier services, printing and shipping services, data centre operation, maintenance and support of IT systems, archiving, document processing, accounting, controlling, data destruction, procurement, customer management, marketing, telephony, website support, tax consulting and auditing, as well as banks and credit institutions.
- **public bodies and authorities**, provided that there is a legal obligation to provide information, communicate or disclose it,
- **Partner companies** with whom we cooperate in the context of sales or service, in particular for the support and marketing of our products in other countries – including third countries outside the European Economic Area (EEA). In these cases, data is only transferred in compliance with the data protection provisions of Art. 44 ff. GDPR, in particular if there is an adequacy decision by the EU Commission or suitable safeguards (e.g. standard contractual clauses).
- Other recipients, provided that you have given us your consent to transfer your data.

7. Transfer of your data to third countries or international organisations

Insofar as it is necessary for the execution of a specific business transaction, your personal data may also be processed outside the European Union (EU) or the European Economic Area (EEA).

This applies in particular to requests for quotations, service procedures or sales consultations that require processing by our foreign branches or authorised distribution partners.

The transfer is carried out in compliance with data protection regulations, in particular Art. 44 ff. GDPR. If there is no adequacy decision by the European Commission for the respective third country, we ensure that an adequate level of protection for your data is guaranteed by means of appropriate safeguards (e.g. EU standard contractual clauses) or your express consent.

8. Duration of storage of personal data

We process and store your personal data only for as long as is necessary for the purposes stated in this privacy policy. Processing generally begins with the initial collection of data, either through your direct communication or through transmission by third parties (e.g. in the context of an enquiry or collaboration).

Your data will be deleted as soon as the underlying contractual relationship has ended, all mutual claims have been fulfilled and there are no legal retention obligations or other legal reasons for further storage.

- The statutory retention periods are generally as follows:
 - **10 years for tax-relevant documents** in accordance with Section 147 of the German Fiscal Code (AO) and Section 257 of the German Commercial Code (HGB) (e.g. accounting documents, invoices),
 - **6 years for commercial and business letters received and sent** (Section 257 of the German Commercial Code (HGB)), regardless of their form (paper or electronic).

Even outside of statutory retention periods, we ensure that access to personal data is restricted to authorised employees at all times – both for paper-based data and digital data in our IT systems.

We store data collected in the course of general contact (e.g. by e-mail, form, telephone) for as long as it is necessary to communicate with you, process your enquiry or maintain a potential business relationship. It will be deleted as soon as:

- the purpose of storage no longer applies and a resumption is not to be expected,,
- you exercise your right to erasure,
- or there is a legal obligation to delete the data (e.g. after expiry of retention periods).

9. Automated decision-making in individual cases

Automated decision-making within the meaning of Article 22 of the GDPR does not take place in our company. Should such a process be used in exceptional cases – for example, to initiate or execute a contractual relationship – we will inform you separately and in accordance with the law, including the associated rights and implications.

10. Your rights as a data subject

As a data subject within the meaning of the GDPR, you have the following rights:

- **Information (Art. 15 GDPR):** You have the right to obtain information about whether and to what extent we process personal data relating to you. Unless your request is made in writing, we reserve the right to request suitable proof of your identity.
- **Rectification, erasure, restriction of processing (Articles 16, 17, 18 GDPR):** You have the right to request the rectification of inaccurate data, the erasure of your personal data or the restriction of processing, provided that the legal requirements are met.
- **Right to object (Art. 21 GDPR):** You have the right to object to the processing of your personal data on grounds relating to your particular situation, insofar as the processing is based on a legitimate interest.
- **Right to data portability (Art. 20 GDPR):** You have the right to receive the personal data you have provided in a structured, commonly used and machine-readable format or, where technically feasible, to request that it be transferred to another controller.
- **Withdrawal of consent (Art. 7(3) GDPR):** If the processing of your data is based on your consent, you may withdraw this consent at any time with effect for the future. The withdrawal does not affect the lawfulness of the processing until the time of withdrawal.
- **Right to lodge a complaint with a supervisory authority (Art. 77 GDPR):** You have the right to lodge a complaint with a data protection supervisory authority – in particular in the Member State of your habitual residence, your place of work or the place of the alleged infringement – if you consider that the processing of your personal data infringes data protection regulations.

If you wish to exercise any of these rights, please contact our data protection officer:
dsb@vdh-online.com

11. Obligation to provide personal data

You are only obliged to provide us with personal data that is necessary for the establishment, execution or termination of a contractual relationship with us or that we are legally obliged to

collect. Without this data, we are generally unable to conclude or execute a contract with you. This also applies to data that is required in the further course of the business relationship. If we request additional voluntary information from you, we will inform you separately that the provision of this data is not mandatory.

12. Information about your right to object pursuant to Art. 21 GDPR

You have the right to object at any time to the processing of your personal data on the basis of Article 6(1)(f) GDPR (processing based on a balancing of interests), provided that there are reasons arising from your particular situation that speak against this data processing. This also applies to any profiling within the meaning of Art. 4 No. 4 GDPR based on this legal basis.

In the event of an objection, we will no longer process your personal data unless we can demonstrate compelling legitimate grounds for the processing that override your interests, rights and freedoms, or the processing serves to assert, exercise or defend legal claims.

If we process your personal data for direct marketing purposes, you have the right to object to this processing at any time. This also applies to any profiling, insofar as it is related to direct marketing. If you object, we will no longer process your personal data for direct marketing purposes. The objection can be made informally and should be sent to the contact address mentioned in point 1.

13. Your right to lodge a complaint with the competent supervisory authority

In accordance with Article 77 of the GDPR, you have the right to lodge a complaint with a data protection supervisory authority if you believe that the processing of your personal data violates data protection regulations. Die für uns zuständige Aufsichtsbehörde ist:

**State Commissioner for Data Protection and
Freedom of Information North Rhine-Westphalia**

Kavalleriestraße 2–4
DE-40213 Düsseldorf
Internet: www.ldi.nrw.de
Telefon: +49 (0)211 38424-0
E-Mail: poststelle@ldi.nrw.de

However, we recommend that you first contact our data protection officer directly in the event of a complaint. In many cases, concerns can be resolved quickly and easily in this way.

14. Changes to this privacy policy

We reserve the right to amend this privacy policy as necessary, particularly in the event of changes to legal requirements or our internal data processing procedures.

We will inform you of any significant changes in a timely and appropriate manner.

Dörentrup, November 10, 2025