

## Information concerning the use and handling of your data and your rights according to the EU General Data Protection Regulation.

This information is intended to inform you how your personal data is processed and which rights you have according to data protection laws. Which specific data is processed and how it is used depend largely on the services that are agreed and provided.

### Controller and contact information:

#### Controller

Wista Group  
Buchhäckerring 27  
74906 Bad Rappenau  
Germany  
info@wista.com

You can contact our data protection officer at  
datenschutz@wista.com or datenschutz@emetz.de

### Why do we process your data (purposes of processing) and on what legal basis?

We process personal data in compliance with the EU General Data Protection Regulation (GDPR) and all other relevant laws:

#### 1. For the performance of contractual obligations (Art. 6 para 1b GDPR)

The processing of personal data (Art. 4 para 2 GDPR) is carried out for the processing of orders (e.g. enquiries and confirmations of bookings, enquiries and confirmations of reservations, overnight stays, booking of conferences, various events), preparation of quotations and the relevant steps before entering into a contract, provision of services, invoicing and delivery of goods, processing of reservations.

The purposes of processing depend primarily on the services provided by us.

#### 2. For the consideration of legitimate interests (Art. 6 para 1f GDPR)

Where necessary, we also process data to protect our legitimate interests or the legitimate interests of third parties. This may occur, for example:

- when safeguarding IT security and IT operations, including tests
- when preventing and investigating criminal offences
- for statistical purposes
- when obtaining credit ratings from credit agencies

#### 3. Based on your consent (Art. 6 para 1a GDPR, Art. 9 para 2a in conjunction with Art. 7 GDPR)

Where you have consented to our processing personal data for certain purposes (e.g. marketing), processing shall be lawful based on your consent. You may withdraw your consent at any time. Take note that your withdrawal of consent shall only be effective for the future. It does not affect the lawfulness of processing carried out until your withdrawal of consent.

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#### 4. Processing for compliance with legal obligations (Art. 6 para 1c GDPR)

We may be required to process your personal data in order to comply with legal obligations. This includes storage periods and submitting information to government agencies in order to comply with tax and commercial law.

#### To whom do we transfer you data (categories of recipients)

##### Data processing within the enterprise:

We conduct certain data processing operations within our enterprise. They are carried out centrally by specialised divisions of the company. In this context, your data may be processed for telephone customer care, payment services or the processing of mail.

##### External contractors and service providers (processors):

We sometimes use external contractors and service providers for the performance of our tasks and our contracts. They include file shredders, print shops, logistics providers and IT service providers.

##### Other recipients:

In addition, data may be transferred to recipients in order to comply with compulsory legal obligations (e.g. law enforcement agencies and courts).

#### Duration of data storage

Where necessary, we process and store your personal data for the duration of our business relationship. This includes measures undertaken prior to entering into a contract and the conclusion of a contract itself. We are also subject to various retention periods, as set out in the German Commercial Code (HGB) and elsewhere. Finally, the retention period is defined according to the statutory limitation periods, which are usually three years, but may be as long as 30 years.

#### Data transfer to third countries

Data is only transferred to third countries (countries outside the EU and the European Economic Area, EEA) to the extent that is necessary for the performance of a contract/order/business relationship, including measures undertaken prior to entering into a contract, and only in compliance with the requirements of data protection law.

#### Rights of the data subject

You may use the contact details provided above to obtain information concerning the personal data stored about you. (Art. 15 GDPR). You may also obtain the rectification or erasure of your data, provided certain conditions are satisfied (Art. 16 and 17 GDPR). You have the right to obtain restriction of processing of your personal data (Art. 18 GDPR). You have the right to receive the personal data provided by you in a structured, commonly used and machine-readable format (Art. 20 GDPR).

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**Are you obliged to provide data?**

When preparing or engaging in a business relationship with us, you will generally be required to provide only the data that we need to establish, perform or terminate this relationship. We may be forced to refuse to enter into a business relationship with you, or will be unable to perform this relationship and may be required to terminate it, if you do not provide the necessary data.

**Right to lodge a complaint**

You have the right to lodge a complaint with the data protection officer named above or with a supervisory authority for data protection.

**Right to object to direct marketing**

You have the right to object to the use of your personal data for the purposes of direct marketing.

Where we process your data for the protection of legitimate interests, you have the right to object to this processing on grounds relating to your particular situation that would oppose this data processing.

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