



# Data Protection Flyer Customers AT - Data protection

## Right to information – What personal data do we process, how and why we do it?

According to Art. 15 of the GDPR, you have the right to know whether we are processing personal data about you. If this is the case, you have the right to receive further information about it. With this flyer, we want to give you an overview of what personal data is collected, stored, processed and, if applicable, passed on by us.

## Name and address of the person responsible at ALTEN Austria GmbH

The controller within the meaning of the General Data Protection Regulation (GDPR) and other data protection regulations is

ALTEN Austria GmbH  
Liebenauer Hauptstraße 246  
A-8041 Graz  
Austria  
E-mail: [datenschutz@alten.at](mailto:datenschutz@alten.at)

## Competent Supervisory Authority

Austrian Data Protection Authority  
Barichgasse 40-42  
A-1030 Vienna  
Austria

## Name and address of the Data Protection Officer

The data protection officer of the controller is  
Jörg Hermann  
Freibadstr. 30  
D-81543 München  
Deutschland  
E-Mail: [datenschutz@alten.at](mailto:datenschutz@alten.at)

## 1. For what purposes do we process personal data?

The ALTEN Austria GmbH is an engineering service provider operating throughout Austria. As a consultant, innovation driver and supporter, we are a competent development partner for national and international companies. We accompany the entire process from idea generation to series production. The processing of personal data by ALTEN is carried out for the fulfilment of consulting and development activities at or for ALTEN's customers and their affiliated companies as well as all related ancillary business.

We process your personal data in accordance with the provisions of the European Data Protection Regulation (GDPR) and the Data Protection Act (DSG), insofar as this is necessary for the establishment, implementation or fulfilment of a contract or for the implementation of pre-contractual measures. Insofar as personal data is required for the initiation or implementation of a contractual relationship or in the context of the implementation of pre-contractual measures, processing is lawful pursuant to Art. 6 (1) lit. GDPR.

If you give us express consent to process personal data for certain purposes (e.g. forwarding to third parties, evaluation for marketing purposes or advertising by e-mail), the lawfulness of this processing is given on the basis of your consent in accordance with Art. 6 para. 1 lit. a GDPR. Consent given can be revoked at any time with effect for the future.



If necessary and legally permissible, we process your data beyond the actual contractual purposes for the fulfilment of legal obligations pursuant to Art. 6 para. 1 lit. c GDPR. In addition, processing may be carried out to protect the legitimate interests of us or third parties and to defend and assert legal claims in accordance with Art. 6 (1) f GDPR. If necessary, we will inform you separately, stating the legitimate interest, insofar as this is required by law.

## **2. What personal data is collected?**

As a matter of principle, only the data necessary to fulfil the purpose of the company and the contractual agreements are collected. Essentially, the following personal data is collected, processed and used:

- Customer data: The collection, processing or use of personal identification and communication data, are carried out for communication with the customer and the implementation of our respective business with the customer and thus for the fulfilment of the business purpose. Furthermore, for the initiation of business contacts and the information of customers.

## **3. Who are the recipients of the personal data?**

As a matter of principle, only the data necessary for the fulfilment of the purpose of the company and the contractual agreements will be passed on. These are essentially the following recipients:

- Internal bodies involved in the execution of the respective business processes.
- Service providers who are involved in the proper conduct of business (e.g. service providers in the context of providing the website and marketing, providers of CRM systems such as Salesforce, suppliers to support the administrative processes, insurance companies for damages in the context of the employment relationship).
- External bodies for the fulfilment of the purposes mentioned under 1. These include affiliated companies of ALTEN within the meaning of §§ 15 ff. AktG such as the parent company ALTEN SA, 40 Avenue André Morizet, 92100 Boulogne Billancourt, France as well as other subsidiaries, customers and suppliers for the execution of projects, tax advisors and auditors).
- Public authorities in the case of overriding legal provisions (e.g. social insurance institutions, tax authorities).

As a rule, data is not transferred to third countries. Should this be necessary for project reasons, we strictly adhere to the legal requirements for suitable guarantees as a prerequisite for data transfer to third countries in accordance with Art. 46 GDPR.

## **4. How long do we store personal data?**

We keep personal data for as long as it is at least required by law or regulation or is needed for our business purposes.

These result from the Austrian Commercial Code (UGB) and the Austrian Fiscal Code (BAO). The periods prescribed there for storage and documentation are two to ten years.

Finally, the storage period also depends on the statutory limitation periods, which, for example, according to §§ 933 ff. and 1451 ff. of the Austrian General Civil Code (ABGB), are usually three years, but in certain cases can be up to thirty years.

We retain personal data for longer periods than required by law when it is in our legitimate business interest to do so and not prohibited by law.



## 5. What rights do you have?

You have the right to obtain information about your personal data stored by us at any time. You also have the right to have your personal data corrected, blocked or, apart from the mandatory data storage for business processing, deleted. Please contact our data protection officer for this purpose. You will find the contact details below.

To ensure that a blocking of data can be taken into account at any time, this data must be kept in a blocking file for control purposes. You can also request the deletion of data, insofar as there is no legal archiving obligation. Insofar as such an obligation exists, we will block your data upon request.

You can make changes or withdraw consent by notifying us accordingly with effect for the future.

Please contact us at [datenschutz@alten.at](mailto:datenschutz@alten.at) if you wish to exercise these rights. If you wish to request detailed information about all personal data that AL TEN has stored about you, you must provide us with proof of identity and a photograph.

## 6. How do we protect your personal data?

We implement physical, technical and administrative security measures to adequately protect your personal data from loss, misuse, unauthorised access, disclosure and alteration. These security measures include firewalls, data encryption, physical access restrictions to our data centres and permission controls for access to data.

## 7. Necessity of the provision of personal data

The provision of personal data for the decision on the conclusion of a contract, the fulfilment of a contract or for the implementation of pre-contractual measures is voluntary. However, we can only make a decision within the framework of contractual measures if you provide such personal data that is required for the conclusion of the contract, the fulfilment of the contract or pre-contractual measures.

## 8. Automated decision making

For the establishment, fulfilment or implementation of the business relationship as well as for pre-contractual measures, we generally do not use fully automated decision-making pursuant to Art. 22 GDPR. Should we use these procedures in individual cases, we will inform you of this separately or obtain your consent if this is required by law.