

Information Obligation according to Articles 13 and 14 GDPR for Customers

The protection of your data and transparency regarding its processing is of utmost importance to us. Therefore, we fulfill our obligation to inform you about the circumstances of processing in accordance with Articles 13 and 14 of the General Data Protection Regulation (GDPR).

From the processing of your personal data, the following rights arise for you:

- a. Right to information (see Article 15 GDPR)
- b. Right to rectification (see Article 16 GDPR)
- c. Right to erasure (see Article 17 GDPR)
- d. Right to restriction of processing (see Article 18 GDPR)
- e. Right to object (see Article 21 GDPR)
- f. Right to data portability (see Article 20 GDPR)

Right of Withdrawal: If the processing is based on Article 6 GDPR paragraph 1 letter a or Article GDPR 9 paragraph 2 letter a, you have the right to withdraw your consent at any time. Data processed up to the withdrawal remain unaffected.

Contact details of the Data Protection Officer:
Jasmin Muhmenthaler-Sturm, Data Protector GmbH,
Unterer Sand 9, 94209 Regen,
Phone: 09921 88 22 9000,
Email: lingoking.dsb@datenbeschuetzerin.de

You have the right to lodge a complaint with a supervisory authority if you believe that the processing of your personal data is unlawful.
Bavarian State Office for Data Protection Supervision (BayLDA)
Promenade 18 91522 Ansbach
Phone: +49 (0) 981 180093-0
Fax: +49 (0) 981 180093-800
Email: poststelle@lda.bayern.de

The responsible authority for data processing is:
lingoking GmbH
Represented by: Nils Mahler
Gotzinger Straße 19
81371 Munich
Phone: +49 (0) 89 416 12 20 0
Email: info@lingoking.com

The responsible authority is the natural or legal person who decides alone or jointly with others on the purposes and means of processing personal data (e.g., names, email addresses, etc.). Data transfer to third countries (countries outside the European Economic Area - EEA) only takes place if necessary for the execution of the service contract or if you have given us your consent or if this is otherwise legally permissible. In this case, we take measures to ensure the protection of your data, such as contractual arrangements. We only transfer to recipients who ensure the protection of your data according to the provisions of the GDPR for the transfer to third countries (Articles 44 to 49 GDPR).

1 Data Processing in the Context of Order Processing

1.1 Order Processing and Handling

For order processing, the option of registration on the website is available (see Point 6 of the privacy policy on the website). After registration and payment, you can upload your documents for order processing. Depending on the type of document (driver's license, marriage certificate, certificates, etc.), further personal data are processed.

The processing is based on a contract or pre-contractual measure according to Article 6 paragraph 1 lit. b GDPR.

The data collection is usually done directly by the data subject. There is also the possibility that we receive data of the data subject through a client / business partner. The order is then carried out on behalf of the client.

The data is stored within the framework of legal retention obligations.

1.2 Communication

To get in touch with you, we will send you an email with further information for processing your request, order, or as part of our general business relationship. For this purpose, your email address, the email content, and the history of communication are recorded. The emails are hosted by an external service provider. The provider is Google Ireland Limited, Gordon House, Barrow Street, Dublin 4, Ireland. Details on data processing can be found in Google's privacy policy: <https://policies.google.com/privacy?hl=en>. A data processing agreement has been concluded with the provider.

Furthermore, we may also call you on the telephone or mobile phone number provided by you.

The processing of the data is based on the performance of a contract according to Article 6 paragraph 1 lit. b GDPR.

Your data is stored in our systems within the framework of legal retention obligations.

2 Data Processing in IT Systems

2.1 Hubspot CRM

We use Hubspot CRM as a central CRM system. The provider is Hubspot Inc. 25 Street, Cambridge, MA 02141 USA (hereinafter Hubspot CRM).

Hubspot CRM enables us, among other things, to manage existing and potential customers as well as customer contacts. With the help of Hubspot CRM, we can capture, sort, and analyze customer interactions via email, social media, or telephone across various channels. The personal data thus collected can be evaluated and used for communication with potential customers or for marketing activities (e.g., newsletter mailings).

The use of Hubspot CRM is based on Article 6 paragraph 1 lit. f GDPR. The website operator has a legitimate interest in efficient customer management and communication. If consent has been requested, processing is carried out exclusively on the basis of Article 6 paragraph 1 lit. a GDPR and § 25 paragraph 1 TTDSG, provided that the consent includes the storage of cookies or access to information on the user's device (e.g., device fingerprinting) within the meaning of the TTDSG. Consent can be revoked at any time.

For details, please refer to Hubspot's privacy policy: <https://legal.hubspot.com/privacy-policy>.

The data transfer to the USA is based on the standard contractual clauses of the EU Commission. Details can be found here: <https://legal.hubspot.com/dpa>.

The company is certified under the "EU-US Data Privacy Framework" (DPF). The DPF is an agreement between the European Union and the USA, which aims to ensure compliance with European data protection standards for data processing in the USA. Each company certified under the DPF commits to comply with these data protection standards. Further information can be obtained from the provider at the following link: <https://www.dataprivacyframework.gov/list>

2.1.1 Order Processing

We have concluded a contract for order processing (AVV) for the use of the service mentioned above. This is a data protection contract prescribed by law, which ensures that the personal data of our website visitors are processed only according to our instructions and in compliance with the GDPR.

3 Sales & Marketing

3.1 Trade Fair Stand

In order to send you further information about our company and offers as well as services after the trade fair, we collect the following data from you at our stand: name, email address, telephone number / mobile number. The data is then entered into our CRM system.

The processing is based on a contract or pre-contractual measure according to Article 6 paragraph 1 lit. b GDPR.

Only our employees have access to our system.

If no contractual relationship is established, your data will be deleted accordingly.

3.2 Customer Satisfaction Surveys

To obtain feedback and improve our offer, we will send you a survey after completing the order. For this purpose, we use the provider Superchat. The provider is SuperX GmbH, Schönhauser Allee 180, 10119 Berlin (hereinafter Superchat). For this, we use your email address to send you the link to the survey. Clicking on the link will transmit your data to Superchat. This data includes device and browser information and log data.

The processing of the data and participation in the survey is based on voluntary consent according to Article 6 paragraph 1 lit. a GDPR. The data subject can revoke the consent at any time by informal notification. Already made processing remains unaffected by the revocation. The use of Superchat is based on Article 6 paragraph 1 lit. f GDPR. The controller has a legitimate interest in functioning online forms.

Your data is stored at Superchat. For further information on data protection by Superchat, please refer to: <https://www.superchat.de/datenschutz>. A data processing agreement has been concluded with Superchat.

4 Accounting

4.1 Accounting

To process accounting, we have implemented a process in our IT systems in the company. In the context of the process, personal data of contacts or invoice information may be processed (name, address, email address, telephone number, mobile number).

Processing is based on a legal requirement according to Article 6 paragraph 1 lit. c GDPR. The processing is necessary for compliance with a legal obligation to which the controller is subject (principles of proper accounting).

Forwarding is done to our responsible tax advisor.

The data is stored within the framework of legal retention obligations.

4.2 Reminder Process

In the case of outstanding claims, these are reminded and, if not paid, forwarded to service providers (lawyer, debt collection agency). For this purpose, name, address, and the amount of the outstanding claim are required.

Processing is based on a contract or pre-contractual measure according to Article 6 paragraph 1 lit. b GDPR.

Forwarding is done to the service provider (debt collection agency, etc.).

The data is stored within the framework of legal retention obligations.

5 Miscellaneous

5.1 Paper File Disposal / Data Carrier Disposal

The destruction of no longer necessary paper documents and data carriers containing personal data is carried out. This ensures compliance with deletion deadlines after the retention period.

All data from the customer relationship can be found on the documents and paper media.

The processing of the data is based on a legal requirement according to Article 6 paragraph 1 lit. c GDPR, the processing is necessary for compliance with a legal obligation to which the controller is subject.

Data is passed on to the certified disposal company, which the controller has commissioned for destruction and disposal. An order processing agreement has been concluded with the disposal company.

5.2 Data Protection Management

You can contact the external data protection officer at any time by email at lingoking.dsb@datenbeschuetzerin.de or by phone at 09921 88 22 9000.

For this purpose, your name, reason for the request, facts, and possibly data of the data subject stored in the system are collected and stored.

The processing of the data is based on the performance of a contract according to Article 6 paragraph 1 lit. b GDPR, which allows the processing of data to fulfill a contract or pre-contractual measure (service contract, employment contract).

Information is only passed on with your consent.

Your personal data will be stored for as long as necessary for the purpose. Legal retention obligations remain unaffected.