

# Information on the processing of your personal data as a communication partner, contact, customer, service provider or supplier of AUTEL

## Controller:

Autel Europe GmbH, Landsberger Str. 408, 4. OG, 81241 Munich, Germany

Tel.: +49(0)89540299608, E-Mail: support.eu@autel.com

This information is simultaneously made for Autel Europe GmbH or Autel Europe UK LTD\* or Autel Europe France or Autel Nordic AB or Autel Netherlands B.V. or Autel Europe S.R.L., as the case maybe (hereinafter collectively refer to as “**AUTEL EUROPE**”).

## Data Protection Contact:

E-mail: support.eu@autel.com

If you wish to exercise your data subject rights, please feel free to reach out to us under the above contact details.

## Data transfer to a third country:

The AUTEL Group operates on a global level. Further information on our global activities can be accessed under <https://autelenergy.com/>, <https://autelenergy.us/>, <https://www.autel.eu/>, <https://autelenergy.eu/>, <https://www.auteltech.cn/> and <https://autel.com/>.

Due to our global activities, a transfer of your personal data to a so-called third country (countries outside of the EU/EEA) is possible.

In case of such transfer, we will use the Standard Contractual Clauses published by the European Commission to safeguard your interests if no adequacy decision should be in place and unless an exception pursuant to Art. 49 GDPR applies.

You can view the European Commission's existing adequacy decisions and Standard Contractual Clauses via the European Commission's pages.

## Adequacy Decisions:

[https://ec.europa.eu/info/law/law-topic/data-protection/international-dimension-data-protection/adequacy-decisions\\_en](https://ec.europa.eu/info/law/law-topic/data-protection/international-dimension-data-protection/adequacy-decisions_en)

## Standard Contractual Clauses:

[https://eur-lex.europa.eu/eli/dec\\_impl/2021/914/oj?uri=CELEX%3A32021D0914&locale=en](https://eur-lex.europa.eu/eli/dec_impl/2021/914/oj?uri=CELEX%3A32021D0914&locale=en)

\* The information in the document apply mutatis mutandis within the scope of the UK GDPR, taking into account the specifics of national laws.

**Retention period of personal data:**

Personal data is deleted as soon as it is no longer required for the purpose for which it has initially been collected and if there is no legal obligation to retain it.

E-mails, contracts, invoices, and other business-related documents are generally classified as tax-relevant documents under applicable tax and commercial law. Thus, the corresponding legal retention periods will require storage of such documents up to ten years after the end of the year of the respective business transaction.

**Your rights as a data subject:**

Under the conditions specified in the respective provision, you as a data subject have the right to request access (Art. 15 GDPR), rectification (Art. 16 GDPR), erasure (Art. 17 GDPR), restriction of processing (Art. 18 GDPR) and the right to data portability (Art. 20 GDPR).

**Right to object: You have the right to object to processing (Art. 21 GDPR) if such processing is based on Art. 6 (1) lit. f) or e) GDPR.**

**Right of appeal:**

You have a right to complain to the competent supervisory authority.

**Automated decision making:**

There is no automated decision making or profiling.

**More information:**

You can request further information on the processing of your personal data at any time. To do so, please do not hesitate to get in touch with us using the contact details above.

**Specifics for communication partners and contacts:****Purposes of the processing activity:**

We process your personal data for the purpose of answering your inquiries, informing you about our services or otherwise communicating with you via the usual communication channels (e.g. e-mail, mail, telephone, fax) to fulfil contract obligations or obligations under applicable laws.

**Legal basis of the processing activity:**

We process your personal data for the purpose of the establishment of contractual relationship. The legal basis for this is Art. 6 (1) lit. b GDPR. And/or the processing is necessary for fulfilment of our legitimate interest to conduct and promote our business activities (Art. 6 (1) lit. f GDPR), as the case maybe.

**Categories of recipients:**

Internal recipients may be all employees entrusted with the process. Depending on the type of your inquiry, this will usually be Sales, Technical Support, Procurement, Marketing, Finance, Legal, HR, administrative and/or R&D.

Furthermore, we use service providers (including processors) to fulfil our tasks, such as tax consultants, external legal counsels, IT service providers and hosting providers, and transmit data to authorities or courts where we are legally obliged to do so.

**Obligation to provide the personal data:**

You are not obliged to provide personal data.

**Specifics for customers, service providers and suppliers:**

**Purposes of the processing activity:**

We process your data, some of which may also be personal, for the initiation, implementation, and processing of contractual relationships, for the preparation of offers and invoicing, and/or for contacting and providing information as part of customer support.

**Legal basis of the processing activity:**

The processing is necessary for the performance of a contract or a pre-contractual measure pursuant to Art. 6 (1) lit. b GDPR or necessary for the fulfilment of our legitimate interest to conduct our core business activities pursuant to Art. 6 (1) lit. f GDPR.

**Categories of recipients:**

Internal recipients may be all employees entrusted with the process. Depending on the type of your inquiry, this will usually be Sales, Technical Support, Procurement, Marketing, Finance, Legal, HR, administrative and/or R&D.

Furthermore, we use service providers (including processors) to fulfil our tasks, such as tax consultants, external legal counsels, IT service providers and hosting providers, and transmit data to authorities or courts where we are legally obliged to do so.

**Obligation to provide the personal data:**

The provision of personal data about the data subject is sometimes required by law or contract or is necessary for the conclusion of a contract or for customer service and communication. The data subject is then obliged to provide the personal data.

Failure to provide this information would mean that no contractual relationship can be established or communication is not possible.