

Privacy Statement for Customers and Business Partners

You have communicated personal data concerning yourself and/or another person to us. It is also possible that we have received your personal data from another person or office. Pursuant to Art. 13 and 14 of the General Data Protection Regulation (GDPR), we are obliged to inform you of the following:

1. Controller, Contact Information of the Data Protection Officer

The party responsible for data protection ("controller") is:

Eppendorf SE, Barkhausenweg 1, 22339 Hamburg, Germany, represented by the Management Board (hereinafter referred to as "Eppendorf", "we" or "us").

Our Data Protection Officer can be contacted at: datenschutzbeauftragter@eppendorf.de

2. Purpose and Legal Basis of the Processing

2.1 In connection with the preparation, conclusion, performance and termination of the contract with you, we will process the following personal data: title (if any), first and last name, position, employer, your email address, your telephone number, any appointments made with you, bank account details (if any) and any other data which is absolutely necessary for the contract concerned as well as your customer history – such as ordered products or the subjects of sales meetings – or your history as a business partner of Eppendorf and, derived from that, also information about your interest in products and/or contracts.

The data processing is necessary for the proper performance and handling of the contract or for carrying out pre-contractual activities, for identifying you as a contractual partner, for corresponding with you, for making and carrying out appointments with you, for billing our services and for handling any liability claims which may arise. For such case configurations, the legal basis of the data processing is Art. 6.1 (b) GDPR.

2.2 In addition, Eppendorf will process your personal data if they are mentioned in a report received through the Eppendorf whistleblower system. Should such a report be related to any conduct of which the investigation falls within a national Eppendorf company's area of responsibility, that company will process your data jointly with Eppendorf. On your request, you will be provided with the main points of the agreement on which the processing is based. Furthermore, the whistleblower system is used for complaint procedures within the meaning of the German Supply Chain Act (LkSG).

The legal basis of the processing is based on a legal obligation (Art. 6.1 (c) GDPR in connection with Art. 10 of the German Whistleblower Protection Act (HinSchG) and in connection with Art. 8 LkSG).

2.3 Furthermore, we will process your personal data for performing feedback, customer and satisfaction surveys on our products and services ("surveys") and for organizing prize games. Participation in our surveys and prize games is optional.

If you decide to participate in our surveys, we will process the information which you provide in the course of the surveys. If we do not ask you for your consent (Art. 6.1 (a) GDPR) to the processing of your information, the processing will take place on the basis of our legitimate interest (Art. 6.1 (f) GDPR) in the improvement of our products and services and of the user experience in order to guarantee a high level of quality management and customer satisfaction.

If you decide to participate in our prize games, we will process the personal data which you provide to us in the course of the participation in the prize game (particularly your contact data such as your name and email address as well as any other information, e.g. answers to prize questions) for the organization of the prize game (e.g. for drawing and informing the winner and for sending the prize, if any). The legal basis of the data processing in connection with prize games is Article 6.1 (b) GDPR. In case you make a declaration of consent in connection with a prize game, Article 6.1 (a) GDPR will be the legal basis for the further data processing which is based on the consent.

If you have given your consent in connection with a prize game or a survey, you may revoke such consent at any time with effect for the future.

2.4 Eppendorf also processes the above-mentioned personal data of its customers and business partners in order to get to know its customs and business partners better and to be able to offer them individually suited products or services.

The legal basis of this data processing is Article 6.1 (f) GDPR or, if a consent has been given, Article 6.1(a) GDPR. If you have given a consent, you may revoke it at any time; however, the revocation will not affect the legality of the data processing that took place on the basis of the consent until the time of the revocation. If the processing of your personal data is based on Art. 6.1 (f) GDPR, our legitimate interest lies in our economic interest in the advancement of our business operations and specifically in the optimization of our sales activities.

3. Recipients of the Data

3.1 A disclosure of personal data to external sales partners only takes place for handling matters on particular occasions and only for the data that is necessary for the performance of the contracts. Our sales partners include logistics service providers and service partners, for example.

The legal basis of such disclosures of your personal data is Article 6.1 (b) of the GDPR.

3.2 In addition, we may also transfer your personal data to the appropriate national company of the Eppendorf Group (see also the section "Data Transfer to Third Countries") if you use offers that are provided jointly by several companies of the Eppendorf Group.

The legal basis of such disclosures of your personal data is Article 6.1 (b) of the GDPR.

3.3 Besides, we will disclose your personal data to the appropriate national company if it is in charge of the country in which you operate.

In such cases, the legal basis of the data transfer is Art. 6-1 (f) GDPR. Our legitimate interest in such data transfers lies in our business's interest in the effectiveness of its sales organization.

3.4 We will transfer your personal data to external lawyers and/or tax consultants if this is necessary for the effective assertion, exercise or defense of legal claims. The processing takes place on the basis of our legitimate interest, with our interests resulting from the above-mentioned purposes (Art. 6.1 (f) GDPR).

3.5 In the course of conducting our business, we assign service providers bound by instruction who have access to your personal data. However, these so-called processors within the meaning of Art. 28 of the GDPR must not process the data for their own purposes but only in the manner defined by Eppendorf. They are chosen carefully and are obliged, by law and by contract, to ensure a high level of data protection. For example, an IT administrator sent by an IT service provider might maintain Eppendorf databases and, in the course of this work, theoretically have the possibility to access personal data of our customers and business partners. Furthermore, we may assign service providers with hosting our website, operating the different functions available on the website, sending emails, analyzing data, making search results or links available, or supporting us with making or carrying out appointments with you, with performing surveys or organizing prize games, or with fulfilling your orders.

3.6 For purposes other than those mentioned in this letter, we will disclose your personal data only to the extent that we are obliged to do so by law.

4. Data Transfer to Third Countries

Some of the categories of recipients mentioned in Section 3 that we share your personal data with are based outside the European Economic Area (so-called "third countries"). For example, our subsidiary companies are based within and outside the European Economic Area. Eppendorf SE is part of the globally active Eppendorf Group: <http://corporate.eppendorf.com/de>.

When your personal data is transferred to territories outside the European Economic Area, Eppendorf will adhere to the requirements of the GDPR, particularly Art. 44ff. GDPR. This means that, when transferring data, Eppendorf will ensure that the level of protection guaranteed by the GDPR will not be undermined. The transfer to third countries has one of the following legal bases as regards the international data transfer:

- Adequacy decisions of the European Commission within the meaning of Art. 45.3 GDPR; or
- Standard data protection clauses within the meaning of Art. 46.2 (c) GDPR. The standard data protection clauses of the European Commission are available here (date of this information: 4 June 2021):
https://commission.europa.eu/document/download/e60b1cd4-d802-44d5-9cac-ddd3c943a5ef_de?filename=1_de_annexe_acte_autonome_cp_part1_v3.pdf. You may also request a copy of those standard contractual clauses via any of the contact channels mentioned in Section 6.

compelling legitimate grounds for the processing which override your interests, rights and freedoms. Furthermore, we do not need to cease the processing if it serves the assertion, exercise or defense of legal claims. In any case – even independently of any particular situation – you have the right to object to the processing of your personal data for direct marketing purposes at any time.

If you have any questions concerning the processing of your personal data, do not hesitate to contact us. You can contact us by email at datenschutz@eppendorf.de, or by mail at the following address: Eppendorf SE, Datenschutz, Barkhausenweg 1, 22339 Hamburg, Germany.

Version of October 2024

5. Storage Period and Criteria for Fixing the Period

The data will be erased by us as soon as they are no longer necessary for achieving the purpose for which they were collected. The personal data collected and processed by us as part of the contract handling will be stored by us until the end of the statutory duty to preserve the records and will then be deleted. This will not apply if we are subject to an obligation pursuant to Article 6.1 (c) GDPR to store the data for a longer period due to preservation or documentation duties under commercial or tax law (arising from the German Commercial Code (HGB), the German Criminal Code (StGB) or the German Revenue Code (AO)), if you have consented to a further storage pursuant to Art. 6.1 (a) GDPR or if a further storage is necessary for us pursuant to Art. 17.3 (e) GDPR for the assertion, exercise or defense of legal claims. In such cases, we will store the necessary data until the expiry of the relevant statutory periods of limitation.

6. Your Rights

You have the right to obtain from us a confirmation of whether we process personal data concerning you. If this is the case, you have the right to receive information on this personal data and on the further information which is mentioned in Art. 15 GDPR.

Should the personal data stored by us be incorrect, you may immediately require its rectification and, if applicable, the completion of any incomplete personal data.

You have the right to require us to immediately erase the personal data concerning you, provided that any of the reasons mentioned in Art. 17 GDPR exists.

You have the right to require us to restrict the processing of your data if any of the prerequisites mentioned in Art. 18 GDPR exists, e.g. if you contest the correctness of your personal data, its processing will be restricted for the period that enables us to verify the correctness of your data.

You have the right – provided that the prerequisites mentioned in Art. 20 GDPR are fulfilled – to require the handover of the data concerning you in a structured standard machine-readable format.

If the data processing is based on your consent, you may revoke the consent at any time; however, the revocation will not affect the legality of the data processing that took place on the basis of the consent until the time of the revocation.

If you believe that the processing of the personal data concerning you is in violation of the GDPR, you have the right to file a complaint with a supervisory authority. You may claim this right at a supervisory authority in the EU member state of your residence, of your place of work or of the place of the supposed violation. For Eppendorf, the competent supervisory authority for data protection is the Hamburg State Commissioner for Data Protection and Freedom of Information (Hamburgischer Beauftragte für Datenschutz und Informationsfreiheit), Ludwig-Erhard-Straße 22, 20459 Hamburg, Germany.

Decisions based solely on automatic processing – including profiling – pursuant to Art. 22. GDPR are not made at Eppendorf.

If we process your personal data on the basis of Art. 6.1 (f) GDPR (for the preservation of overriding legitimate interests), you have the right to object to this, provided that the prerequisites mentioned in Art. 21 GDPR are fulfilled. However, this only applies if reasons exist which result from your particular situation. After an objection, we will no longer process your personal data unless we can demonstrate