

## Privacy Policy for Customers and Business Partners

You have communicated to us your own personal data and/or personal data of another person. It is also possible that your personal data have come to us from another person/agency. Pursuant to Art. 13 and 14 General Data Protection Regulation ("GDPR"), we are required to inform you as follows:

### **1. Data controller and contact data for the data protection officer**

The controller for the data processing is:

**Eppendorf SE, Barkhausenweg 1, 22339 Hamburg, represented by the members of the executive board Dr. Wilhelm Plüster, Axel Jaeger und Dr. Dirk Eric Loebermann (hereinafter, "Eppendorf", "we" or "us").**

You can reach our data protection officer at: [datenschutzbeauftragter@eppendorf.de](mailto:datenschutzbeauftragter@eppendorf.de)

### **2. Purposes and legal basis for the processing**

2.1 We process the following personal data in connection with preparing, concluding, performing and terminating a contract with you: As applicable, the salutation, first name and last name, occupation, employer, your email address, your telephone number, appointments agreed with you, possibly bank account information and other comparable data which are absolutely necessary for the respective contract as well as information about your customer history, for example, the ordered products and content of sales discussions, or your history as a business partner of Eppendorf and also information derived from this concerning your interest in products and contracts.

The data processing is necessary for the proper performance and handling of the contract or in order to take steps prior to entering into a contract, for identifying you as a contract partner, conducting correspondence with you, to arrange and conduct appointments with you, for billing our services as well as for handling any potential liabilities.

The legal basis for the data processing in these situations is Art. 6 para. 1 lit. b) GDPR.

2.2 Furthermore, Eppendorf processes your personal data if these data are mentioned in a communication received through the Eppendorf whistleblower system. If such a communication relates to conduct for the investigation of which an Eppendorf local company has jurisdiction, that company processes your data together with Eppendorf. The main aspects of the underlying agreement will be provided to you upon request.

The legal basis for the processing of your data consists of the legitimate interest of the involved Eppendorf companies in investigating the described misconduct. In addition, the processing can be necessary for the purpose of fulfilling a legal obligation (Art. 6 para. 1 lit. c) GDPR).

2.3 Eppendorf processes the referenced personal data of its customers and business partners also for the purpose of getting better acquainted with its customers and business partners and being able to offer them products or services individually tailored for them.

The legal basis for this data processing is Article 6 para. 1 lit. f) GDPR or, if consent has been granted, Article 6 para. 1 lit. a) GDPR. If you have issued a consent, you can revoke the consent at any time, whereby the revocation does not affect the legality of the processing that takes place on the basis of the consent prior to the revocation. To the extent the processing of your personal data is based on Article 6 para. 1 lit. f) GDPR, our legitimate interest consists of our commercial interest in promoting our business operations and specifically in optimizing our sales.

### **3. Recipients of the data**

3.1 The forwarding of personal data to external sales partners takes place only in specific situations for the handling and only with regard to the data which are necessary for fulfilling the contracts. Our sales partners include logistics service providers or service partners.

The legal basis for this forwarding of your personal data is Article 6 para. 1 lit. b) GDPR.

3.2 In addition, we may transmit your personal data to the respective national company in the Eppendorf Group (see also the section "Data transmission to third countries") if you use offers which are jointly performed by multiple companies in the Eppendorf Group.

The legal basis for this forwarding of your personal data is Article 6 paragraph 1 lit. b) GDPR.

3.3 We also forward your personal data to the respective national company if that company has the responsibility for the country in which you operate.

The legal basis for this transmission of data is then Art. 6 para. 1 lit. f) GDPR. Our legitimate interest for this transmission of data consists of our commercial interest in having an effective sales organization.

3.3 We transmit your personal data to external attorneys and/or tax advisors if this is necessary for effectively asserting, exercising or defending against legal claims. The legal basis for this transmission of data is then Art. 6 para. 1 lit. f) GDPR, whereby our legitimate interest results from the aforementioned purposes.

3.4 To carry out our business activities we use service providers who – bound by our instructions – have access to your personal data. These so-called processors cannot, however, process the data for their own purposes under Art. 28 GDPR and instead only in the manner determined by Eppendorf. These processors are carefully selected and are required by law and contract to assure a high level of data protection. For example, an IT administrator appointed by an IT service provider might maintain Eppendorf data bases and have the theoretical possibility to access personal data of our customers and business partners when doing so. Furthermore, we use third parties to host the website, to operate the various functions available on the website, to send emails, analyze data, provide search results and links and support us in arranging as well as carrying out appointments with you and fulfilling your orders.

3.5 We only forward your personal data to third parties for purposes other than those set forth in this document to the extent we are required to do so by law.

### **4. Data transmission to third countries**

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

If your personal data are transmitted to territories outside the European Economic Area, Eppendorf complies with the requirements in the GDPR when doing so, especially Art. 44 et seq. GDPR. This means that Eppendorf makes sure when transmitting the data that the level of protection guaranteed by the GDPR is not undermined. The transmission to foreign countries is based on one of the following legal bases in the case of international transmission of data:

- adequacy decisions of the European Commission pursuant to Art. 45 para. 3 GDPR; or
- standard data protection clauses pursuant to Article 46 para. 2 lit. c) GDPR. The standard data protection clauses of the European Commission can be accessed here (status 4 June 2021): [https://ec.europa.eu/info/law/law-topic/data-protection/data-transfers-outside-eu/model-contracts-transfer-personal-data-third-countries\\_de](https://ec.europa.eu/info/law/law-topic/data-protection/data-transfers-outside-eu/model-contracts-transfer-personal-data-third-countries_de). You can request a corresponding copy of these standard data protection clauses via one of the contact channels specified in section 6 or via our website [●●please specify website, if applicable●●].

### **5. Duration of storage and criteria for determining duration**

The data are erased by us as soon as they are no longer needed for achieving the purpose for which they were collected. The personal data which we collect and process in the course of performing contracts are stored until the expiration of the legal duty to retain information and are subsequently erased. This does not apply to the extent we are required to store the data for a longer period

under Article 6 para. 1 sentence 1 lit. c) GDPR due to retention duties and duties to maintain documentation under tax law and commercial law (under the German Commercial Code [*Handelsgesetzbuch*, "HGB"], the German Criminal Code [*Strafgesetzbuch*, "StGB"] or the German General Tax Code [*Abgabenordnung*, "AO"]); or if you have consented to a longer storage period under Art. 6 para. 1 sentence 1 lit. a) GDPR or if storage for a longer period of time is necessary for us under Art. 17 para. 3 lit. e) GDPR for the purpose of asserting, exercising or defending against legal claims. In this event, we store the required data until the expiration of the relevant statutory time bar periods.

## 6. Your rights

You have the right to demand that we confirm whether we process your personal data. If this is the case, you have the right for information about these personal data and the further information set forth in Art. 15 GDPR.

If your personal data we have are incorrect, you can demand that the data are corrected without undue delay and that any incomplete personal data are completed.

You have the right to demand from us that personal data related to you are erased without undue delay if one of the reasons set forth in Art. 17 GDPR applies.

You have the right to demand from us that the processing is limited if one of the prerequisites set forth in Art. 18 GDPR is satisfied. For example, if you dispute the accuracy of your personal data, the data processing will be limited for the period which enables us to examine the accuracy of your data.

You have the right in the situation set forth in Art. 20 GDPR to demand that the data related to you are provided in a structured, common and machine-readable format.

If the data processing is based on your consent, you can revoke the consent at any time, whereby the revocation does not affect the legality of the processing that took place on the basis of the consent prior to the revocation.

If you are of the opinion that the processing of personal data related to you violates the GDPR, you have the right to file a complaint with a supervisory authority. You can assert this right before a supervisory authority in an EU Member State where you are located or where you are employed or at the location of the suspected violation. The data protection supervisory authority having jurisdiction over Eppendorf is the Hamburg Director for Data Protection and Freedom of Information [*Hamburgische Beauftragte für Datenschutz und Informationsfreiheit*], Ludwig-Erhard-Straße 22, 20459 Hamburg.

No decisions are made at Eppendorf exclusively on the basis of automatic processing, including profiling, in accordance with Art. 22 GDPR

**If we process your personal data on the basis of Art. 6 para. 1 lit. f) GDPR (in order to protect greater legitimate interests), you have the right to submit an objection under the prerequisites set forth in Art. 21 GDPR. However, this only applies to the extent there are reasons which result from your specific situation. We no longer process your personal data after an objection unless we can prove reasons for the processing which necessarily override your interests, rights and freedoms. We also do not have to stop the processing if the processing serves the purpose of asserting, exercising or defending against legal claims. In any event – also independent of a specific situation – you have the right to submit an objection at any time against the processing of your personal data for direct advertising.**

We are pleased to answer all questions concerning the processing of your personal data. You can reach us by email at [datenschutz@eppendorf.de](mailto:datenschutz@eppendorf.de), and by regular mail at the address: Eppendorf SE, Data Protection, Barkhausenweg 1, 22339 Hamburg.

Status: November 2023