

0. General information

This document provides information about how the Schmid Group handles data that is subject to various data protection laws. This declaration applies to all companies and locations integrated into the Schmid Group. In case of doubt, the respective national representative is always responsible. If anything remains unclear, the headquarters in Switzerland also function as the central contact point.

1. Legal basis

1.1. The various data protection laws cover the right to the protection of personal data. We process your data exclusively on the basis of the following legal provisions:

- **General Data Protection Regulation (GDPR)**
- **Data Protection 2000 (only for Austria)**
- **Federal Data Protection Act (only for Germany)**
- **Data Protection Act No. 78-17 / Informatique et Libertés (only for France)**
- **Federal Privacy Act 235.1 (only for Switzerland)**
- **Data Protection Codex No. 196 / Garante Privacy (only for Italy)**

2. Basic Information

2.1. The management of the respective national representative is responsible for the compliance with and regulation of the data protection. If none is in place, the management of the headquarters in Switzerland will handle the compliance with and regulation of the data protection.

2.2. The respective data protection manager will answer the inquiries directly.
For direct contact, see chapter 9.2.

2.3. We are particularly committed to the protection and secure storage of all personal data that you entrust us with. In this document you will find out more about how we use and process your personal data.

3. Appropriation, legal basis, duration of storage and data recipient

3.1. We need the collected personal data for contract fulfilment, accounting, enforcement of the contractual claims, for customer service purposes, credit ratings, reference lists, for advertising purposes and other clarifications in the preliminary and contractual relationship. The data are collected, stored, processed and used for these purposes.

3.2. The legal bases for the processing of your personal data are the fulfilment of the contract, entitled interests, entitled persons, the fulfilment of our legal or contractual obligations as well as your consent (Individual images for reference lists or marketing). A failure to provide the data may result in our inability to optimally process clarifications and applications, since we then have no direct contact persons.

3.3. We process your personal data (solely contact data such as name, address, phone number, email address, possibly function), as far as required, for the duration of the entire business relationship (from the initiation and execution to the completion of a contract and additionally for the entire duration of the service relationship, incl. all warranty and guarantee periods) as well as additionally in accordance with the legal retention and documentation obligations. Customer data are generally not deleted. The deletion of personal data can be requested in writing after the business relationship has ended and after the legal retention periods.

4. Contact form on homepage

4.1. Your information, including the personal data from our contact form, is transferred to us via our own mail server so we can handle your request; we then process and store it.

4.2. The data is processed in accordance with the legal provisions. See chapter 1.1

5. Customer magazine

5.1. You can register for our customer magazine on our website. This is done in a double opt-in process: After the registration, you must confirm that you want to receive our customer magazine for the second time on the homepage. The delivery of our customer magazine is not possible without issuing these data. You can unsubscribe from the customer magazine at any time by selecting unsubscribe in the customer magazine form on the homepage, filling in the data and confirming everything.

5.2. We assign order processors for the shipping of our customer magazine. These have committed to complying with the valid data-protection provisions on our behalf. An order processing agreement was executed. You can request more information about the order processors commissioned by us at datenschutz@schmid-energy.ch.

5.3. The data is processed in accordance with the legal provisions. See chapter 1.1

6. Cookies, other tracking tools and web analysis

6.1. At the current time, this website does not create personalized cookies. However, it is possible that cookies may be created by Google Analytics to capture anonymous visitor statistics.

6.2. We use Google Analytics / Adwords in collaboration with Google and an external service provider. Data protection agreements are in place with both of these companies, which comply with all data protection laws according to chapter 1.1 and pseudonymize the personal data.

6.3. Your IP address is captured but also pseudonymized immediately. This makes only an approximate localization possible.

7. Consent and right to cancellation

7.1. If your consent is required for the processing of your personal data, we will only process it after your explicit consent.

7.2. In principle, we do not process the data of minors and are also not authorised to do so. By expressing your consent, you confirm that you are at least 14 years old or have the permission of your legal guardian.

7.3 You can revoke your permission at any time under the following email address: datenschutz@schmid-energy.ch In such a case, the data stored about you previously will be anonymized and subsequently used only for statistical purposes without personal reference. Revoking the consent does not affect the legality of the processing that has occurred on the basis of the consent up until it was revoked.

8. Data security

8.1 The ERP and authorized IT professionals at Schmid Group and the respective external locations apply all required technical and organizational security measures (in accordance with Art. 25 of the GDPR) to protect the stored personal data against incidental or intentional manipulation, loss or destruction and against access by unauthorized persons. Our security measures are improved continuously corresponding to the technical progress.

9. Your rights

9.1 At any time, you have the right to receive information from the data protection manager about the respective personal data. Insofar as there is no legal obligation to retain such data, you have the right to the deletion of this data as well as to object to the processing. You also have the right to a correction of the data and a limitation of the processing, to data portability and to complain to the respective country-specific data protection agency.

9.2 In respect to your rights and questions about data protection, please contact us at the following email addresses:

For Germany: datenschutz@schmid-holzfeuerung.de
For Austria: datenschutz@schmid-energy.at
For Switzerland and all other countries: datenschutz@schmid-energy.ch

Eschlikon, current as of: June 7, 2018