

Information regarding data protection (Transparency statement)

We would like to provide you with the following information on some topics related to the processing of your personal data:

Who we are

ServiceFactum GmbH
Mühlfelder Straße 14
82211 Herrsching a.A.
Germany

Who to contact regarding your personal data

Ricarda Volk/ Fabian Ambrosi
Mühlfelder Straße 14
82211 Herrsching

Email: rvolk@servicefactum.net/fambrosi@servicefactum.net

Categories of data	Sources	Purposes	Storage period	Legal basis
Title, given name, family name, company, address, email, telephone, fax and other data which you have provided to us voluntarily or which we have received from you as part of an order.	Your business card, the contact form found on our website as well as data from correspondence, invoices and public sources.	<ol style="list-style-type: none"> 1. Entering into, carrying out and terminating contractual relationships and conducting events. 2. Information regarding our offers and activities as well as general correspondence. 	We delete personal data when there is no longer a requirement to store it. A requirement may exist if the data is still needed to fulfill contractual obligations and to verify, grant or refuse warranty claims. In case of legal retention obligations, the data is deleted after these obligations expire.	<ol style="list-style-type: none"> 1. For purpose #1: Art. 6, para. 1 lit. a and b GDPR in conjunction with the corresponding contract/offer or declaration of consent. 2. For purpose #2: Art. 6, para. 1, lit. f GDPR, in conjunction with recital 47 GDPR as it is in your and our legitimate interest to supply you with information regarding our offers and services.

Are we obligated to collect this data?

There is no legal obligation to collect this data. However, without this data, events and coaching sessions cannot be properly conducted and contracts/offers cannot be properly processed. Missing personal data may also lead to inquiries and inconveniences.

Who do we share this data with?

The data is stored in contract related files and in our order system. The data is stored on our servers in the EU. To fulfill orders, data is also stored on servers located in non-EU countries where our software partners are located. Beyond that, we do not share this data under any circumstances without your prior consent. In case we use services provided by a third party such as professional freelancers, external accounting and newsletter distribution, these companies are carefully selected, and a data processing agreement is put in place with each third party.

Transfer to non-EU countries

If data is transferred to a country which is not a member of the European Union and thus not subject to the GDPR, we make sure that there is either an EU Adequacy Decision or that the EU Standard Contractual Clauses (SCC) with the stipulated safeguards form the legal basis for the transfer. We will notify you if such a transfer takes place. Data necessary to fulfill your order is usually transferred to our partners in Ukraine, Tunisia, Belarus and Serbia.

What are your rights?

You have the right of **access** regarding the processing of personal data related to you as well as the right to **rectify** such data, demand its **erasure**, **restrict** its processing, **object** to its processing and a right to **data portability**. You may **revoke** your **consent** at any time. You also have the right to file a complaint against us with a regulatory authority. Kindly note that these rights may be subject to conditions, and we will insist that these conditions are met.

However, please note that unencrypted emails sent over the internet are not adequately protected from unauthorized access by a third party.