



PRIVACY NOTICE

In the event of a complaint, the furniture store in which your upholstered furniture was purchased shall forward your personal data on to us as the manufacturer of upholstered furniture in order for us to process your complaint. In this event, we would like to provide you with an overview of how your personal data is processed by us and your rights under the Data Protection Act with the following information. The processing of personal data, such as your name, address, or email address, shall always be carried out in accordance with the General Data Protection Regulation (GDPR) and in accordance with the country-specific data protection regulations applicable to us.

1. Information specific to processing

Name and contact information of the responsible party	3C Holding GmbH, Am Jägerheim 1c, 33378 Rheda-Wiedenbrück, Deutschland Tel: 05242/9309-910, Fax: 05242/9309-919 / Email: info@3c-gruppe.de
Contact information of the data protection officer	Sascha Knicker / audatis GmbH / datenschutz@3c-gruppe.de Tel: 05221/87292-0
Categories of personal data that will be processed	Title, surname, first name, email address, address, telephone number (landline and/or mobile), information required to process your complaint
Source of personal data	The furniture store in which you purchased our product shall notify us of your complaint by stating your data.
Purposes for which personal data shall be processed	We process your partial and personal data for the initiation, execution, and handling of contractual relationships (in particular for the processing of your complaint, for tender preparation and invoicing as well as for establishing contact and information within the scope of customer service and, if necessary, transfer to an external service provider (e.g. freight forwarder, external upholstery service provider).
Legal basis for processing and - insofar as processing based on Art. 6 para. 1 letter f) GDPR is supported - legitimate interests	Processing is required for the performance of a contract or pre-contractual measures in accordance with Art. 6 para. 1 letter b) GDPR or for the safeguarding of our legitimate interests in accordance with Art. 6 para. 1 letter f) GDPR and no interests or fundamental rights or freedoms of the data subject shall prevail.
Data recipients or categories of data recipients	Internal recipients are Sales, Contract Management, Accounting, Controlling, Back Office, Customer Service. Furthermore, we use service providers (contract processors) to fulfil our tasks, such as IT service providers, hosting providers, freight forwarders, upholsterers, insurance companies and transfer data to authorities or courts within the scope of legal obligations.
Data transfer to a third state	There is no planned transfer to non-EU states.
Period for which personal data shall be stored	The storage of personal data collected by us complies with the statutory provisions Section 147 German Tax Code (10 years) and Section 257 German Commercial Code (6 years) or after successful performance and completion of complaint service.

2. Necessity of data collection - The provision of personal data regarding the data subject is partly required by law or contract or is necessary for the conclusion of a contract or for customer service and communication. As the data subject, you are obligated to provide your personal data. Failure to do so would result in your complaint not being processed or communication not being possible.

3. Your rights as a data subject

3.1 Right of Access Art. 15 GDPR - You have the right to receive free information from us on the personal data stored about you and to receive a copy of this data at any time.

3.2 Right to Rectification Art. 16 GDPR - You have the right to demand rectification of incorrect data stored about you. Furthermore, as a data subject, you have the right to request the completion of incomplete personal data, taking into account the purposes of the processing.

3.3 Deletion Art. 17 GDPR - You have the right to demand that we delete your personal data immediately should one of the statutory reasons apply and should processing not be necessary.

3.4 Limitation of Processing Art. 18 GDPR - You have the right to demand that we restrict processing should one of the legal requirements be met.

3.5 Data Transferability Art. 20 GDPR - You have the right to receive the personal data stored about you that has been provided to us in a structured, common, and machine-readable format. You also have the right to transfer this data to another data controller without restriction by us, to whom the personal data has been provided, provided that the processing is based on the consent in accordance with Art. 6 para. 1 letter a GDPR or Art. 9 para. 2 letter a GDPR or in a contract in accordance with Art. 6 para. 1 letter b GDPR and processing is carried out by automated procedures, except where such processing is necessary for the performance of a task in the public interest or in the exercise of official authority conferred on the controller. Furthermore, when exercising your right to data transferability in accordance with Art. 20 para. 1 GDPR, to enable your personal data to be transmitted directly from one data controller to another, as far as is technically feasible and provided that this does not affect the freedoms of others.

3.6 Objection Art. 21 GDPR - You have the right, for reasons arising from your particular situation, to object at any time to the processing of personal data concerning you, which may be processed on the basis of Art. 6 para. 1 letter e (data processing in the public interest) or f (data processing on the basis of a weighing of interests) GDPR, to file an objection with effect for the future.

Should you lodge your objection, the data controller shall no longer process the personal data concerning you, unless we can prove compelling justified reasons for the processing that outweigh your interests, rights, and freedoms, or the processing serves to assert, exercise, or defend legal claims.

3.7 Complaining to a Supervisory Authority

You have the right to submit a complaint to a supervisory authority in accordance with Art. 77 GDPR about our processing of personal data.

The following data protection supervisory authority is reasonable for us:

Landesbeauftragte für Datenschutz und Informationsfreiheit Nordrhein-Westfalen -

Kavalleriestraße 2-4, 40213 Düsseldorf /

Email: poststelle@ldi.nrw.de

Online complaint form: <https://www.ldi.nrw.de/kontakt/ihre-beschwerde>

Further information and advice on how we process your personal data can be found on our website at <https://www.3c-gruppe.de/datenschutz>.