

Transparency and information obligations for customers, clients, contractual partners and interested parties of "ERBACHER - the food family"

according to the EU General Data Protection Regulation
(GDPR)

With this document, we would like to inform you about the processing of your personal data by "ERBACHER - the food family" – especially the companies:

Josera GmbH & Co. KG, Josera Petfood GmbH & Co. KG, Josera Polska Sp. zo.o., Josera petfood Sp. zo.o, food family Agency GmbH & Co. KG, foodforplanet GmbH & Co. KG, Josera Erbacher Service GmbH & Co. KG, Erbacher Food Intelligence GmbH & Co. KG, FarmChamps GmbH & Co. KG – and the rights to which you are entitled under the applicable data protection law.

Responsible body (controller) and data protection officer

Josera GmbH & Co. KG,
Josera Petfood GmbH & Co. KG,
food family Agency GmbH & Co. KG,
foodforplanet GmbH & Co. KG,
Josera Erbacher Service GmbH & Co. KG,
Erbacher Food Intelligence GmbH & Co. KG,
FarmChamps GmbH & Co. KG

Address: Industriegebiet Süd, 63924 Kleinheubach

Josera Polska Sp. zo.o.,
Josera petfood Sp. zo.o

Address: Paproć 95, 64-300 Paproć, Polen

Contact information

Telefon: +49 (0) 9371 940-0

Kontaktformular: <https://food.family/de/kontakt>

Contact information of the data protection officer

E-Mail: datenschutz@josera-erbacher.de and datenschutz@foodforplanet.de

Categories of data / data sources

We process the following personal data within the framework of the contractual relationship and for the initiation of a business relationship:

For business customers and partners:

- Contact data (e.g. first/surname of current and previous contact persons, if applicable, name affixes, company name and address (employer), telephone number including extensions, business e-mail address)
- Occupational data (e.g. department including position)

For private customers:

- Master data (e.g. first/surname, if applicable name affixes and date of birth)
- Contact details (e.g. private address: street, postal code, city; if applicable: mobile and landline telephone number, e-mail address, fax number)
- Deviating delivery/invoice address (e.g. address, if applicable: name, telephone number and e-mail address)
- Purchase order history
- If applicable, bank details (in the context of a SEPA direct debit mandate also first/surname of the account holder)
- If applicable, preferred payment system, information on credit risk assessment

As a matter of principle, we collect your personal data directly from you within the framework of current contractual transactions and the underlying relationship or in the framework of the initiation of a business relationship. In certain constellations, your personal data may exceptionally also be collected from other sources. This includes event-related queries on relevant information from credit agencies, in particular with regard to credit risk assessments and former credit behavior.

The "Erbacher - the food family" companies rely on products from Microsoft Corporation, among others, in the IT environment. In the course of using the IT systems, the following categories of data may be processed:

- Functional data (data absolutely necessary for the provision of services)
- Content data (content data that is processed as part of the services)
- Diagnostic & log data (technically logged data required for maintenance, troubleshooting and occasionally for further development)

These data categories are collected systemically directly from you. We will be happy to provide you with further information on data processing in specific IT systems on request.

We process the following personal data as part of our online meetings using Microsoft Teams:

- Communication data (e.g. your email address, if you provide this personal data)
- Log files, protocol data

- Metadata (e.g. IP address, time of participation, etc.)
- Profile data (e.g. your user name, if you provide this yourself)

We would like to point out that further data processing, for example in connection with accessing the MS Teams website and/or installing the MS Teams app, is not our responsibility. Microsoft reserves the right to process customer data for its own business purposes. We have no influence on this data processing by Microsoft. To the extent that Microsoft Teams processes personal data in connection with its business purposes, Microsoft is an independent controller for these data processing activities and as such is responsible for compliance with all applicable data protection regulations. If you require information about the processing by Microsoft, please refer to the relevant Microsoft statement.

Purposes and legal bases of data processing

When processing your personal data, the provisions of the EU GDPR, the BDSG (new) and other relevant legal provisions are always complied with.

Your personal data will be processed exclusively for the implementation of pre-contractual measures (e.g. for the preparation of offers for products or services) and for the fulfilment of contractual obligations (e.g. for the implementation of our service, the supplier contract or for order/order/payment processing), (Art. 6 para. 1 lit. b EU GDPR) or if there is a legal obligation to process (e.g. due to tax law requirements) (Art. 6 para. 1 lit. c EU GDPR). The personal data was originally collected for these purposes.

Your consent to data processing can of course also constitute a data protection authorisation provision (Art. 6 para. 1 lit. a EU GDPR). Before granting consent, we will inform you about the purpose of the data processing and about your right of cancellation in accordance with Art. 7 para. 3 EU GDPR. If the consent also relates to the processing of special categories of personal data in accordance with Art. 9 EU GDPR, we will expressly inform you of this in advance.

The 'Erbacher - the food family' companies are also interested in maintaining the customer relationship with you and sending you information and offers about our products / services (advertising purposes) by e-mail. We therefore process your data in order to send you corresponding information and offers (Art. 6 para. 1 lit. f EU GDPR).

Your personal data will only be processed for the detection of criminal offences under the conditions of Art. 10 EU GDPR.

Storage period of the data

As soon as your data is no longer required for the above-mentioned purposes or you have withdrawn your consent, it will be deleted by us. Data will only be stored beyond the end of the contractual relationship in cases where we are obliged or authorised to do so. Regulations that oblige us to retain data can be found, for example, in the German Commercial Code or the German Fiscal Code. This may result in a retention period of up to ten years. Statutory limitation periods must also be observed.

Recipients of the data / categories of recipients

In our corporate group, we ensure that only those departments and persons who need your data to fulfil our contractual and legal obligations receive it.

In certain cases, service providers support our specialist departments in the fulfilment of their tasks. The necessary data protection contracts have been concluded with all service providers (e.g. IT service providers, shipping, payment services, credit checks).

In addition, we are required by law to transfer certain information to public authorities such as tax authorities, law enforcement agencies and customs authorities.

Transfer to a third country / intention to transfer to a third country

Data will only be transferred to third countries (outside the European Union or the European Economic Area) if this is necessary or legally required for the fulfilment of the contractual or supplier relationship or if you have given us your consent to do so.

Compliance with the level of data protection is guaranteed by EU standard contractual clauses.

When selecting service providers, we endeavour to use European service providers (service providers within the European Economic Area). However, this is not always possible - for example in the case of Microsoft. If service providers from third countries are used, care is taken to ensure that the configuration is as restrictive as possible.

(In the case of Microsoft, for example, data processing in Europe is agreed. In addition, the configuration is restricted by IT experts and individual processing operations are agreed with the data protection officer).

Rights of the data subjects

Your rights as a data subject are standardised in Art. 15 - 22 GDPR.

This includes:

- The right of access (Art. 15 EU GDPR)
- The right to rectification (Art. 16 EU GDPR)
- The right to erasure (Art. 17 EU GDPR)
- The right to restriction of processing (Art. 18 EU GDPR)
- The right to object to processing (Art. 21 EU GDPR)
- The right to data portability (Art. 20 EU GDPR)

To assert these rights, please contact: datenschutz@joser-erbacher.de. The same applies if you have any questions about data processing in our company or wish to withdraw your consent. You can also lodge a complaint against data processing with a data protection supervisory authority.

If we process your data to protect legitimate interests, you can object to this processing at any time for reasons arising from your particular situation; this also applies to profiling based on these provisions.

We will then no longer process your personal data unless we can demonstrate compelling legitimate grounds for the processing which override your interests, rights and freedoms or the processing serves the establishment, exercise or defence of legal claims.

If we process your personal data for the purpose of direct marketing, you have the right to object without giving reasons; this also applies to profiling insofar as it is associated with such direct marketing. If you object to processing for direct marketing purposes, we will no longer process your personal data for these purposes.

Obligation to provide the data

You are obliged to provide certain personal data in order to enter into or fulfil a contractual relationship. This is necessary for the establishment, execution and termination of the contractual relationship and the fulfilment of the associated contractual and legal obligations. It is not possible to fulfil the contract without providing this data.

Automated decisions in individual cases

We do not use any purely automated processing procedures to reach a decision.