

Information Obligation according to Articles 13 and 14 GDPR for Customers / business partners / providers

The protection of your data and the transparency of its processing is of utmost importance to us. Therefore, we hereby comply with our obligation to inform you about the circumstances of processing in accordance with Articles 13 and 14 of the General Data Protection Regulation (GDPR).

Note: For better readability, the masculine form is used in the German version of this document. Of course, this always refers to all genders equally.

The processing of your personal data gives rise to the following rights for you:

- a. a. Right to information (see Article 15 GDPR)
- b. b. Right to rectification (see Article 16 GDPR)
- c. c. Right to erasure (see Article 17 GDPR)
- d. d. Right to restriction of processing (see Article 18 GDPR)
- e. e. Right to object (see Article 21 GDPR)
- f. f. Right to data portability (see Article 20 GDPR)

Right of Withdrawal: If the processing is based on Article 6 (1) (a) GDPR or Article 9 (2) (a) GDPR, you have the right to withdraw your consent at any time. Data processed up to the withdrawal remain unaffected.

Contact details of our Data Protection Officer: Jasmin Muhmenthaler-Sturm,
Datenbeschützerin GmbH, Unterer Sand 9, 94209 Regen, E-mail:
lingoking.dsb@datenbeschuetzerin.de, Phone: 09921 88 22 9000

You have the right to lodge a complaint with a supervisory authority if you believe that the processing of your personal data is unlawful.

Bayerisches Landesamt für Datenschutzaufsicht (BayLDA)
Promenade 18
91522 Ansbach
Phone: +49 (0) 981 180093-0
Fax: +49 (0) 981 180093-800
E-mail: poststelle@lda.bayern.de

The controller is:

lingoking GmbH
Represented by: Nils Mahler

Gotzinger Straße 19
81371 Munich
Phone: +49 (0) 89 416 12 20 0
E-mail: info@lingoking.com

The controller is the natural or legal person who alone or jointly with others determines the purposes and means of the processing of personal data (e.g., names, e-mail addresses, etc.).

Data will only be transferred to third countries (countries outside the European Economic Area - EEA) if this is necessary for the performance of the service contract or if you have given us your consent or if this is otherwise permitted by law. In this case, we take measures to ensure the protection of your data, for example through contractual regulations. We only transfer data to recipients who ensure the protection of your data in accordance with the provisions of the GDPR for the transfer to third countries (Art. 44 to 49 GDPR).

The decision regarding our contractual relationship is not based on automated processing or profiling, i.e., no automated decision-making within the meaning of Art. 22 GDPR takes place for the establishment, execution, and fulfillment of the contractual relationship. If this procedure is used in individual cases, we will inform you separately, provided this is required by law.

Within the scope of our customer relationship, only personal data that is necessary for the establishment, execution, and termination of the customer relationship and the fulfillment of the associated contractual obligations or that we are legally obliged to collect must be provided. Without this data, we will generally not be able to execute the contract or the customer relationship with you.

As a rule, we collect your personal data directly from you. In exceptional cases where data is obtained from other sources, you will be informed separately.

1 Data Processing in the Context of Order Processing

1.1 Order Entry and Processing

1.1 Order Entry and Processing

For order processing, the option of registration on the website is available (see Point 6 of the privacy policy on the website). After registration and payment, you can upload your documents for order processing. Depending on the type of document (driver's license, marriage certificate, certificates, etc.), further personal data may be processed.

To support translation and simplify the process, various tools are used, including the translation service Deepl, Cipher, and the KAT tool. Both systems contain AI technologies that simplify the translation process.

Deepl is provided by DeepL SE, Maarweg 165, 50825 Cologne, Germany. Information on Deepl's data protection policy can be found at: <https://www.deepl.com/de/privacy>.

Cipher is provided by BDXL Ltd, 20–22 Wenlock Road, London, N1 7GU, United Kingdom. A data processing agreement was concluded with the provider. Data transfer to the UK is based on an adequacy decision by the EU Commission (safe third country). Further information on data protection can be found at: <https://cipher.translayte.com/privacy> and <https://translayte.com/privacy-policy>.

The KAT tool is used via our own central system and hosted by Microsoft Azure Sweden. The AI tool is not trained using your data.

The processing is based on a contract or pre-contractual measure in accordance with Article 6 (1) (b) GDPR. Additionally, the controller has a legitimate interest pursuant to Art. 6 (1) (f) GDPR in optimizing processes with the help of AI systems to simplify the translation of driver's licenses. The processing of sensitive data (e.g., health information) in the AI tools is based on your consent pursuant to Art. 6 (1) (a) in conjunction with Art. 9 (2) (a) GDPR. Consent can be revoked at any time for the future.

The data is stored in our central system. Your data will be passed on to our employees and, if necessary, to other subcontractors (translators and interpreters) in order to process the order. Furthermore, an external IT service provider is used to protect the network and the web store. This service provider has access to the personal data in the event of an error and for troubleshooting purposes. We have concluded an order processing contract with the IT service provider.

As a rule, data is collected directly from the data subject themselves. It is also possible that we receive data of the data subject from a client / business partner. The order is then carried out on behalf of the client. The data is stored in accordance with the statutory retention obligations.

1.2 Orders and shipment

Personal data is collected for orders and shipment in order to be able to assign the documents to customers. Your data (name, address) will be transferred to the shipping service provider for the purpose of processing the shipment. Processing is based on a contract or pre-contractual measures in accordance with Art. 6 (1) (b) GDPR. The data is passed on to internal departments and to the shipping service provider. The data is stored in accordance with the statutory retention obligations.

1.3 Contract management

For the purpose of organizing contracts and documents, all contracts are scanned and stored electronically in our document management system. This includes all contracts from customers, business partners, service providers, affiliated companies, and others, if applicable. The contracts may contain personal data in the form of contact information and personal data for contract processing.

The processing of the data is based on the fulfillment of the contract in accordance with Art. 6 (1) lit. b GDPR, which permits the processing of data for the fulfillment of a contract or pre-contractual measures. The data is stored in accordance with the statutory retention obligation.

1.4 Digital signing of documents

To simplify the contract signing process, we use digital signature solutions and electronic signature providers. We use your email address to send the digital document.

During the signing process, your digital signature, the time stamp, and your name are processed and stored.

We use the following provider to perform the digital signature: DocuSeal LLC, 332 S Michigan Ave, Suite 121 #5896, Chicago IL 60604.

Your data is processed on the basis of a legitimate interest pursuant to Art. 6 (1) (f) GDPR. The controller pursues the goal of efficient, paperless administration and signing of contracts and documents. In addition, the processing is based on the implementation of pre-contractual measures or the fulfillment of a contract in accordance with Art. 6 (1) lit. b GDPR. If qualified electronic signatures are used, the processing is also based on legal obligations in accordance with Art. 6 (1) lit. c GDPR.

The data is stored internally. A data processing agreement in accordance with Art. 28 GDPR has been concluded with the provider of the signature solution. Data transmission is based on the standard contractual clauses.

The records and documents are stored in accordance with the statutory retention periods.

1.5 Communication through E-mail/Phone

In order to contact you, we will send you an e-mail with further information to process your request, your order or as part of our general business relationship. Your e-mail address, the e-mail content and the history of the communication are recorded for this purpose. The e-mails are hosted by an external service provider.

The provider is Google LLC, 1600 Amphitheatre Pkwy, Mountain View, CA 94043. A data processing agreement has been concluded with the providers.

The company is certified under the EU-US Data Privacy Framework (DPF). The DPF is an agreement between the European Union and the US that aims to ensure compliance with European data protection standards when data is processed in the US. Every company certified under the DPF undertakes to comply with these data protection standards. Further information on this can be obtained from the provider at the following link: <https://www.dataprivacyframework.gov/list>

Furthermore, we may also call you on the telephone or mobile phone number that you provided.

The processing of the data is based on the fulfillment of the contract according to Article 6 (1) (b) GDPR, which permits the processing of data for the fulfillment of a contract or pre-contractual measures (customer relationship, contracts with business partners).

The data will only be passed on if this has been agreed with you or is necessary for the current business transaction.

Your data will be stored on our systems within the scope of the statutory retention obligation.

2 Data Processing in IT Systems

2.1 Contact and address management

To manage all contact information of business partners and customers, we store the contacts in our system.

The providers of these systems are: Hetzner Online GmbH, Industriestr. 25, 91710 Gunzenhausen, Germany, and HubSpot, Inc., 25 First Street, Cambridge, MA 02141, USA. The following data is processed: name, contact person (if applicable), address, telephone number, mobile number, and email address.

The data collection is based on a legitimate interest in accordance with Art. 6 (1) (f) GDPR in order to manage contact information of customers and business partners in an organized manner.

Only our employees have access to this system.

A data processing agreement in accordance with Art. 28 GDPR has been concluded with the providers of the management software.

Your contact details will be stored for the duration of the statutory retention period.

HubSpot is certified under the EU-US Data Privacy Framework (DPF). The DPF is an agreement between the European Union and the US that aims to ensure compliance with European data protection standards when processing data in the US. Every company certified under the DPF undertakes to comply with these data protection standards. Further information on this can be obtained from the provider at the following link: <https://www.dataprivacyframework.gov/list>

2.2 Audio and video conferences

2.2.1 Data processing

We use online conference tools, among other things, to communicate with our customers. The specific tools we use are listed below. If you communicate with us via video or audio conference over the Internet, your personal data will be collected and processed by us and the provider of the respective conference tool.

The conference tools collect all data that you provide/use to use the tools (email address and/or your phone number). The conference tools also process the duration of the conference, the start and end (time) of participation in the conference, the number of participants, and other “context information” related to the communication process (metadata).

Furthermore, the provider of the tool processes all technical data necessary for handling online communication. This includes, in particular, IP addresses, MAC addresses, device IDs, device type, operating system type and version, client version, camera type, microphone or speaker, and the type of connection.

If content is exchanged, uploaded, or otherwise made available within the tool, it will also be stored on the tool provider's servers. Such content includes, in particular, cloud recordings, chat/instant messages, voicemails, uploaded photos and videos, files, whiteboards, and other information shared while using the service.

Please note that we do not have full control over the data processing operations of the tools used. Our options are largely determined by the corporate policy of the respective provider. For further information on data processing by the conference tools, please refer to the privacy policies of the respective tools, which we have listed below this text.

2.2.2 Purpose and legal basis

The conference tools are used to communicate with prospective or existing contractual partners or to offer certain services to our customers (Art. 6 (1) (b) GDPR). Furthermore, the use of the tools serves to generally simplify and accelerate communication with us or our company (legitimate interest within the meaning of Art. 6 (1) (f) GDPR). If consent has been requested, the use of the relevant tools is based on this consent; consent can be revoked at any time with effect for the future.

2.2.3 Storage period

The data collected directly by us via the video and conference tools will be deleted from our systems as soon as you request us to do so, revoke your consent to storage, or the purpose for data storage no longer applies.

Stored cookies remain on your device until you delete them. Mandatory legal retention periods remain unaffected.

We have no influence on the storage period of your data stored by the operators of the conference tools for their own purposes. For details, please contact the operators of the conference tools directly.

2.2.4 Conference tools used

We use the following conference tools:

2.2.5 Google Meet

We use Google Meet. The provider is Google Ireland Limited, Gordon House, Barrow Street, Dublin 4, Ireland. Details on data processing can be found in Google's privacy policy: <https://policies.google.com/privacy?hl=de>.

The company is certified under the EU-US Data Privacy Framework (DPF). The DPF is an agreement between the European Union and the US that aims to ensure compliance with European data protection standards when processing data in the US. Every company certified under the DPF undertakes to comply with these data protection standards. Further information on this can be obtained from the provider at the following link: <https://www.dataprivacyframework.gov/participant/5780>.

2.2.5.1 Order processing

We have concluded a contract for order processing (AVV) with the above-mentioned provider. This is a contract required by data protection law, which ensures that the provider only processes the personal data of our website visitors in accordance with our instructions and in compliance with the GDPR.

2.3 File exchange via Google Drive and Dropbox

We use Google Drive for file exchange and storage. The provider is Google Ireland Limited ("Google"), Gordon House, Barrow Street, Dublin 4, Ireland, and Dropbox, Inc., 1800 Owens St Ste 200, San Francisco, CA 94158.

Google Drive allows us to create a folder structure where you can upload content. When you upload content, it is stored on Google Drive's servers. When you use Google Drive, a connection to Google Drive is also established so that Google Drive can determine that you have visited our system.

The use of Google Drive is based on Art. 6 (1) lit. f GDPR. The controller has a legitimate interest in a reliable and efficient data exchange system.

The companies are certified under the EU-US Data Privacy Framework (DPF). The DPF is an agreement between the European Union and the US that is intended to ensure

compliance with European data protection standards when processing data in the US. Every company certified under the DPF undertakes to comply with these data protection standards. Further information on this can be obtained from the provider at the following link: <https://www.dataprivacyframework.gov/participant/5780>.

2.3.1 Order processing

We have concluded an order processing agreement (AVV) for the use of the above-mentioned service. This is a contract required by data protection law, which ensures that the personal data of our website visitors is only processed in accordance with our instructions and in compliance with the GDPR.

2.4 File exchange via SwissTransfer

We use Swiss Transfer for file exchange and storage. The provider is Google Ireland Limited ("Google"), Gordon House, Barrow Street, Dublin 4, Ireland, and Infomaniak Network AG, Les Acacias, Geneva, Switzerland.

SwissTransfer enables us to create a folder structure in which you can upload content. When you upload content, it is stored on SwissTransfer's servers.

The use of SwissTransfer is based on Art. 6 (1) lit. f GDPR. The controller has a legitimate interest in a reliable and efficient data exchange system.

Google is certified under the EU-US Data Privacy Framework (DPF). The DPF is an agreement between the European Union and the US that is intended to ensure compliance with European data protection standards when processing data in the US. Every company certified under the DPF undertakes to comply with these data protection standards. Further information on this is available from the provider at the following link: <https://www.dataprivacyframework.gov/participant/5780>.

An adequacy decision has been issued by the EU Commission for Switzerland.

2.5 Guest Wi-Fi

We offer our guests the option of internet access. To do so, you will receive access to our guest Wi-Fi. You can obtain access by asking a member of staff.

Your name and log data will be stored in our system.

Use of the Wi-Fi is based on voluntary consent in accordance with Art. 6(1)(a) GDPR. You can revoke your consent at any time without formal requirements. However, this will result in you no longer being able to use the internet access.

The data will only be passed on if this has been agreed with you or is necessary for the current incident.

The log data is stored for three months and then deleted from the system.

3 Sales & Marketing

3.1 Telephone advertising

For the purpose of direct advertising, we reserve the right to contact potential customers and business partners by telephone to inform them about our services and offers.

The following personal data is processed in this context: name, telephone number, company affiliation (if applicable), and notes from the conversation.

Processing is based on a legitimate interest pursuant to Art. 6 (1) (f) GDPR. It is assumed that there is an overriding interest in information about relevant products and services and that the presumed consent of the target group contacted has been obtained.

The data will not be passed on unless there is a legal obligation to do so or express consent has been given.

The data will only be stored for as long as it is necessary for the stated purpose or until an objection to the processing is lodged.

3.2 Trade Fair Stand

In order to send you further information about our company and offers as well as services after the trade fair, we collect the following data from you at our stand: name, e-mail address, telephone number / mobile number. The data is then entered into our CRM system.

The processing is based on a contract or pre-contractual measure according to Article 6 (1) (b) GDPR.

Only our employees have access to our system. If no contractual relationship is established, your data will be deleted accordingly.

3.3 Customer Satisfaction Surveys

To obtain feedback and improve our offer, we will send you a survey after completion of the order. For this purpose, we use the provider Superchat. The provider is SuperX GmbH, Schönhauser Allee 180, 10119 Berlin (hereinafter referred to as Superchat). We use your e-mail address to send you the link to the survey. Clicking on the link will transmit your data to Superchat. This data includes device and browser information and log data.

The processing of the data and participation in the survey is based on voluntary consent in accordance with Article 6 (1) (a) GDPR. The data subject can revoke the consent at any time by sending an informal notification. Processing that has already been carried out remains unaffected by the revocation. The use of Superchat is based on Article 6 (1) (f) GDPR. The controller has a legitimate interest in functioning online forms.

Your data will be stored at Superchat. For further information on data protection by Superchat, please refer to: <https://www.superchat.de/datenschutz>. A data processing agreement has been concluded with Superchat.

4 Financial Accounting

4.1 Financial Accounting

o process accounting, we have implemented a process in our IT systems in the company. In the context of the process, personal data of contacts or invoice information may be processed (name, address, e-mail address, telephone number, mobile number).

The processing is based on a legal requirement pursuant to Art. 6 (1) (c) GDPR. Processing is necessary for compliance with a legal obligation to which the controller is subject (principles of proper accounting).

The data is forwarded to our responsible tax advisor.

The data is stored within the scope of the statutory retention obligations.

4.2 Dunning Procedure

In the event of outstanding claims, reminders are sent and, in the event of non-payment, forwarded to service providers (lawyer, debt collection agency). For this purpose, name, address and the amount of the outstanding claim are required. Processing is based on a contract or pre-contractual measure according to Article 6 (1) (b) GDPR. The data is forwarded to the service provider (debt collection agency, etc.). The data is stored within the scope of the statutory retention obligations.

5 Miscellaneous

5.1 Disposal of Paper Files / Data Storage Media

Paper documents and data carriers containing personal data that are no longer required will be destroyed. This complies with the deletion deadlines after the retention period.

All data from the customer relationship can be found on the documents and paper media.

The processing of the data is based on a legal requirement in accordance with Article 6 (1) (c) GDPR, the processing is necessary to fulfill a legal obligation to which the controller is subject.

The data is passed on to the certified waste disposal company that the controller commissions to destroy and dispose of the waste. An order processing contract has been concluded with the disposal company.

5.2 Datenschutzmanagement

Sie können den externen Datenschutzbeauftragten jederzeit per E-Mail an info@datenbeschuetzerin.de oder telefonisch unter 09921 88 22 9000 kontaktieren.

Dabei wird Ihr Name, Grund der Anfrage, Sachverhalt, evtl. im System hinterlegte Daten des Betroffenen erhoben und gespeichert.

Die Verarbeitung der Daten beruht auf der Vertragserfüllung nach Art. 6 Abs. 1 lit. b DSGVO, der die Verarbeitung von Daten zur Erfüllung eines Vertrages oder vorvertraglichen Maßnahme gestattet (Dienstleistungsvertrag, Arbeitsvertrag).

Eine Weitergabe der Informationen erfolgt nur mit Ihrer Zustimmung.

Ihre personenbezogenen Daten werden so lange gespeichert, wie für den Zweck benötigt. Gesetzliche Aufbewahrungspflichten bleiben dabei unberührt.