

Privacy Policy for Customers and Service Providers

Chatlyn GmbH, Hörnesgasse 5/10, 1030 Vienna (“we” or “us”) processes personal data in the course of providing services from us to third parties (“customers”) or in the course of providing services (goods as well as services) to us by third parties (“service providers”). Therefore, this privacy policy applies to you as a (potential) customer or service provider, or as an employee, executive officer, or other contact person at a (potential) customer or service provider, and informs you about how we process your personal data as the data controller.

1. Categories of Personal Data

In the course of your contact with us as a customer or service provider, we will process the following personal data about you:

- Name or company name
- Salutation/gender
- Commercial register number
- Contact person
- Business address and other addresses of the customer/service provider
- Business contact details (telephone number, email address, official mobile numbers, etc.)
- Private contact details (telephone number, email address, official mobile numbers, etc.) insofar as disclosed during contact
- Bank details
- Order data
- VAT identification numbers
- Commercial register data
- Creditworthiness data (for customers)
- Contract data including delivery and service terms
- Reminder and legal action data
- Account and document data
- Correspondence
- Data for customs or export control

In the course of business exchanges as a contact person at a customer or service provider, we will process the following personal data about you:

- Name including title
- Salutation/gender
- Associated customer or service provider
- Function at the customer or service provider including the extent of the representation authority
- Correspondence

2. Purposes of Data Processing

We will process your personal data for the following purposes:

- To initiate and handle business relationships with customers and service providers
- For the administration of our contracts with customers and service providers, and other internal administration
- For correspondence with customers and service providers
- To process services that are provided to us or by us
- To handle insurance matters
- To ascertain, assert, and defend legal claims

Your personal data will be provided to us either by yourself or by third parties (especially other contact persons at customers or service providers), or collected by us from public sources. Except for statutory obligations to provide data, which we will inform you about, providing your data is always voluntary. However, joint business processes or the initiation and processing of services can be hindered, delayed, or made impossible if you do not provide us with the necessary personal data.

3. Legal Basis for Data Processing

The legal basis for processing your personal data, if we do not explicitly ask for your consent under Art. 6 Para. 1 lit. a GDPR, is:

- The necessity of processing to fulfill a contract concluded with you or to carry out pre-contractual measures that are taken at your request (in accordance with Art. 6 Para. 1 lit. b GDPR), or
- The necessity to fulfill legal obligations to which we are subject (in accordance with Art. 6 Para. 1 lit. c GDPR), or
- Our predominant legitimate interest, which lies in achieving the purposes mentioned in section 2 (in accordance with Art. 6 Para. 1 lit. f EU GDPR).

We process sensitive data exclusively to fulfill obligations arising from labor and social law.

4. Transmission of Your Personal Data

To the extent necessary for the purposes mentioned above, we will transmit your personal data to the following recipients:

- Courts and authorities
- Legal representatives
- Accountants/auditors
- Banks
- Collection agencies
- Contractual or business partners involved in service provision
- Customers or other service providers
- IT service providers engaged by us

Some of the recipients mentioned above may be located outside your country or process your personal data there. The level of data protection in other countries may not correspond to that in your country. However, we only transmit your personal data to countries for which the EU Commission has decided that they provide an adequate level of data protection, or an adequate level of data protection is ensured through the use of appropriate safeguards in accordance with Article 44 et seq. GDPR (e.g., by concluding standard contractual clauses).

5. Duration of Storage

We will store your personal data for the duration of the business relationship with you or until the termination of your employment with the respective customer or service provider. In addition, we will store the data as long as statutory retention obligations exist or as long as possible legal claims, for the assertion or defense of which the personal data could be required, have not expired.

6. Your Rights in Connection with Personal Data

Under the respective legal provisions, you are entitled to:

- Request information about whether and which of your personal data we process and to receive copies of this data,
- Request the correction or deletion of your personal data,

- Request us to restrict the processing of your personal data,
- Object to the processing of your personal data,
- Revoke a previously given consent, whereby the legality of the data processing carried out based on the consent until the revocation is not affected,
- Request data portability, and
- File a complaint with the competent data protection authority.

7. Our Contact Details

If you have any questions or concerns about the processing of your personal data, please contact us:

Chatlyn GmbH

Hörnesgasse 5/10
1030 Vienna, Austria

hello@chatlyn.com

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