

Data protection leaflet

Data protection information in accordance with the General Data Protection Regulation (GDPR)

1. General remarks

Protecting your personal data is important to us. We process your personal data that we hold within the context of concluding contracts with us, in line with the statutory data protection requirements, for the purposes cited below. Personal data in the sense of this data protection statement means any information that is related to you. This is in particular your contract data, including your contact details, as well as your billing data.

2. Controller

Responsible for the processing of your data is Bäderbetriebe Kleve GmbH, Flutstr. 36, D-47533 Kleve, Telephone: +49(0)(2821) 593-0, Fax: +49(0)(2821) 593-160, E-mail: info@stadtwerke-kleve.de

3. Purposes of the processing and recipients

3.1 Fulfilment of the contract

Bäderbetriebe Kleve GmbH or service providers commissioned by us process your personal data in order to fulfil the contract with you. This includes, inter alia, charging for the use of the public swimming pool or any other services, as well as the associated communication with you.

In order to fulfil the contract, i.e. for the purpose of billing you for the services, processing payment and forwarding you letters and invoices, we also transmit your personal data to third parties (e.g. shipment service providers). The legal basis for the processing and provision of your personal data is thus the processing in order to fulfil the contract and execute the contract.

3.2 Advertising and customised offers through customer data analysis

Bäderbetriebe Kleve GmbH also uses your personal data to let you have product information.

Bäderbetriebe Kleve GmbH will moreover use your personal data for internal data analysis, in order to be able to address you as a customer in an individual manner and send you customised offers.

The abovementioned processing is carried out if a legitimate reason for it exists, unless your interest worthy of protection outweighs such reason (weighing up of interests).

Bäderbetriebe Kleve GmbH will only contact you with advertising material in any way other than by post if you have granted separate consent for that or we can appeal to a statutory basis which justifies it.

3.3 Credit assessment

Bäderbetriebe Kleve GmbH is entitled to obtain information about your creditworthiness. For this purpose, Bäderbetriebe Kleve GmbH will transmit your name, address and, if applicable, date of birth to the credit reference agency Creditreform Emmerich Wolters KG, `s-Heerenberger Straße 172, D-46446 Emmerich. Bäderbetriebe Kleve GmbH may refuse to enter into a contractual relationship with you if negative information on the characteristics of your creditworthiness is available. The legal basis for the processing is a weighing up of interests. Our legitimate interest lies in assessing your creditworthiness and reducing the risk of payment defaults.

3.4 Other recipients and purposes

Bäderbetriebe Kleve GmbH has individual processes and services out of those mentioned above carried out by carefully selected service providers (in particular IT service providers) that it has commissioned.

Where the service providers are not commissioned by us within the context of contract data processing, e.g. craftsmen or other specialist companies, the legal basis for passing on the data is that the services of third parties are necessary for optimised and efficient fulfilment of the contract with you or the fulfilment of our contractual obligations. The legal basis for transmitting your customer data to third parties is a weighing up of interests.

4. Period of storage and deletion of your data

We delete your personal data once the contractual relationship with you has come to an end, all mutual claims have been satisfied, and no other statutory archival obligations or bases for justification exist for the storage. We use your postal address, if necessary, for a maximum period of 24 months as from the contractual relationship having come to an end. The legal basis for the processing is a weighing up of interests. Our legitimate interest lies in once again convincing you about our products and services, within the context of re-canvassing efforts. Bäderbetriebe Kleve GmbH will, in certain cases, continue to use your data in an anonymised form for analysis purposes.

Should you have granted Bäderbetriebe Kleve GmbH your consent to being sent advertising by e-mail or be contacted by telephone for that purpose during the period of the contractual relationship, we use such consent for a maximum period of 12 months after such consent is granted, unless a longer period of use is justified for objective reasons.

5. Your rights

5.1 Information, correction, deletion, etc.

We shall be happy to provide you with information on whether any personal data of yours is stored with us - and, if so, which data - and to whom we may have passed it on. In accordance with the statutory provisions, you may assert the following further rights: Correction, deletion, limitation of the processing (blocking in regard to certain purposes) and transfer of your data within the meaning of data portability.

5.2 The right to object to direct marketing, etc.

Should we undertake the processing of data based on the so-called weighing up of interests (see Clauses 3.2 to 3.4), you are entitled, at any time, for reasons which emerge from your special situation, to object to such processing. You are in particular entitled to **file an objection** to processing for **promotional purposes**.

5.3 Right of revocation

Should you have granted us separate **consent** in regard to the processing of your personal data, you may **revoke** it vis-à-vis us at any time. The legitimacy of the processing of your data shall not be affected by a revocation until the date of the revocation

5.4 Questions or complaints

If you have any questions or complaints, you may contact the competent supervisory authority: viz. the State Agency for Information Security and Data Protection of North Rhine-Westphalia (www.ldi-nrw.de).

6. Contact details

If you have any questions or comments on the data protection practices of Bäderbetriebe Kleve GmbH GmbH (for example, in order to request information about your personal data gathered by us and update your personal data), please, using the keyword "Data protection", contact the Data Protection Officer, Mr Markus Versteegen, Tel.: +49(0)(2821) 593-114, Fax: +49(0)(2821) 593-160 or by e-mail: datenschutz@stadtwerke-kleve.de.