

## Privacy policy for the RMA online reporting tool

We take the protection of your personal data seriously and want you to feel secure when using our portal. We attach great importance to making the processing of your personal data transparent and would like to inform you in this privacy policy about our handling of your data and your rights in this regard.

The RMA online reporting tool is provided by CANCOM Austria AG, hereinafter referred to as “we,” “us,” or “our.” We act as a processor within the meaning of the GDPR and process personal data exclusively on behalf of and in accordance with the instructions of the respective controller (our customer). The purposes and means of data processing are determined by the controller.

The controller is the customer who uses this reporting tool to record RMA cases and fault reports. The customer is responsible for informing the data subjects (e.g., users of the tool) about the processing of their data.

### 1. Name and contact details of the processor

#### **CANCOM Austria AG**

Wienerbergstraße 53, Vienna, Austria

T +43 50 822 0

[info@cancom.com](mailto:info@cancom.com)

#### **c/o Data Protection Officer**

Wienerbergstraße 53, 1120 Wien, Österreich

[datenschutz@cancom.com](mailto:datenschutz@cancom.com)

### 2. Nature and purpose of data processing

When using the RMA online reporting tool, the following personal data is processed:

- First and last name
- Company name/address
- Telephone number and/or email address
- Product serial number(s)
- Invoice/customer number
- Fault description
- Other relevant information for processing the return

The purpose of data processing is to process and handle your return, repair, or complaint as part of the RMA (Return Material Authorization) process, based on the data collected via Microsoft Forms.

### 3. Legal basis of the processing

The processing of personal data for these purposes is based on Art. 6 (1) (b) GDPR (performance of a contract or implementation of pre-contractual measures) and, where applicable, Art. 6 (1) (f) GDPR (legitimate interest).

#### **4. Use of Microsoft Forms**

We use Microsoft Forms, a service provided by Microsoft Corporation, One Microsoft Way, Redmond, WA 98052-6399, USA, to collect data. Data is collected via servers within the European Union, as the appropriate settings have been selected. Microsoft is contractually bound by a data processing agreement (DPA) in accordance with Art. 28 GDPR and offers appropriate guarantees for data processing outside the EU through standard contractual clauses (SCCs). For more information on data protection at Microsoft, please visit: <https://privacy.microsoft.com/de-de/privacystatement>

#### **5. Obligations of CANCOM as processor**

We undertake to process personal data only on the documented instructions of the controller. In addition, we take all necessary measures in accordance with Art. 32 GDPR to ensure the protection of personal data. We ensure that all persons authorized to process data are obliged to maintain confidentiality and strictly observe this confidentiality. After completion of the contractually agreed services, we will either delete or return all personal data as instructed by the controller. In addition, we support the controller in fulfilling its obligations under Articles 32 to 36 GDPR to ensure that all data protection requirements are fully met.

#### **6. Recipient of the Data**

Your data will not be passed on to third parties unless this is necessary to process your RMA request (e.g., shipping service providers, repair service providers), we are legally obliged to do so, or you have expressly consented to this.

#### **7. Storage period**

The storage period for personal data is determined by the controller. We only store data for as long as is necessary to fulfill our contractual obligations or as instructed by the controller. After termination of the contract or at the instruction of the controller, the data will be deleted, provided there are no statutory retention obligations.

#### **8. Data security**

We take appropriate technical and organizational measures to ensure the confidentiality, integrity and availability of personal data. These measures serve to ensure the security of the data we process and to minimize the risk of data loss, unauthorized access, misuse or disclosure.

#### **9. Data protection rights of the data subject**

Data subjects have the right to information, correction, deletion and restriction of the processing of their personal data as well as the right to data portability and objection. Requests in this regard should be addressed directly to the controller

#### **10. Changes to this privacy policy**

Parts of this privacy policy may be changed or updated by us for technical or legal reasons without prior notification. Please always check the current privacy policy to ensure that you are up to date with any changes or updates.

#### **11. Contact us**

If you have any questions about this privacy policy, please contact us at [datenschutz@cancom.com](mailto:datenschutz@cancom.com).