

Information Requirements Complaint

This document is for your information – only the German version contains legally binding statements.

TEXAID Textilverwertungs-AG · Militärstrasse 1 · CH-6467 Schattdorf · Tel.+41 41 874 54 00 · Fax +41 41 874 54 01 · www.texaid.ch

Below we inform about the collection of personal data for complaints. Personal data is all data that relates to you personally (for example: name, address, e-mail addresses, phone number etc.).

1. Contact Details and Company Data Protection Officer

Responsible referred to Article 4 paragraph 7 GDPR is TEXAID Textilverwertungs-AG, Militärstrasse 1, 6467 Schattdorf, phone +41 41 874 54 00, fax +41 41 874 54 01, info@texaid.ch. The company data protection officer of TEXAID Textilverwertungs-AG can be contacted at the above-mentioned address or at datenschutz@texaid.ch.

2. Purposes of Data Processing and Legal Bases

(1) The data will be collected, stored and, if necessary, passed on as far as necessary in order to be able to treat an oral or written expressed dissatisfaction with a product or service of stakeholders. The collection, storage and dissemination are therefore carried out for the purpose of contractual measures at the request of the data subject on the basis of Article 6 paragraph 1 sentence 1 letter b GDPR. Failure to provide this information may result that the complaint can not be settled.

We transfer personal data, if necessary, only to responsible employees.

Further processing only takes place if you have given your agreement or if you have a legal permit.

(2) We maintain current technical measures to ensure the protection of personal data. These are adapted to the current state of the art.

3. Duration of Data Storage

As far as we do not process your contact data for operational purposes, we store the data collected for the complaints until the expiry of the period of 10 years. We retain the contractual information required under commercial and tax law for the statutory periods based on Article 6 paragraph 1 sentence 1 letter c GDPR. After this period, the data collected for the invoice will be deleted or blocked if deletion is not possible.

4. Your Privacy Rights

You have the right to request information from us at any time about your personal data stored with us (Article 15 GDPR). This also applies to the recipients or categories of recipients to whom this data is shared and the purpose of the storage. In addition, you have the right to demand, under the conditions of Article 16 GDPR, the correction and / or, under the conditions of Article 17 GDPR, the cancellation and / or, under the conditions of Article 18 GDPR, the restriction of processing. Furthermore, under the conditions of Article 20 GDPR, you can request data transfer at any time - provided the data is still stored by us.

In the case of processing of personal data for the purpose of performing public interest tasks (Article 6 paragraph 1 sentence 1 (e) GDPR) or legitimate interests (Article 6 paragraph 1 sentence 1 (f) GDPR), you may refuse processing personal data concerning you at any time, with future effect. In the event of an objection, we shall refrain from any further processing of your data for the aforementioned purposes,

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- unless there are compelling, legitimate grounds for processing that outweigh your interests, rights and freedoms, or
- unless the processing is necessary for the assertion, exercise or defense of legal claims.

Under the conditions laid down in Article 21 paragraph 1 GDPR, data processing may be objected to for reasons arising from the particular situation of the person concerned.

5. Contact

All requests for information, revocations or objections to data processing should be directed to our data protection officer by e-mail at datenschutz@texaid.ch or by letter to the address mentioned under 1. For further information please refer to the full text of the GDPR on <https://dsgvo-gesetz.de> or our privacy policy, which is available on <https://www.texaid.ch/en/contact/data-protection.html>.

In addition, you can complain to the regulating authority about data protection issues:

Eidgenössischer Datenschutz- und Öffentlichkeitsbeauftragter (EDÖB)
Feldeggweg 1, CH-3003 Bern