

Data Protection Notice for Customers

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Thank you for your interest in our Group and our products.

In the following Data Protection Notice, Kloeckner Metals UK - ASD Ltd. (also referred to in the following as "Kloeckner", "we", "us" or "our") provides you with various information about the processing of your personal data in the course of our general business activities and specifically in contract fulfillment. Personal data is all information relating to an identified or identifiable natural person (such as your first name and last name, your mailing address, your phone number or your e-mail address).

In the following, we would like to inform you in particular about what personal data is processed, for what purpose in each case, as well as your rights in this regard.

I. Controller

The controller for the purposes of data protection law is:

Kloeckner Metals UK - ASD Ltd.
Valley Farm Road, Stourton
Leeds
LS10 1SD
Phone: +44(0)113 254 0711
Email: enquiries@kloeckner.com

II. Group Data Protection Office

Our Group Data Protection Office may be contacted at:

Klößner & Co SE
Group Data Protection Office
Am Silberpalais 1
D-47057 Duisburg
E-mail: dataprivacy@kloeckner.com

III. Processing of your personal data in the course of our general business activities

a) Data and data categories affected:

We process the following data in the course of our general business activities: title, first name, last name, business e-mail address, date of birth, company name, business mailing address, form of company, billing address, delivery address and details, payment method, credit card information (truncated), business telephone number, tax number, Klößner customer number, and details of customer-specific prices (agreed rebates and terms), contracts and orders placed (including, for example, order number, call-off quantity unit, article number, quantity required, date and time).

b) Purposes of processing and legal basis

We process the aforementioned data and data categories in the course of our general business activities and in particular to fulfill our contractual obligations and in order to take the steps required prior to entering into a contract (such as preparatory phone calls) pursuant to Article 6(1)(b) of the GDPR. This includes preparing and making quotations, order fulfillment including logistics and invoicing, and general customer support such as assistance with questions about products.

In addition, on the basis of Article 6(1)(c) of the GDPR, we are authorized and required under the European anti-terrorism regulations EC No 2580/2001 and EC No 881/2002, as well as under international law, to screen your contact data (company name and address) in order to ensure that no funds or other economic resources are made available in the future for the purposes of terrorism. We collect the data either directly from you or via other Klöckner systems such as our online shop as the case may be.

Furthermore, we analyze existing data in terms of general customer behavior. This involves gaining an understanding of customer-specific differences with regard to ordering frequency, ordering medium, quantities, prices, etc. in order to provide you with personalized service. The basis for this, pursuant to Article 6(1)(f) of the GDPR, is our legitimate interest in promoting sales by making targeted offers and through customer support.

In addition, for the purpose of sending (target group-specific) e-mails, we process your first name and surname, title, e-mail address, buying behavior and buying history (online/offline) as well as the responsible branch on the basis of Article 6(1)(f) of the GDPR. Our legitimate interest lies in promoting sales by making targeted offers.

If you have consented to receive direct marketing, we also process additional data categories for the purpose of sending individualized e-mails. With regard to the processing of your data for direct marketing purposes, please see the separate Data Protection Notice for direct marketing at <https://www.kloeckner.co.uk/gdpr>. The purposes of processing described in that Data Protection Notice in relation to direct marketing are only implemented if you have given us your separate consent for them.

c) Duration of data storage:

We store your data only until the legitimate purpose for which it has been collected has been completed (generally meaning contract and order fulfillment including any warranty obligations) or for as long as any statutory retention requirements apply. Relevant requirements notably include provisions of tax law and commercial law that generally stipulate retention for between six and ten years.

If you revoke your consent to the processing of personal data, we will erase your stored personal data provided that there is no conflict with statutory requirements – such as retention requirements – or with our legitimate interests.

d) Need for your cooperation in data collection/consequences of refusal:

Except where otherwise indicated, the provision of data is necessary for the business relationship. Failure to provide necessary data means that the service concerned cannot be provided. Failure to provide data may also mean that we are unable to provide our services in the same form and quality.

e) Automated individual decision making, including profiling

There is no automated individual decision making, including profiling, within the meaning of Article 22 of the GDPR, in connection with the use of our services.

IV. Recipients

Internal recipients: Access to your personal data is restricted, to the extent needed, to those persons at Klöckner who require such access in order to fulfill the purposes mentioned above.

For organizational reasons, certain types of processing may in individual cases be conducted by multiple Klöckner companies (for example, Klöckner Deutschland GmbH in cooperation with Kloeckner Metals France) acting as joint controllers. We will be happy to make the essence of the arrangement available to you upon request. For contact details related to Data Protection, please see Chapter II.

External recipients: We pass on your personal data to external recipients only if it is necessary to do so in order to process and respond to your inquiries and orders, it is expressly allowed by law or you have given us your consent to doing so.

External recipients may be the following:

a) Processors

Klöckner Group companies or external service providers that we use for the provision of services, such as in connection with technical infrastructure and maintenance or with the provision of content under contract.

b) Public bodies

Public authorities and government institutions, such as prosecutors, courts or tax authorities to which we are under a binding obligation to disclose personal data by law.

c) Other recipients

We pass on your personal data to other recipients only if it is necessary for contract fulfillment, you have given your consent or it is expressly allowed by law. Other recipients may notably include Group companies, cooperation partners under global procurement contracts (for direct delivery by the cooperation partners), payment service providers, credit reporting agencies or debt collection agencies.

Our primary service provider for matters related to debt collection is:

Atradius N.V.
David Ricardostraat 1, 1066 JS Amsterdam
Postbus 8982, 1006 JD Amsterdam
Netherlands
Phone: +31 20 553 9111
Fax: +31 20 553 2811
E-mail: customerservice.nl@atradius.com

Atradius N.V.'s data protection notice is available online at <https://group.atradius.com/privacy-statement.html> (chapters 3 and 4). Atradius's Data Protection Officer can be contacted by e-mail at dpo@atradius.com.

V. Transfer to countries outside of the EU

Where applicable, we also transfer personal data processed in connection with the processes described above to recipients who process your personal data outside the territory of the European Union. If the countries concerned do not have an equivalent level of data protection in accordance with EU law, we ensure adequate protection of your personal data with the recipients concerned by means of appropriate safeguards as stipulated in the GDPR. You can request a copy of the safeguards from us (see heading I for contact details).

VI. Your rights

Your rights as a data subject under the General Data Protection Regulation (GDPR) – subject to the applicable legal requirements being met – are as follows:

Access: You have the right of access to personal data concerning you that we process.

Rectification: You have the right to obtain rectification of your personal data. You also have the right to have incomplete personal data completed.

Erasure: In certain instances, you have the right to obtain erasure of your personal data.

Restriction of processing: In certain instances, you have the right to have us restrict the processing of your personal data.

Data portability: If you have provided us with data on the basis of a contract or consent, you have the right to receive the data you have provided in a structured, commonly used and machine-readable format or to have us transmit it to another controller.

Revocation of consent: If you have given us consent to the processing of your data, you can revoke it at any time with effect for the future. This does not affect the lawfulness of the processing of your data prior to the revocation.

Right of objection: Where we process your personal data on the basis of our legitimate interests pursuant to Article 6(1)(f) of the GDPR, you have the right at any time to object to processing of your personal data, on grounds relating to your particular situation. We will then no longer process the personal data for the stated purposes unless we can demonstrate compelling legitimate grounds for processing that override your interests, rights and freedoms, or the processing is for the purpose of establishing, exercising or defending legal claims.
With regard to the processing of your data for direct marketing purposes, please see the separate information on opt-out rights relating to direct marketing (<https://www.kloeckner.de/gdpr>).

Exercising your rights: To exercise any or all of your rights as described above, please contact your customer service representative or write to us by postal mail at the address under heading I above. Alternatively, you can also contact the Data Protection Officer responsible for you (see heading II for contact details). Please make sure that we can clearly identify you.

Right to lodge a complaint with a supervisory authority: You have the right to lodge a complaint with a supervisory authority – in particular, in the Member State of your habitual residence, place of work or place of the alleged infringement – if you consider that the processing of personal data concerning you is unlawful.

Information as of May 2019