

How we use your data

We hereby inform you how Grieneisen GBG Bestattungen GmbH processes your personal data and the rights you have according to the data protection law.

1. Who is responsible for the data processing and who can you contact?

You can contact the relevant office at:

Grieneisen GBG Bestattungen GmbH, Fürstenbrunner Weg 10/12 in 14059 Berlin

telephone: +49 30 78 78 2 – 0

e-mail: info@ahorn-gruppe.de

You can contact our data protection officer using the above mentioned postal address c/o data protection officer – or via e-mail: datenschutz@ahorn-gruppe.de

2. Why do we process your data (purpose of processing) and on what legal basis do we do so?

We process your personal data in compliance with the EU General Data Protection Regulation (GDPR), the German Federal Data Protection Act (BDSG), and any other relevant data protection laws.

The purposes for which data is processed depend on the reason for contacting us.

a. You are a caregiver, contact person or authorized person:

In accordance with the contractual relationship, it is necessary for communication purposes to store names and contact details of caregivers, doctors or employees of public authorities etc..

b. You are a representative or a person authorized to care for the deceased:

- If our client nominated a representative, this person should be notified in the event of death. For this purpose, we process his/her name and contact details.
- In order to execute the funeral wishes of the deceased, as laid down in the relevant pre-funeral arrangement contract, our client may appoint a person authorized to care for the deceased. To this end, we process his/her name and contact details.

c. You are our business partner (e.g. service provider, supplier or lessor):

In line with our purchase, work, rental or service contract, we process personal data, such as names and contact details of contact persons, in order to establish, implement or terminate the respective contractual relationship. Business partners are deemed to be, for example, florists, stonemasons, funeral orators. Please find more categories of service providers and business partners in the list of service providers under www.ahorn-gruppe.de/datenschutz/

Article 6(1)(b) EU GDPR forms the legal basis for the processing of personal data for pre-contractual and contractual purposes.

The following applies to all data subjects (a to c):

Relevant personal data may include personal identification details (name, address, date and place of birth, gender, marital status, nationality, occupation, telephone number, email address), bank details (IBAN, BIC, name of bank), employment data (income, tax and social security data, information on income), care information, and other data similar to the above categories.

We also process this data to protect our legitimate interests or that of third parties (Article 6 para. 1 f) GDPR). This may in particular be necessary:

- to ensure IT security and IT operation,
- to use for tests of new and further developments of our data processing systems.

In addition, we also process personal data to comply with statutory requirements, such as commercial and tax law duties specified for the retention of data or to comply with our duty to provide consultation. The respective legal provisions in conjunction with Article 6 para. 1 c) GDPR serve as the legal basis for the data processing in this case.

In the event we wish to process personal data for a purpose other than mentioned above, we will inform the affected data subject in advance within the statutory provisions.

3. Where does your data come from (origin of data)?

In principle, we collect personal data directly from the data subject. We process his/her personal data when he/she contacts us, e.g. as an heir.

However, in certain cases it may happen that we receive data from third parties:

- We obtain data of **representatives and persons authorized to care** for the deceased from clients who have concluded a pre-funeral arrangement contract with us.
- We usually obtain data on **heirs or surviving dependants** from our client. In addition, we can also obtain your data from the court (certificate of inheritance) or other funeral undertakers.
- Insofar as it is necessary to protect our legitimate interests, we will obtain a **creditworthiness statement** from the Creditreform Berlin Wolfram KG to assess general payment behaviour. Please find more detailed information about this under “credit checks”.
- In case of **mails returned back to sender**, we hire specialized service providers to conduct an address search to investigate current address details.

In addition, we also process personal data that we obtained from publicly accessible sources (e.g. debtor lists, commercial and association registers, press, media, Internet) and are permitted to process.

4. Who gets my data? (categories of recipients of personal data)

Data processing within the company group:

Specialised companies or divisions of our company group centrally perform for the companies affiliated with Ahorn Gruppe certain data processing tasks. If, for example, an insurance and/or pre-arrangement contract exists between you and one or several companies within our group, your data may be processed centrally by a company within the Ahorn Gruppe. These tasks include, for example, managing addresses centrally, providing customer service by telephone, handling contracts and services, managing collections and disbursements or handling joint mail processing. Please find in our list of service providers companies that participate in centralized data processing.

External service providers:

We also make use of external service providers to perform our contractual and legal obligations.

Please go to overview in the appendix as well as in the respective current version on our website at www.ahorn-gruppe.de/datenschutz/ to find the list of contractors and service providers we use and with whom we maintain also longstanding business relationships.

Other recipients:

Moreover, we may transfer personal data to other recipients, such as public authorities in order to fulfil legal reporting duties (e.g., social insurance agencies, tax authorities or law enforcement agencies).

5. How long is my data stored?

We delete personal data as soon as they are no longer required for the above-mentioned purposes. It may happen that personal data is kept for the time during which claims can be made against our company (statutory limitation period of three or up to thirty years). We also store personal data to the extent that we are legally obliged to do so.

Corresponding obligations to provide evidence and retain data arise from the German Commercial Code, the German Fiscal Code and the Money Laundering Act, among others. The data storage periods are generally up to ten years. In exceptional cases, the data storage period may be extended to thirty years due to statutory limitation periods (e.g. § 197 of the German Civil Code (BGB)).

6. What data protection rights do you have?

You can submit an access request for personal information held about you to the above-mentioned address. In addition, under certain circumstances, you can demand that your data be rectified or deleted. You may also have the right to restrict the processing of your data and the right to have the data provided by you to be released in a structured, common and machine-readable format.

Right of objection

You have the right to object to the processing of your personal data for direct marketing purposes. All you need to do is send an e-mail to info@ahorn-gruppe.de.

If we process your data to protect legitimate interests, you may object to this processing if reasons arise from your particular situation that speak against such data processing.

We will then cease to process your personal data unless we can prove compelling reasons for processing worthy of protection that outweigh your interests, rights and freedoms or the processing serves to assert, exercise or defend legal claims.

Right of appeal

You have the possibility to address a complaint to the above mentioned data protection officer or to a data protection supervisory authority. The data protection supervisory authority responsible for us is:

Berlin Commissioner for Data Protection and Freedom of Information
Friedrichstr. 219
Visitors' entrance: Puttkamerstr. 16–18 (5th floor)
10969 Berlin

7. To what extent do we use automated decision making (including profiling)?

Credit assessment

In order to assess the viability of business relationships, we request information from Creditreform Berlin Wolfram KG to evaluate the general payment behaviour.

Please find more information on Creditreform Berlin Wolfram KG at <https://www.creditreform-bb.de/datenschutz/>