

## Data Protection Declaration for Customers and Business Partners

The protection of personal data is very important to us. For this reason, we process personal data exclusively on the basis of the applicable data protection regulations. In this data protection declaration we inform you about the most important aspects of data processing at the Greiner Packaging Group.

### Controller

Responsible for the processing of your personal data is the respective company of the Greiner Packaging Group, with whom you are in business relationship or to whom you have left your data (controller). The contact addresses of all Greiner Packaging companies can be found [here](#).

For any queries regarding data protection you can also contact:

Greiner Packaging International GmbH

Greinerstrasse 70, 4550 Kremsmuenster, Austria

Tel.: +43 7583 72 51-0

E-Mail: [dataprotection@greiner-gpi.com](mailto:dataprotection@greiner-gpi.com)

### Source

We have received your personal data either from yourself, your company or your employees and/or organs, from public sources such as commercial register, your website, telephone directory etc., or from third parties who have a right to transfer data to us (e.g. other group companies).

### Categories of Personal Data

As part of the business relationship with you, your following personal data will be stored or processed by Greiner:

Gender, name, academic title, function within your company, phone number, mobile number, fax number, e-mail address, language, business address.

### Purposes and Legal Basis

We process your personal data only as far as they are voluntarily provided by you, you have consented to this or we are otherwise authorized by law.

Your personal data will be processed by Greiner for the following purposes and based on the following legal basis:

- Processing based on your given consent to the processing of your personal data (Article 6 (1) (a) GDPR),
- processing to fulfill pre-contractual and contractual obligations (Article 6 (1) (b) GDPR),
- processing to fulfill legal obligations (Article 6 (1) (c) GDPR),
- Processing for the legitimate interests of our company or third parties (Article 6 (1) (f) GDPR), namely
  - for the purpose of customer management and sales,
  - for the purpose of answering requests,
  - for the purpose of internal administration,
  - for the purpose of credit rating,
  - for the purpose of direct marketing of our products/services,
  - for the purpose of conducting marketing surveys,
  - for the purpose of preventing abuse (whistleblowing system).

### **Recipients**

All employees of our company who are responsible for customer service and for our business partners have access to your personal data. In addition, these data can be viewed by the IT departments of Greiner Packaging International GmbH (A-4550 Kremsmuenster) and Greiner Holding AG (A-4550 Kremsmuenster).

Our software systems are partly managed by external service providers with whom we have concluded the legally mandated data processing agreements.

If you have given your consent or we are otherwise authorized by law, we will also make your personal data available to authorized employees from [affiliated companies](#) of the Greiner Packaging Group.

Some of the recipients referred to above are located outside your country or process your personal data there. The level of data protection in other countries may not equivalent to that of your country. However, we only transfer your personal data to countries where the EU Commission has determined that they have an adequate level of data protection, or we take measures to ensure that all recipients provide an adequate level of data protection. We do this

for example by entering into appropriate data transfer agreements based on Standard Contractual Clauses.

As far as necessary for the fulfillment of contractual obligations, a transmission of your data to third parties may occur, such as the transmission of your name and address to commissioned transport or shipping companies for the delivery of ordered goods. These companies are required to comply with data protection.

### **Storage Period**

We will store or retain your data as long as it is necessary for our business purposes, as well as in accordance with the legal obligations for storage, documentation and limitation periods.

### **Rights of the Person Concerned**

In connection with the data protection provisions you have the following rights with regard to your personal data processed by Greiner: right of access (Article 15 GDPR), right to rectification (Article 16 GDPR), right to erasure ("right to be forgotten" - Article 17 GDPR), right to restriction of processing (Article 18 GDPR), right to data portability (Article 20 DSGVO), right to object (Article 21 DSGVO) and the right to withdraw your consent (Article 7 (3) GDPR).

You can reach us under the following contact details:

Greiner Packaging International GmbH, Greinerstrasse 70, 4550 Kremsmuenster, Austria, or by e-mail to [dataprotection@greiner-gpi.com](mailto:dataprotection@greiner-gpi.com).

If you believe that the processing of your personal data violates data protection law or your data protection claims have otherwise been violated in any way, you have the right to lodge a complaint with a supervisory authority (Article 77 GDPR). For Austria this is the [Austrian Data Protection Authority](#). The supervisory authorities of the respective EU member states can be found [here](#).

We would like to point out that in the event that personal data is not provided or in the event of your revocation, the fulfillment of (contractual) obligations by Greiner Packaging will be made more difficult or even impossible.