

### **Processing of personal data related to the use of our web shop**

Our web site features a web shop for our customers. If you decide to register as a user of our web shop, you can rest assured that your data will be handled with the utmost care and sensitivity. All pertinent legal requirements apply to the processing of our customer data. Please read our General Privacy Policy for Business Partners. The following contains more detailed information about the type, extent and purpose of personal data collection and use related to our web site at [www.voestalpine.com/stahl](http://www.voestalpine.com/stahl).

Responsible company:           voestalpine Steel & Service Center GmbH  
  voestalpine-Straße 3  
  4020 Linz, Austria

#### **1. Opening a customer account (registration)**

Customers who open an account (register) in our web shop must provide the following information:

- Form of address
- First and last name
- Email address
- Preferred language (German or English)
- Name of company
- Street (optional)
- Zip code, city

You are neither contractually nor legally obligated to provide us with the personal data required to open a customer account. However, web shop registration and order placement will not be possible if you do not share this information with us.

#### **2. Web shop orders**

The following additional personal data is processed when you use the web shop and place web shop orders:

- Form of address
- First and last name
- User name, unique ID:
- Email address
- Order comments
- Communication between customers and Customer Support
- Order details
- Name and address of the contracting entity
- Name and address of the consignee

#### **3. Data from other sources**

In addition to the data you disclose during registration, we also process data from our SAP system.

#### **4. Purpose of processing, legal basis and storage periods**

We use the aforementioned personal data (i) to provide web shop services, (ii) to process orders placed in the web shop (contract processing), (iii) to manage customer accounts, (iv) for customer service, and (v) to assert or defend legal claims and to defend against and prevent harmful acts, including attacks on our IT infrastructure. All of the aforementioned processing operations serve in particular to fulfill a contractual agreement with you or to carry out pre-contractual measures at your request. These processing operations are based on Art 6, Sec. 1, Letter a of the European Data Protection Regulation (GDPR) (consent in the context of registration), Art 6, Sec. 1, Letter b of the GDPR (performance of a contract) or the protection of legitimate interests (Art 6, Sec. 1, Letter f of GDPR), whereby these consist in the initiation, implementation and settlement of the business relationship. Our legitimate interest also lies in the achievement of the aforementioned purposes. We store your personal data until the termination of our business relationship and beyond that (i) as long as it is necessary for the purposes for which it is processed or (ii) as long as statutory retention periods exist or (iii) as long as legal claims—in particular warranty and guarantee claims—can be asserted.

#### **5. Data subject rights**

- » Gemäß Art 15 DSGVO haben Sie das Recht, eine Bestätigung darüber zu verlangen, ob personenbezogene Daten vom Verantwortlichen verarbeitet werden und das Recht auf Auskunft über diese Daten.
- » Pursuant to Section 15 of the EU GDPR, you have the right to request a confirmation of whether personal data may be processed and to receive information on such data.
- » Pursuant to Section 16 of the EU GDPR, you have the right to request that any incorrect personal data be corrected and/or made complete.
- » Pursuant to Section 17 of the EU GDPR, you have the right to deletion of your data.
- » Pursuant to Section 18 of the EU GDPR, you have the right to limited processing of your personal data.
- » Pursuant to Section 20 of the EU GDPR, you have the right to transmission of your data.
- » Pursuant to Section 21 of the EU GDPR, you have the right to object to the processing of your data.
- » Finally, you have the right to lodge a complaint with the data protection panel.
- » If your data are processed under your permission, you have the right to revoke this permission at any time without affecting the legality of any processing carried out pursuant to your consent up until the time of your revocation.

In order to ensure efficient processing of such inquiries, we ask that you contact us using the email address below and that you provide us with proof of your identity by transmitting electronic documentation.

## **6. Contact partners**

Please send inquiries about data protection and the assertion of your rights to the data protection organization of voestalpine Steel & Service Center GmbH at [Datenschutzmanager.SSC@voestalpine.com](mailto:Datenschutzmanager.SSC@voestalpine.com) or voestalpine Steel & Service Center GmbH, voestalpine-Straße 3, 4020 Linz, Austria.