

## Current information on data protection

### 1. Name of processing activity

**Information on data protection** in connection with customer surveys using MS Customer Voice

### 2. Name and contact details of the person responsible

**Responsible for data collection:**

SKZ – KFE gGmbH  
Friedrich-Bergius-Ring 22  
97076 Würzburg

Contact person:  
Mr Fabian Meid  
f.meid@skz.de  
+49 (0) 931 4104 - 586

### 3. Contact details of the data protection officer

WUQM Consulting GmbH  
Bürgerbräu 02 Sudhaus  
Frankfurter Straße 87 | 97082 Würzburg  
Tel. +49 931 780 970-19  
info@wuqm.de | www.wuqm.de

### 4. Purposes and legal bases of processing

**4a) Purposes of processing:**

Your data is collected

1. for inquiring about customer satisfaction after research services have been conducted,
2. and for evaluating the anonymised answers internally in order to be able to develop improved offers.

**4b) Legal basis of processing:**

Your data will be processed on the basis of Article 6.1 (b) of the GDPR (assignments for research projects carried out by SKZ - KFE gGmbH in cooperation with their customers).

**5. Recipients or categories of recipients of the personal data****Your personal data will be passed on to:**

1. Department assistants for inviting the project partner (= technical contact person for project implementation) by email to participate in the survey (recipient within the organisation)
2. No (processor)
3. No (third party)

The data collected from the survey is completely anonymised and cannot be matched to any e-mail addresses or persons.

**6. Transfer of personal data to a third country****Transfer:**

Transfer to a third country takes place as a part of order processing by Microsoft as the service provider.

**7. Duration of storage of personal data****Your order data will be stored after collection ...**

... in the ERP for ten years, in accordance with the statutory retention period.

The completely anonymised results of the surveys are stored after collection at SKZ - KFE gGmbH for as long as necessary for the respective task of "improvement of services for our customers", in compliance with the statutory retention periods and also with regard to documentation obligations.

## 8. Data subject rights

**According to the General Data Protection Regulation you have the following rights:**

If your personal data is processed, you have the right to receive information about any data stored about your person (Article 15 of the GDPR).

If incorrect personal data is processed, you have the right to rectification (Article 16 of the GDPR).

If the legal requirements exist, you have the right to deletion or restriction of processing as well as to objection to processing (Articles 17, 18 and 21 of the GDPR).

If you have consented to the data processing or if there is a contract for data processing and the data processing is carried out using automated procedures, you may have a right to data portability (Art. 20 of the GDPR).

If you make use of your above rights, the organisation will check whether the relevant legal requirements are met.

Furthermore, a right of appeal exists to the responsible state officer for data protection:

Bavarian State Office for Data Protection Supervision

Promenade 18

91522 Ansbach

Telephone: +49 (0) 981 180093-0

E-mail: [poststelle@lda.bayern.de](mailto:poststelle@lda.bayern.de)