

Information requirements - complaints

In the following, we provide information on the collection of personal data in the event of a complaint. Personal data are any data relating to you personally, e.g. name, address, e-mail addresses, telephone number.

1. Contact details and our Data Protection Officer

The controller as defined in Article 4 (7) of the GDPR is **Fujifilm Wako Chemicals Europe GmbH, Fuggerstr. 12, 41468 Neuss, Tel: 02131/311182, Fax: 02131/311182, E-mail: info_wkeu@fujifilm.com**. The Data Protection Officer of **Fujifilm Wako Chemicals Europe GmbH** can be contacted at the above address, FAO Privacy Department, or at compliance_wkeu@fujifilm.com.

2. Purposes of data processing and legal bases

(1) We collect, store and, if necessary, transfer data insofar as required in order to handle dissatisfaction with a product or service expressed by internal and external customers, either verbally or in writing. Such dissatisfaction may be the result of actual defects, misunderstandings or unrealistic expectations.

Data are thus collected, stored and transferred for the purpose of the fulfilment of the contract and on the basis of Article 6 (1) sentence 1 (b) of the GDPR and for the purpose of fulfilling a legal obligation of the controller on the basis of Article 6 (1) sentence 1 (c) of the GDPR. Failure to provide such data may result in us being unable to process the complaint.

We transmit personal data to responsible employees/departments in the company, employees of the parent company and to the customers in question.

Further processing only takes place if you have given your consent thereto or if it is permitted by law.

Personal data are also transmitted to Japan and the USA. For this purpose, the Commission has issued an adequacy decision in relation to Japan pursuant to Article 45 (3) of the GDPR.

(2) We maintain current technical measures to ensure the protection of personal data. These are adapted in line with the current state of the art.

3. Duration of data storage

Insofar as we do not process your contact data for business purposes, we store the data collected for the complaint until the purpose for which the data were collected is fulfilled and the data are no longer required, or until the expiry of a period of 10 years. On the basis of Article 6 (1) sentence 1 (c) of the GDPR, we retain the contractual information required under commercial and tax law for the duration of the statutory periods. During this period (usually 10 years), the data are only reprocessed in the event of a review by the Financial Administration. Your data will also be erased if the storage thereof is prohibited. After expiry of this period, the data collected for this procedure will be erased or restricted if erasure is not possible.

4. Your data protection rights

At any time, you have the right to obtain information from us about your personal data which we store (Article 15 of the GDPR). This also applies to the recipients or categories of recipients to whom these data are transferred and the purpose of their storage. In addition, you have the right to request rectification (under the conditions set out in Article 16 of the GDPR) and/or erasure (under the conditions set out in Article 17 of the GDPR) and/or the restriction of processing (under the conditions set out in Article 18 of the GDPR). Furthermore, under the conditions set out in Article 20 of the GDPR, you can request data portability at any time, provided that the data are still stored by us. In the event that personal data are processed for the purpose of performing a task carried out in the public interest (Article 6 (1) sentence 1 (e) of the GDPR) or pursuing legitimate interests (Article 6 (1) sentence 1 (f) of the GDPR), you may object to the processing of personal data concerning you at any time, with future effect. Should you object, we shall refrain from any further processing of your data for the aforementioned purposes, unless:

- there are compelling, legitimate grounds for processing which override your interests, rights and freedoms, or
- processing is necessary for the establishment, exercise or defence of legal claims.

Under the conditions set out in Article 21 (1) of the GDPR, the data subject may object to the processing of their personal data on grounds relating to their particular situation.

5. Contact

All information requests and enquiries, withdrawals of consent or objections to data processing should be directed to our Data Protection Officer, who can be contacted at

compliance_wkeu@fujifilm.com (by e-mail) or at the address provided in Section 1 (by letter). For

more information, please refer to the full text of the GDPR, which is available on the Internet at

[https://eur-lex.europa.eu/legal-content/EN/TXT/?qid=1532348683434&uri=CELEX:02016R0679-](https://eur-lex.europa.eu/legal-content/EN/TXT/?qid=1532348683434&uri=CELEX:02016R0679-20160504)

20160504 and to our Privacy Policy, which is available on the Internet at <https://www.wako-chemicals.de/en/data-privacy>

In addition, you can lodge a complaint regarding data protection issues with the competent supervisory authority.

North Rhine-Westphalia Commissioner for Data Protection and Freedom of Information

[Landesbeauftragte für Datenschutz und Informationsfreiheit Nordrhein-Westfalen]

Kavalleriestraße 2-4

40213 Düsseldorf

Tel: 0211/38424-0

Fax: 0211/38424-10

E-mail: poststelle@ldi.nrw.de