

Data Protection Information for WhatsApp Business of Freudenberg FST GmbH

We would like to inform you below about the processing of personal data in connection with the use of "WhatsApp Business" by Freudenberg FST GmbH (FST). We use WhatsApp Business for customer communication and product services. WhatsApp Business is a service of WhatsApp Ireland Limited, Meta Platforms Ireland Ltd, Merrion Road, Dublin 4, D04 X2K5, Ireland.

You are aware that while using the instant messaging service WhatsApp, Inc. receives and processes personal data (particularly the metadata of the communication). These data are processed, among other things, on servers in so-called third countries (e.g., USA). These data are shared by WhatsApp with other companies within and outside the Facebook group. Further information can be found in the WhatsApp privacy policy <https://www.whatsapp.com/legal/#privacy-policy>.

FST has no precise knowledge of the data processing (scope, purpose of processing, disclosure to third parties, storage period) by WhatsApp, Inc. and cannot influence this. Your right of withdrawal according to Art. 21 of the European General Data Protection Regulation (GDPR) only applies to the future. You are aware that FST cannot guarantee the deletion, correction, restriction of the data processed by me via WhatsApp. To exercise these rights, I must contact WhatsApp Ireland Limited. Information on data protection can be found at <https://www.whatsapp.com/legal/>.

1. Purpose of the data processing

We use "WhatsApp Business" to communicate with interested persons and customers (hereinafter: "customer communication"). "WhatsApp Business" is a service of Freudenberg FST GmbH under usage of WhatsApp Business.

Controller acc. Art. 4 para. 7 EU-General Data Protection Regulation (GDPR) is

Freudenberg FST GmbH
Höhnerweg 2 - 4
69469 Weinheim/Bergstraße, Germany
Telephone: + 49 (0) 6201 - 80-66 66
Fax: + 49 (0) 6201 - 88-66 66
E-Mail: [info\[at\]fst.com](mailto:info@fst.com)

You can contact our data protection officer under:

legitimis GmbH
Ball 1
51429 Bergisch Gladbach, Germany
Tel.: +49 (0) 2202 28 941-0
E-Mail: [dataprotection-FST\[at\]legitimis.com](mailto:dataprotection-FST@legitimis.com)

2. processing of personal data:

When using " WhatsApp Business", various types of data are processed. The scope of the data depends, among other things, on what data you enter.

The following personal data are subject to processing:

User details: profile information, display name ("Display name"), telephone number, email address if applicable, profile picture (optional). additional informations provided by you

Automated decision-making within the meaning of Art. 22 GDPR is not used.

Legal basis

The legal basis for processing is consent in accordance with Art. 6 Abs. 1a GDPR.

Recipients / transfer of data

Personal data that is processed in connection with the operation of " WhatsApp Business" is generally processed by WhatsApp Ireland Limited.

Data processing outside the European Union

Data processing outside the European Union (EU) cannot be excluded, as we have limited control on the processing by WhatsApp Ireland Limited. However, we cannot exclude the possibility that data is routed or stored via Internet servers located outside the EU. This may be the case if users are in a third country and or a possible disclosure to US authorities.

3. Your rights as data subject

You have the right to be informed about the personal data regarding you. You can contact us for information at any time.

In the case of a request for information that is not made in writing, we ask for your understanding that we may require you to provide evidence that proves that you are the person you claim to be.

Furthermore, you have the right to correction or deletion or to restriction of processing, as far as you are legally entitled to do so.

Finally, you have the right to object to the processing within the scope of the statutory provisions.

You also have a right to data transferability within the framework of the data protection regulations.

4. Deletion of data

As a matter of principle, we delete personal data when there is no need for further storage. A requirement can exist in particular if the data is still needed to fulfil contractual services, to check and grant or ward off warranty and guarantee claims. In the case of legal storage obligations, deletion only comes into consideration after expiry of the respective storage obligation.

5. Right of complaint to a supervisory authority

You have the right to complain about the processing of personal data by us to a data protection supervisory authority.