

CLOSE TO OUR CUSTOMERS
INFORMATION ABOUT THE PROCESSING OF PERSONAL DATA
Controller & Data Protection Officer

The customer experience surveys are carried out by several joint controllers of the WIRTGEN GROUP. Below you can find the main contact. A list of the participating units and local privacy contacts can be found at the bottom of the Privacy Notice.

Wirtgen Group Branch of John Deere GmbH & Co. KG
 Reinhard-Wirtgen-Straße 2
 53578 Windhagen
 Germany
 Tel: +49 2645 131-0
www.wirtgen-group.com

You can also contact the data protection officer of WIRTGEN GROUP via data.protection@wirtgen-group.com.

Purpose and legal basis of the processing

The protection of your personal data is very important to us. Therefore, the observance of the legal regulations to the data security is natural for us. In the following, we would like to explain how we process your personal data.

Processing/ Purpose	Categories	Legal Basis	Recipient
Wirtgen Customer Experience Surveys 1. 1. Customer Experience Surveys are a process that will constantly and continuously survey our customers throughout their complete journey from purchase to longer term machine use. We are seeking your feedback to a) detect areas of improvement and b) generate a new metric Net Promoter Score. We are doing 3 surveys: 1st is sent out 5 days after delivery of the machine in question to appraise our sales process, the 2nd survey is sent out 5 weeks after delivery date to the fleet manager. The 3rd survey is sent out 5 months after delivery to both - purchaser & fleet manager. Surveys are triggered by the delivery of a machine, contact details are collected by the local responsible unit via our Salespersons. This data is submitted to the database of our CX service provider QUALTRICS (see recipients), triggering the three surveys to be sent at the three intervals. The data is necessary to identify the customer in case we need to follow up on an individual issue.	Company name, Customer's name, email address, telephone number, performance ratings, survey answers, country, region.	1. Article 6 par. 1-f) GDPR processing is necessary for the purposes of the legitimate interests pursued by the controller or by a third party, except where such interests are overridden by the interests or fundamental rights and freedoms of the data subject which require protection of personal data, in particular where the data subject is a child.	Wirtgen Group Branch of John Deere GmbH & Co. KG (License Holder) WIRTGEN GROUP, WIRTGEN INTERNATIONAL GmbH (Administration, Reporting), Qualtrics International Inc.
Storage Duration			
We store your data for a period of 24 months after submission after which we delete or anonymize the data.			

CLOSE TO OUR CUSTOMERS**Recipients of your personal data/data transfer to third countries**

Recipients of your personal data are the respective departments within the company that process the data affected.

In addition, in certain cases, your personal data may be transferred within the group, for example to Deere & Company, John Deere Place, Moline, Illinois, 61265, USA. The legal basis for a group-wide transfer of personal data is Art. 6 (1) (f) DSGVO in conjunction with Art. 48 DSGVO. Recital 48 DSGVO. The sufficient security standard is guaranteed according to Art. 46 (2) (b) DSGVO via binding internal data protection regulations (so-called Binding Corporate Rules). A copy of these binding internal data protection rules can be found on our website.

In addition, we use external service providers for certain processing activities. We have concluded data protection agreements with these service providers to ensure that the security of your personal data is always maintained. If these service providers process your personal data in third countries, they have also undertaken to comply with an appropriate security standard in accordance with Art. 45 or 46 of the GDPR, either because an adequacy decision of the EU Commission exists or other suitable guarantees are in place (e.g. EU Standard Contractual Clauses).

In addition, your personal data may be transferred to other recipients outside the company if this is necessary to fulfill our legal or contractual obligations.

Your rights regarding the processing of personal data

We would like to inform you about your rights in the processing of your personal data. If you have any questions about your rights or wish to assert your rights against us, please contact our data protection officer at data.protection@wirtgen-group.com or to the above address with the addition of „Data Protection Officer“.

Withdrawal of your consent (Art. 7 para. 3 GDPR)

If you have given your consent to the processing of your personal data, you can withdraw this at any time. The withdrawal of consent does not affect the legality of the processing carried out on the basis of the consent until withdrawal. You will be informed of this right of withdrawal before you give your consent.

Right of access by the data subject right (Art. 15 GDPR)

You have the right to ask us to confirm whether we are processing personal data about you. If this is the case, you have a right to information about this personal data. When transferring personal data to a third country or international organisation, you also have the right to be informed of appropriate safeguards to ensure that recipients comply with the provisions of the GDPR.

Right to erasure or „right to be forgotten“ (Art. 17 GDPR)

You have the right to request the immediate erasure of your personal data if one of the following reasons applies: Personal data for the purposes for which they were collected or otherwise processed are no longer required,

- You have withdrawn your consent and there is no other legal basis for the processing,
- You object the processing under Art. 21 para. 2 sentence 1 GDPR for reasons arising from your particular situation and there are no compelling legitimate reasons for the processing,
- You object the processing for direct marketing pursuant to Art. 21 para. 2 page 2 GDPR,
- the personal data have been processed unlawfully,
- the personal data must be deleted in order to fulfil a legal obligation under European or German law,
- the data were collected directly from a child in connection with an offer of information society services, Art. 8 para. 1 GDPR.

We will comply with the request for deletion unless we are legally obliged or entitled to store and process your personal data further. In addition, we are entitled to further storage if we are unable to assert, exercise or defend legal claims without your personal data.

Right to restriction of processing (Art. 18 GDPR)

According to Art. 18 GDPR, we may only process personal data to a limited extent in the following cases if:

- You dispute the accuracy of your personal data until we can verify its accuracy,
- the processing is unlawful, and you refuse to delete the data and instead request the restriction of use,
- we no longer need the data for the purposes of processing, but you do need them to assert, exercise or defend legal claims, or

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- you object to the processing pursuant to Art. 21 para. 1 No. 2 GDPR for reasons arising from your particular situation, provided it is not yet clear whether the legitimate reasons for processing by us outweigh your interests.

If processing is restricted, we may only store this data. In this case, further processing shall only be permitted with your consent or for the purpose of asserting, exercising or defending legal claims or protecting the rights of another natural or legal person or on grounds of an important public interest of the Union or a Member State. You can withdraw your consent to this at any time. You will be notified by us before the restriction is lifted.

Notification obligation (Art. 19 GDPR)

Please note that we are obliged to inform all recipients to whom your personal data has been disclosed of any correction or deletion of your data or any restriction on processing. This does not apply if such information is impossible or involves a disproportionate effort.

Right to data portability (Art. 20 GDPR)

You have the right to receive the personal data concerning you that you have provided to us in a structured, commonly used and machine-readable format. You also have the right that we transmit those personal data to another controller in certain cases. However, this right must not impair the rights and freedoms of other persons, including our company. If this is the case, we are entitled to refuse the surrender or transfer of your personal data.

Right to object (Art. 21 GDPR)

If we process your data on the basis of a legitimate interest (Art. 6 para. 1 lit. GDPR) you have the right to object to this if the reasons for this arise from your particular situation. This also applies to profiling based on these provisions.

In this case, we will no longer process your personal data unless we can prove compelling reasons worthy of protection for the processing. These must outweigh your interests, rights and freedoms, or the processing serves to assert, exercise or defend legal claims.

If we process your personal data for direct marketing purposes, you may object to the processing of your personal data. This also applies to profiling insofar as it is connected with such direct advertising. After your objection your personal data will no longer be processed for these purposes.

Right to lodge a complaint with a supervisory authority (Art. 77 GDPR)

You have the right to complain to a supervisory authority, in particular in the Member State where you are staying, working or suspected of infringing, if you believe that the processing of personal data concerning you is contrary to the General Data Protection Regulation. Other administrative or judicial remedies that you may be entitled to remain unaffected.

Further information on the processing of personal data within the context of our general business activities in accordance with data protection regulations can be found here:

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List of the participating Joint Controllers:

For residence in:	Contact information	Project Part
	WIRTGEN GROUP Branch of John Deere GmbH & Co. KG Reinhard-Wirtgen-Str. 2 53578 Windhagen, Germany data.protection@wirtgen-group.com	Contractual matters
	WIRTGEN INTERNATIONAL GmbH Reinhard-Wirtgen-Str. 2 53578 Windhagen, Germany International.Datenschutz@wirtgen-group.com	Project Lead
United Kingdom	WIRTGEN LIMITED Wirtgen Group House, Overfield Park, Godfrey Drive, Newark, Notts. NG24 2UA, United Kingdom https://www.wirtgen-group.com/en-gb/privacy.gb@wirtgen-group.com	Data collection
France	WIRTGEN FRANCE 7 rue Marc Seguin BP 31633 95696 GOUSSAINVILLE CEDEX www.wirtgen-group.com/france privacy.france@wirtgen-group.com	Data collection
Netherlands	WIRTGEN NEDERLAND B.V. Velsenstraat 1, 4251 LJ Werkendam, Nederland www.wirtgen-group.com/nederland privacy.nederland@wirtgen-group.com	Data collection