

Obligations to provide Information pursuant to (Art. 12, 13 ff. GDPR)

I. Kontaktdaten des Verantwortlichen und des Datenschutzbeauftragten

1) Contact details for controller and data protection officer

The person to contact, as the controller within the meaning of the General Data Protection Regulation (GDP) of the European Union, other national data protection laws of the member states and further data privacy laws, is:

AIR LIQUIDE Deutschland GmbH
Hans-Böckler-Str. 33
40476 Düsseldorf
Germany

Commercial Register:
District Court Düsseldorf HRB 613
VAT ID No.: DE 121289819

Managing directors: Sebastian Jureczek (Chairman), Philippe Vigué-Durrieu
Chairman of the Supervisory Board: Gilles Le Van
(referred to hereafter as “we”, “us” or “our”)

2) Name and address of data protection officer

Air Liquide takes the protection of your personal data very seriously. We have therefore appointed a consultancy specialised in data protection and data security to manage these critical activities.

Our data protection officer is:

2B Advice GmbH
Joseph-Schumpeter-Allee 25
53227 Bonn
Germany

If you have any questions concerning data protection and data security, please contact our data protection officer directly:

Email: airliquide@2b-advice.com
Tel.: +49 228 926165-120

II. Processing of data on our website

1. Provision of the website and creation of log files

To ensure that our website is displayed properly on your device, we need to temporarily save your personal data. The legal basis for this is our legitimate interest (Art. 6 (1) (f) GDPR). Your data will be saved for the duration of the session and erased as soon as you leave the website.

To guarantee the functionality of the website, your personal data is saved in log files. In addition, your personal data is used to optimise the performance of the website and to guarantee the security of our IT systems. The legal basis for this is our legitimate interest (Art. 6 (1) (f) GDPR). Your data will be erased after three months at the latest. Data kept beyond this period will be stored in anonymised format only, thus preventing traceability. Your personal data will not be processed in any other way.

2. Contact form and e-mail communication

When contacting us, your personal data will be processed solely for the purpose of dealing with your enquiry. The legal basis for this is (Art. 6 (1) (f) GDPR) and (Art. 6 (1) (b) GDPR) if contact is established with the intention of concluding a contract. Your personal data will be erased as soon as your enquiry has been answered, provided there are no legal retention periods preventing erasure.

3. Use of cookies

Cookies and other tracking technologies are used on our website (referred to collectively below as “cookies”). A cookie is a small data element in the form of an information chain sent by the web server of our website to the cookie file of your browser, which is located on the hard disk of your device. Your browser saves this cookie for a certain period and sends it back to the web server of our website at your next visit. Non-essential cookies are only used if you give your consent. Below is a brief explanation of the web tracking and web analytics tools that are used on our website. More information on the use of cookies can be found in our [Cookie Policy](#).

i. Google Analytics

This website uses Google Analytics, the web analytics service of Google Inc. (hereafter “Google”). Google Analytics uses cookies to analyse how you use the website. As a rule, the information the cookie generates about your use of this website is transferred to and stored on a server operated by Google in the USA. If IP anonymisation is activated for this website, however, your IP address will first be truncated by Google within the member states of the European Union or in other states that are party to the Agreement on the European Economic Area. Only in exceptional cases will the full IP address be transmitted to a Google server in the USA and then truncated. Google will use this information, on our behalf, to evaluate your use of the website, to compile reports on website activities, and to provide us with further services associated with the use of our website and internet usage. The IP address disclosed by your web browser within the scope of Google Analytics will not be merged with other Google data.

ii. Use of SalesViewer® technology

On this website, the SalesViewer® technology of SalesViewer® GmbH is used to collect and store data for marketing, market research and optimization purposes based on the legitimate interests of the website operator (Art. 6 (1) (f) GDPR).

For this purpose, a javascript-based code is used to collect company-related data and the corresponding usage. The data collected using this technology is encrypted using a non-reversible one-way function (known as hashing). The data is immediately pseudonymized and is not used to personally identify the visitor to this website.

The data stored as part of Salesviewer will be deleted as soon as it is no longer required for its intended purpose and the deletion does not conflict with any statutory retention obligations

You can object to the collection and storage of data at any time with effect for the future by clicking on this link <https://www.salesviewer.com/opt-out> to prevent the collection by SalesViewer® within this website in the future. In doing so, an opt-out cookie for this website will be placed on your device. If you delete your cookies in this browser, you must click this link again

iii. List of web analytics tools used on this website

As well as Google Analytics, the following web tracking and web analytics tools may be used on our website:

- SalesViewer
- Intercom
- Matomo (ehemals PIWIK)
- Siteimprove Analytics
- Sitecore Experience Plattform
- Tealium Pixel Container
- Adform
- The Trade Desk
- Google AdWords
- Facebook Pixel
- Consentric Technologie
- intelliAd
- Hotjar

4. Chat application

Our website uses the AI-driven chat application of Intercom R&D Unlimited Company, 124 St Stephen's Green, Dublin 2, DC02 C628, Republic of Ireland. This chat application processes and stores data for the purpose of operating the chat application and responding to inquiries. We have concluded a data processor agreement with the company. Personal data such as names or e-mail addresses are only processed when using the chat application if you enter them voluntarily as part of the chat application. The legal basis for data processing is Art. 6 para. 1 lit. a GDPR and the use of cookies is based on your consent in accordance with § 25 para. 1 TDDD. The Intercom R&D Unlimited Company provides further information in its privacy policy at <https://www.intercom.com/legal/privacy>.

5. Social plugins

The processing of your personal data serves the visibility of our company on social media. Your personal data will only be shared with LinkedIn, YouTube, Facebook, or Twitter if you click on the respective "social plugin". Once you have activated the "social plugin", the respective social network will be notified that you have visited our site with your IP address. If you are logged in to that social network, it will be able to link your visit to our website with your user account. Activating the plugin implies consent according to (Art. 6 (1) (a) GDPR) and thus creates the legal basis for processing your data. More information on how your data is processed by the respective social networks can be found here:

https://www.linkedin.com/legal/privacy-policy?l=de_DE
<https://policies.google.com/privacy?hl=de> (for YouTube)
<https://de-de.facebook.com/policy.php>
<https://twitter.com/de/privacy>

6. Enquiries from data subjects pursuant to Art. 12 ff. GDPR

The legal basis for processing your personal data in respect of handling of your enquiry concerning data privacy arises from a legal obligation (Art. 6 (1) (c) in conjunction with (Art. 12 ff. GDPR). The legal basis for subsequently documenting the lawful processing of enquiries from data subjects is (Art. 6 (1) (f) GDPR) (legal defence).

In accordance with Section 41 of the German Data Protection Act (BDSG) and Section 31 (2) (1) of the Administrative Offences Act (OWiG), your personal data will be deleted three years after completion of the respective process.

III. Data processing beyond the realms of our website

1. Registering a customer account

The processing of your personal data in relation to registering a customer account, such as on “mygas”, “mygaspartner”, or “myInstallations”, essentially facilitates the initiation and the conclusion of contracts as well maintenance of our customer relationship. The legal basis for such processing is the contractual relationship (Art. 6 (1) (b) GDPR).

You may cancel the registered customer account at any time. In such a case, your personal data will be deleted unless there are legal retention periods to the contrary.

2. Newsletters/communications

Your personal data is processed for the purposes of providing information and offers, and potentially increasing sales through the promotion of goods or services. The legal basis for this is your consent (Art. 6 (1) (a) GDPR). You may withdraw your consent at any time. To do this, you can use the opt-out link included in every communication. If you withdraw your consent, your data will no longer be processed for the given purpose and will be deleted after the limitation period of three years following withdrawal of consent (Section 41 of the German Data Protection Act (BDSG) in conjunction with Section 31 (2) (1) of the Administrative Offences Act (OWiG)).

3. Direct marketing

Your personal data will be used for the purposes of sharing information, offers and customer satisfaction surveys, and potentially increasing sales through the promotion of goods or services. The legal basis for such processing is (Art. 6 (1) (f) GDPR) in conjunction with Section 7 (3) German Unfair Competition Act (UWG) relating to cases listed therein, and (Art. 6 (1) (a) GDPR) in any other cases.

Your personal data will no longer be processed for the respective purpose once you have withdrawn your consent. After withdrawing your consent or lodging an objection, your data will no longer be processed for the given purpose and will be deleted after the limitation period of three years following withdrawal or objection (Section 41 of the German Data Protection Act (BDSG) in conjunction with Section 31 (2) (1) of the Administrative Offences Act (OWiG)).

4. Selling goods and services

Your personal data is processed for the purpose of fulfilling a contract between you and our company; the legal basis is Art. 6 (1) (b) GDPR.

Your personal data will be deleted once the contract is fulfilled and all claims arising from the contractual relationship have expired, and no further legal retention periods apply.

5. Supplier registration and ongoing business relationship

The purpose of processing your personal data (in terms of your data and the data of your company's representatives) in the context of the supplier questionnaire, supplier qualification, supplier registration and our ongoing business relationship is to award, complete and settle the respective order, master agreements, and to consider such information in the future when placing orders or issuing calls for tenders. The legal basis for such processing is the contractual relationship (Art. 6 (1) (b) GDPR) or your consent (e.g. when submitting a tender) if no contractual relationship exists, or our legitimate interest (consideration in the event of future orders or tenders), respectively (Art. 6 (1) (f) GDPR).

If your company, as a supplier, ultimately no longer wishes to be considered for future orders or tenders, the data will be deleted if the contract upon which the order is based has been fulfilled and all claims arising from the contractual relationship have expired, and no further legal retention periods apply.

6. Recruitment process

Your personal data will be processed for the purpose of considering an employment contract; the legal basis is Art. 6 (1) (b) and Art. 88 (1) GDPR in conjunction with Section 26 (1) German Data Protection Act (BDSG) and Section 611a German Civil Code (BGB). In the event of refusal, the documents and data relating to the job application will be retained for a period of up to six months.

IV. Your rights

Nach der DSGVO stehen Ihnen folgende Rechte uns gegenüber zu:

i. Right to information (Art. 15 GDPR)

You have the right to information on the data we hold about you, the reason for processing and the retention period, and the recipient and the origin of the data, respectively (if you did not provide us with the data).

ii. Right to rectification (Art. 16 GDPR)

You are entitled to request amendment and/or supplementation of the personal data we have processed should it prove to be incorrect or incomplete.

iii. Right to restriction of processing (Art. 18 GDPR)

You have the right to restrict the processing of your personal data while the accuracy of your data is being verified (Art. 16); while your objection is being considered (Art. 21 (1) GDPR); if your data is required for exercising or defending legal claims after expiry of the actual purposes for processing; or if you prefer to restrict rather than erase the data in the event of unlawful processing.

iv. Right to erasure (Art. 17 GDPR)

You have the right to request erasure of the data if we are no longer entitled to store the data. However, if we are permitted or even required by law to save data, we cannot honour the request for erasure.

v. Right to notification (Art. 19 GDPR)

If you have exercised your right to rectification, erasure, or restriction of data processing, we will inform all recipients of your personal data to rectify or erase the data or to restrict its processing.

vi. Right to data portability (Art. 20 GDPR)

Where the processing of your personal data for the purpose of fulfilling a contract is based or relies on your consent, you have the right to receive the data concerning you in a structured, commonly used, and machine-readable format. You are entitled to have this data forwarded directly to another controller, insofar as this is technically feasible.

vii. Right to object (Art. 21 GDPR)

You have the right to object at any time to the processing of your personal data on grounds relating to your particular situation (Para. 1). Any such objection must include an explanation of the situation which renders further processing unacceptable. The objection will be carefully reviewed, and the data will be restricted for the duration of the review. Following review, we shall no longer process your personal data unless we can demonstrate compelling legitimate grounds for such processing.

You may object to the use of your personal data for marketing purposes at any time, with effect for the future, without incurring any costs other than transmission costs according to the basic rates (standard costs for your telephone and internet connection) (Para. 2). No reason must be given for this decision. Should you object, your data will no longer be processed for these purposes.

viii. Right to withdraw consent (Art. 7 (3) GDPR)

You may withdraw any consent you have given us at any time. Withdrawal of consent shall not affect the lawfulness of processing based on the consent prior to its withdrawal.

ix. Right to lodge a complaint with a supervisory authority

You have the right to lodge a complaint with a supervisory authority if you believe that the processing of your personal data violates the GDPR. The competent supervisory authority in our case is:

North Rhine-Westphalia State Commissioner for Data Protection and Freedom of Information
Kavalleriestraße 2-4
40213 Düsseldorf
Germany
Telephone: +49 211 38424-0
Fax: +49 211 38424-10
Email: poststelle@ldi.nrw.de

Please do not hesitate to contact our data protection officer if you have any questions.

