

Privacy Notice for Business Partners

We have been helping people maintain or regain their mobility since 1919. For us, digitalising the treatment process means protecting your freedom of movement in the digital world as well. It is therefore important for us to tell you what personal data we collect, how we use these data and what your options are.

The success of Ottobock depends not only on the global network of information flows between the Ottobock companies, employees, customers and patients, but above all on the trustful, secure handling of personal data.

Controller

Duderstadt location: Ottobock SE & Co. KGaA

Max-Näder-Straße 15, 37115 Duderstadt, Germany

Data Protection Officer

Data Protection Officer for the legal entity: Bjoern Holland

Ottobock has also appointed a Global Data Privacy Officer: Bjoern Holland

You may reach the Global Data Privacy Office confidentially via [[Contact form](#)].

Business Partners and Suppliers

Contract fulfilment in the course of our business relationship

We would like to inform you about the data processing for the initiation or fulfilment of the contract within the scope of the business relationship with you or your employer.

Categories of data processed:

For example, the following categories of personal data are processed here:

- Contact information
 - Company
 - First name, last name
 - Address (Private, office address, customer number)
 - Email address
 - Business phone number
- Further information
 - Business portfolio (e.g. Orthotics, Prosthetics or Human Mobility)
 - Your relationship with Ottobock (e.g. Patient Care Center, supplier)
 - Contract history
- Invoicing or Logistics Information
 - Delivery address
 - Invoice data, bank account, VAT-number, trade register number)
 - Order Information (e.g. products, quantities, prices)

You are not obliged to provide your personal data. However, if you do not do so, the contractual relationship with you or your employer may not be processed.

Purposes:

The processing of these categories of personal data is carried out in particular for the following purposes:

- Record in the master data management of our customer management system
- Communication with staff of our business partners
- Preparation, conclusion and processing of contracts
- Preparation of offers, order confirmations and invoices
- Assertion or defense of any claims in connection with the contractual relationship
- General fulfilment of the obligations arising from contract
- Management of complaints

Further details on the purposes of processing of your data may result from our contractual relationship with you or your company.

Legal basis:

Data processing is based on Art. 6 (1) b GDPR, where a business relationship with you personally exists or is being initiated. If, on the other hand, you are acting on behalf of a third party, in particular your employer, the data processing is based on Art. 6 (1) f GDPR. We have a legitimate interest in fulfilling contracts with your employer.

Retention periods / criteria for establishment:

We delete the data when it is no longer required for the purposes we pursue in preparing and executing the fulfilment of the contract and no other legal grounds, in particular legal or contractual retention periods, prevail.

Fulfilment of Legal Obligations

Within the scope of fulfilling the contract, we are subject to legal obligations for data processing, about which we inform you below.

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Purposes:

Data processing is also subject to the fulfilment of regulatory retention obligations and, especially for Procurement, helps to manage the business partner relationship (behavior in cooperation, performance in ongoing business).

Legal basis:

In this context, the data processing serves the fulfilment of regulatory retention obligations and is carried out on the basis of Art. 6 para. 1 c GDPR.

Retention periods / criteria for establishment:

We are obliged to keep business correspondence and documents relevant to tax law for a period of up to 10 years from the close of the year of the transaction.

With whom we share data

Internally, only departments and their employees who require it for the purposes described above have access to your personal data. This is i.e. reasonable for Corporate Finance, Procurement, Research & Development, Production Engineering, Manufacturing, Quality Management, Service, Logistics, Complaint Management.

The following external recipients/categories of recipients have access to your data:

Contract processors, companies commissioned by Ottobock for the processing of data within the applicable legal framework (Art. 28 GDPR – Processor). In this case, Ottobock is still responsible for the protection of your data. Our processors are carefully selected, bound by our directives and reviewed by us regularly. We engage only processors that offer sufficient guarantees that suitable technical and organisational measures are implemented to ensure that processing is in accordance with the requirements of the GDPR and the protection of your rights is assured.

Private entities that provide services for you under their own responsibility and/or under a contract with Ottobock. This is the case insofar as you request services of private entities from us, consent to their involvement, or we involve private entities based on legal permission. Insofar as we nevertheless disclose your data to third parties in the course of processing, transfer data to them or otherwise grant them access to the data, this too is based exclusively on one of the aforementioned legal bases.

Public Authorities to whom we transfer certain data due to legal obligations.

Sources of personal data and third-party collection

We do not only process personal data that we collect directly from you. In certain cases, we also collect your personal data from third parties. Below you will find an overview of the sources of such third-party collections of your data.

- Credit report from rating agencies, e.g. Creditreform, Dun and Bradstreet
- Extract from the trade register

Transfer of personal data to countries outside the EU and EEA

We may transfer your data to entities whose registered office is located outside the European Union or the European Economic Area. In doing so, we will ensure prior to the transfer, that apart from exceptional cases permitted by law, either an adequate level of data protection exists at the recipient's end (e.g. through an adequacy decision by the European Commission, through appropriate safeguards such as the agreement of so-called EU standard contractual clauses of the European Commission with the recipient) or your expressed consent has been obtained. Information on suitable safeguards may be obtained from the Global Data Privacy Officer.

Your rights

You have the following rights:

- a) The right to request **confirmation** whether we process personal data relating to you. If this is the case, you have the right to **information** regarding this processing (Art. 15 GDPR).
- b) The right to request the **correction** and/or completion of incorrect and/or incomplete data (Art. 16 GDPR).
- c) The right to **revoke** your consent at any time with effect for the future (Art. 7(3) GDPR).
- d) The right to request the **erasure** of data in certain cases (Art. 17 GDPR).
- e) The right to request the **restriction of processing** under certain conditions (Art. 18 GDPR).
- f) Under certain conditions, the right to **data portability**, which means you can receive the data you provided to us in a structured, commonly used and machine-readable format or to have them transmitted to another controller (Art. 20 GDPR).
- g) The right to **lodge a complaint** with a **supervisory authority** (Art. 77 GDPR).

Right to object (Art. 21 GDPR)

You have the right to object, on grounds arising from your particular situation, at any time to the processing of your personal data that is based on point (f) of Art. 6(1) GDPR. In this case, we shall no longer process the personal data unless we are able to demonstrate compelling legitimate grounds for the processing that override your interests, rights and freedoms, or where the processing is necessary for the establishment, exercise or defence of legal claims.

Where personal data are processed for direct marketing purposes, you have the right to object at any time to the processing of personal data concerning you for such marketing, which includes profiling to the extent that it is related to such direct marketing. When you object to processing for direct marketing purposes, the personal data shall no longer be processed for such purposes.

Amendment of this data privacy statement

We revise this privacy notice in the event of changes and necessity. You will always find the current version on this website.

Date of this statement: 25 June 2021