

**Information on the processing of personal data \*  
within the customer relationship management**



Designation	Description
Identity and contact details of the controller	PHOENIX CONTACT d.o.o. Capraška ulica 6. 10000 ZAGREB Tel. +385 1 645 8990 Fax +385 1 645 8991 <a href="mailto:info@phoenixcontact.hr">info@phoenixcontact.hr</a>
Contact details of the data protection officer	PHOENIX CONTACT d.o.o. Krunoslav Kršek Capraška ulica 6. 10000 ZAGREB <a href="mailto:kkrsek@phoenixcontact.hr">kkrsek@phoenixcontact.hr</a>
The purposes of the processing for which the personal data are intended	Data about interested parties/customers/contact persons to initiate, substantiate and implement legally valid transactions.
Legal basis for the processing	Art. 6 (1) (b) GDPR with respect to the initiation of business transactions Art. 6 (1) (f) GDPR with reference to other data about customer/customer contact person
Legitimate interests of processing pursued (by the controller or a third party)	Legitimate interests: see purposes of the processing  The rights of the data subjects are respected insofar as in the CRM system, only business-based official contact details and other business-related information are processed. Private data are not collected, stored or processed.
Categories of personal data that are processed	First name, last name, title, business addresses, additional addressed, official contact details (telephone number, fax number, e-mail address), form of address, department and function in the company  Free text, contact reports, contact history  Marketing attributes (eg participation in events, communication profile, etc.).
Source (origin) of the data	From the data subject on the basis of inquiries, orders, sales contact with contact person (meetings at trade fairs, at the customer's site, etc), registration on the website.
Recipient(categories) of the data	Hosting service provider of the CRM system used.  Service providing areas of the parent company for processing business transactions.  Companies that provide contractual services on our behalf and for defined purposes.  Service providers commissioned by us must process the data to which they may have access where appropriate solely for our and not for their own purposes.

**Information on the processing of personal data \*  
within the customer relationship management**



<b>Designation</b>	<b>Description</b>
Transfer of data to a third country or an international organization and the associated safeguards to protect the data	We do not transmit your data to third countries.
Storage duration of the data	Regular revision of the data by sales staff.  Customers/contact persons: immediately setting an archiving note after becoming aware of the dissolution of the company or the withdrawal of the contact person.  The deletion takes place at irregular intervals after expiry of the statutory retention period (where relevant).
Rights of the data subjects <ul style="list-style-type: none"> <li>• to access</li> <li>• to rectification, erasure or restriction of processing</li> <li>• to object to the processing</li> <li>• to data portability</li> </ul>	If the respective legal requirements are met, you are entitled to the following rights: Right to have access to your data that we store; rectification, erasure, restriction of processing your data or the right to object to the processing, as well as data portability.
Right to lodge a complaint	If you are of the opinion that the processing of your personal data is unlawful, you have the right to lodge a complaint with a competent data protection supervisory authority.
Legal or contractual necessity to provide the data, as well as any consequences of failure to provide the data	The processing of the personal data mentioned here is necessary for the initiation of a contractual relationship.
Automated decision-making / Profiling	There will be no automated decision-making or profiling based on your collected data.

Updated: May 2018