

## Data Protection Information

**Simple and concise**

### About us and our website

BSH Hausgeräte GmbH, Carl-Wery-Strasse 34, 81739 Munich, operates this website on behalf of its affiliates as follows:

Country	Entity	Address
Germany	BSH Hausgeräte Service GmbH	Carl-Wery-Straße 34 D-81739 München
	Robert Bosch Hausgeräte GmbH	
	Constructa-Neff Vertriebs-GmbH	
	Gaggenau Hausgeräte GmbH	
	Home Connect GmbH	
	SEG Hausgeräte GmbH	
Belgium	BSH Home Appliances S.A.	Laarbeeklaan 74 B-1090 Bruxelles
Bulgaria	BSH Domakinski Uredi Bulgaria EOOD	BSH Domakinski Uredi Bulgaria EOOD Business center FPI, floor 5, Cherni vrah Blvd. 51B 1407 Sofia
Denmark	BSH Hvidevarer A/S	Sales Telegrafvej 4 DK-2750 Ballerup
		Customer Service Telegrafvej 4 DK-2750 Ballerup
Finland	BSH Kodinkoneet Oy	Itälahdenkatu 18 A, FI-00210 Helsinki
France	BSH Electroménager S.A.S.	26/28, Avenue Michelet, F-93400 St. Ouen
	Gaggenau Industrie S.A.S	Rue Baudelaire, F-67640 Lipsheim
Greece	BSH Ikiakes Syskeves A.B.E	17th km Ethnikis odon Athinon – Lamias & Potamou 20, GR-14564 Kifissia, Athens
Cyprus		
Great Britain	BSH Home Appliances Limited	Grand Union House, Old Wolverton Road, Wolverton, Milton Keynes, MK12 5 PT, UK
Ireland		

*Our contact information can be found on the Company Information page*

Italy	BSH Elettrodomestici S.p.A.	Via Marcello Nizzoli, 1, I-20147 Milano
Croatia	BSH kućanski uređaji d.o.o.	Ulica grada Vukovara 269F, 10000 Zagreb, Croatia
Luxembourg	BSH électroménagers S.A	13-15, Z.I. Breedewues; L-1259 Senningerberg
Netherlands	BSH Huishoudapparaten B.V.	Inspiratiehuis 20/20, Taurusavenue 36, NL-2132 LS Hoofddorp
Norway	BSH Husholdningsapparater A/S	Grensesvingen 9, N-0606 Oslo
Austria	BSH Hausgeräte Gesellschaft mbH	Quellenstraße 2 A, A-1100 Vienna
Poland	BSH Sprzet Gospodarstwa Domowego Sp. z o.o.	Al. Jerozolimskie 183, PL-02-222 Warsaw
Portugal	BSHP Electrodomésticos, sociedade unipessoal, Lda.	Rua do Alto Montijo 15, PT-2790- 012 Carnaxide
Romania	BSH Electrocasnice S.R.L.	Sos. Bucuresti Ploiesti no. 19 – 21, 1st floor , section 2, district 1, 013682 Bucarest, Romania
Sweden	BSH Home Appliances AB	Landsvägen 32, S-16929 Solna
Estonia		
Latvia		
Lithuania		
Switzerland	BSH Hausgeräte AG	Fahrweidstraße 80, CH-8954 Geroldswil
Liechtenstein		
Slovakia	BSH Drives and Pumps s.r.o.	Továrenská 2, SK-07101 Michalovce, Slovakia
Slovakia	BSH domácí spotřebiče s.r.o.	Radlická 350/107c, 158 00 Praha 5, Czech Republic
Czech Republic		
Slovenia	BSH Hišni Aparati d.o.o Nazarje	Savinjska cesta 30 SI-3331 Nazarje
Spain	BSH Electrodomésticos España, S.A.	Parque Empresarial PLAZA Ronda del Canal Imperial de Aragon, 18-20 E- 50197 ZARAGOZA, España
Hungary	BSH Háztartási Készülék Kereskedelmi Kft.	Árpád fejedelem útja 26-28 H-1023 Budapest
United States	BSH Home Appliances Corporation	Main St. Suite 600 1901,

Please use the contact information provided on the Company Information page to contact us.

If you get in touch with us, we will store and process the information you provide for the purpose of handling your enquiry and any follow-up questions. We are permitted to process data in this context by law (article 6(1b) of Regulation (EU) 2016/679). We will delete your information once your enquiry has been handled.

### **Our guiding principles**

We take protecting your information very seriously. Your data is therefore processed with great care and in strict compliance with applicable data protection law. Organisational and technical security measures have been taken to protect all of our websites against the risks present in processing personal data. Our partners who support us in the provision of this website must comply with these provisions as well.

*We and our partners employ the latest technical safeguards to protect your data*

### **What we log as standard**

You can use all the areas of our website that are not access-protected without disclosing your identity. We log every use of our website as standard in order to remedy faults and clarify security incidents. You can find more about our log data in the section "How we process your data".

### **Which permissions do we have to process your data**

We respect your privacy. Consequently, we only process your data when we are permitted to do so. It goes without saying that you can also give us permission to process your data by opting in to data processing on our website. In other cases, we process your data because we are permitted to do so by law. If, for example, you place an order through our website, we are permitted to process your data in order to fulfil that contract. The same applies when you make use of other services on our website that require your data to be processed. We are also permitted to process your data when we have a legitimate interest in doing so. One example of this is the log data that we collect in order to ensure that our website can be operated without defects, amongst other things. In any case, we will inform you if any relevant processing of your data takes place, and your interests are taken into consideration each time that data is processed as a matter of course. In the event that you have cause for complaint, you

*We only process your data when we are permitted to do so*

<p>can find your rights regarding the processing of your data in the latter section of this Data Protection Information.</p> <p>The permissions we make use of, and when, are outlined in the following section. You can find more detailed information on how your data is collected, processed and used on our website (i.e. the type, scope and purpose of data processing) in the same section.</p> <p><u>What else you should know:</u></p> <p>Users below the age of 16 should only transmit personal data to us with the consent of their parent or legal guardian. The data protection law that applies may result in different age limits in this regard.</p> <p>Our website may contain links to other websites. We have no influence over how your data is processed on these websites or their compliance with provisions on data protection. Please note any Data Protection Information they provide.</p>	
<p><b>How we process your data (logs, cookies, tracking, etc.)</b></p>	
<p><b>Log data</b></p> <p>For technical reasons, each time your internet browser accesses our website it automatically sends information to our web server (i.e. log data). We store some of this information in log files, such as:</p> <ul style="list-style-type: none"> <li>• The date of the access</li> <li>• The time of the access</li> <li>• The URL of the linking website</li> <li>• The files accessed</li> <li>• The volume of data transferred</li> <li>• The browser type and version</li> <li>• The operating system</li> <li>• The IP address (anonymised)</li> </ul> <p>Log data does not contain personal data. As a general rule, we only analyse log data in order to remedy faults in the operation of our website or clarify security incidents. We store this log data indefinitely.</p> <p>It is sometimes necessary for us to collect additional personal information as well as log data in order to remedy faults or preserve evidence relating to security incidents. In these cases, we are permitted to process the log data by law (article 6(1f) of Regulation (EU) 2016/679). We delete this data once the fault has been remedied or the security incident has been clarified in full, or if the original purpose of the processing no longer exists due to other</p>	<p><i>We use log data to remedy faults or to clarify security incidents</i></p>

factors. In the event of a security incident, we will transmit log data to the investigating authorities on a case-by-case basis, to the extent permitted.

We always store log data separately from other data collected that relates to the use of our website.

## Registering on our website

This website provides registration and authentication services to other BSH applications and/or websites. We collect and process the following details as part of the registration process:

Required details:

- First and last name
- E-mail address
- Language
- Country
- Category a B2B partner signs in for and Category-specific data
- Password

Optional details:

- Salutation
- Title
- Full postal address
- Telephone number
- Mobile phone number
- Fax
- Login name
- Registration comment
- Password recovery Email Address

After registering on this website you will receive user credentials which you may use to log on into the BSH application and/or website you have registered for, where you can find more information about how personal data is being processed within this respective BSH application and/or website.

We are permitted to process your personal information in order to provide this service by law (article 6(1b) of Regulation (EU) 2016/679). We store registered users' data until the user let delete their account. Users can let delete their account at any time by requesting this, using the contact information provided at the end of this Data Protection Information. The same contact information can be used at any time in order to change or delete specific information provided at the time of registration.

It goes without saying that we will provide you with information about the data we hold about you on request. We will also be happy to correct inaccurate information or delete information we hold about you on request, provided that said deletion is not prohibited under the terms of our legal obligations to retain certain information. To request this, please use the contact information provided at the end of this Data Protection Information.

*Registered users can access additional services and offers*

## Cookies

We use cookies. Cookies are small text files, which we store on your device when you visit our website. These cookies are sent back to us every time you access our website subsequently. This allows us to recognise you, for example, or makes navigating our website easier for you thanks to the information stored in the cookies.

Cookies cannot be used to run programs or transfer viruses to a computer. Cookies can only be read by the web server they originate from.

We do not share the information stored in the cookies with third parties without your express permission.

You can also view our website without cookies. Internet browsers are often configured to accept cookies. To prevent your internet browser from using cookies, you can (1) opt out of the use of cookies when you access our website using the cookie layer (if available) or (2) disable cookie use via the settings in your internet browser. The help functions in your browser can show you how to disable and/or delete cookies in your internet browser. Please note that disabling/deleting cookies may result in individual functions on our website no longer working as expected. Cookies that may be required for certain functions on our website are set out below. In addition, disabling/deleting cookies will only affect the internet browser used to do so. Disabling/deleting cookies must therefore be repeated for any other internet browsers accordingly.

Cookies that we use for specific functions, without references to individuals:

- Cookies that store certain user preferences (e.g. search or language settings)
- Cookies that store information in order to guarantee flawless playback of video or audio content
- Cookies that temporarily store certain user entries (e.g. the contents of a shopping basket or online form)

Cookies that we use for specific functions, with references to individuals:

- Cookies that serve to identify or authenticate our users

We are permitted to process data in this context with your consent (article 6(1a) of Regulation (EU) 2016/679). We store this data until the cookie in question expires or until you delete it.

Any further processing of personal data using cookies is outlined in the relevant sections within this information.

*Our website uses cookies to provide you with certain functionalities*

## Cases where we transmit your data

We work together with a number of service providers to implement and operate our website. We have chosen these service providers carefully and concluded a data protection agreement with each individual service provider to keep your information safe.

*All service providers who process your data in conjunction*

<p>The service providers we use to implement and operate our website are:</p> <ul style="list-style-type: none"> <li>• Service provider for hosting services</li> <li>• Service provider for programming services</li> </ul>	<p><i>with our website are carefully selected and obliged to meet data protection standards</i></p>
<p><b>Transmission to recipients outside the EEA</b></p> <p>We also transmit personal data to recipients based outside of the EEA, in so-called third countries. In this case, we ensure – before any data is shared – that either an appropriate level of data protection is maintained by the recipient (e.g. on the basis of an adequacy decision made by the EU Commission for the respective country or the agreement of standard EU contractual clauses between the European Union and the recipient) or that you have given your consent to said sharing.</p> <p>We are happy to provide you with an overview of the recipients in third countries and a copy of the specific provisions agreed to ensure an appropriate level of data protection. To request this, please use the contact information provided at the end of this Data Protection Information.</p>	<p><i>We only transmit your data to recipients outside the EU when data protection is guaranteed</i></p>
<p><b>Your rights</b></p> <p>Should you have cause for complaint, you can find an outline of your rights below. To exercise your rights, please use the Customer Data Request Webform on <a href="https://datarequest.bsh-group.com/">https://datarequest.bsh-group.com/</a></p> <p><b>Your right to information about your data</b></p> <p>We will provide you with information about the data we hold about you on request.</p> <p><b>Your right to correct and complete your data</b></p> <p>We will correct inaccurate information about you if you notify us accordingly. We will complete incomplete data if you notify us accordingly, provided this data is necessary for the intended purpose of processing your data.</p> <p><b>Your right to delete your data</b></p> <p>We will delete the information we hold about you on request. However, some data will only be deleted subject to a defined period of retention, for example because we are</p>	<p><i>To ensure complete control over your information, you have a comprehensive set of rights that you can use to manage how we process your data</i></p>

required to retain the data by law in some cases, or because we require the data to fulfil our contractual obligations to you.

## Your right to have your data blocked

In certain legally determined cases, we will block your data if you would like us to do so. Blocked data is only further processed to a very limited extent.

## Your right to withdraw consent

You can withdraw consent given for your data to be processed with effect for the future at any time. The legality of processing your data remains unaffected by this up to the point at which your consent is withdrawn.

## Your right to object to the processing of your data

You can object to the processing of your data with effect for the future at any time, if we are processing your data on the basis of one of the legal justifications set out in article 6(1e or 1f) of Regulation (EU) 2016/679. In the event that you object we will cease processing your data, provided that there are no compelling and legitimate grounds for further processing. The processing of your data for the purposes of direct marketing never constitutes compelling and legitimate grounds for us.

## Your right to appeal to a regulatory authority

You can lodge an appeal pertaining to data protection with a data protection authority. To do so, contact the data protection authority responsible for your place of residence or the data protection authority under whose jurisdiction we fall (named below).

[Bavarian Data Protection Authority \(BayLDA\), www.baylda.de.](http://www.baylda.de)

## Your point of contact for all questions relating to data protection

If you have any questions relating to data protection or exercising your rights, you can use the following contact information to get in touch with our data protection officer directly:

BSH Hausgeräte GmbH  
Data Protection Officer  
Carl-Wery-Str. 34  
81739 Munich, Germany

[Data-Protection-DE@bshg.com](mailto:Data-Protection-DE@bshg.com)

*Please do not  
hesitate to  
contact our  
data  
protection  
officer if you  
have questions  
relating to*



	<i>data protection</i>
<b>Changes to this Data Protection Information</b>  This Data Protection Information reflects the current state of data processing on our website. In the event of changes to data processing, this Data Protection Information will be updated accordingly. We always provide the latest version of this Data Protection Information on our website so that you can find out about the scope of data processing on our website.	
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