

Supplementary Data Privacy information

For Customers and End Clients (including for trade fair booths)

Why we collect information (purpose of processing)

The processing of data and this privacy notice relates to all end customer and client information processed within TRUMPF Limited.

Storage and processing of professional contact information to execute contracts and provide information about products and services of the TRUMPF corporation (advertising). In so doing, the advertising can be sent by post or electronically, based on the controller's legitimate interest in direct marketing. If the contact comes from a trade fair, the data subjects wish to make contact for the aforementioned purposes. The data can also be used to conduct satisfaction surveys over the phone.

Professional contact data are stored and processed for the purposes of initiating and filling orders for products of the TRUMPF corporation (Art. 6(1)(1)(b) GDPR) and to fulfil statutory requirements (Art. 6(1)(1)(c) GDPR). Data are also used for advertising purposes (such as emails, calls and printed material) (Art. 6(1)(1)(f) GDPR).

Other purposes:

Purpose	Legal basis
Deliveries to customers who have purchased items from our business	6.1.b - processing is necessary for the performance of a contract to which the data subject is party or in order to take steps at the request of the data subject prior to entering into a contract
Fulfilment of client reporting requirements for monitoring of SLAs in place	6.1.b - processing is necessary for the performance of a contract to which the data subject is party or in order to take steps at the request of the data subject prior to entering into a contract

How we collect information

We process information received from our clients or suppliers about customers to enable TRUMPF to deliver items / tools / machinery purchased from the business to a delivery address. TRUMPF can also receive the delivery information via the manufacturer / supplier to enable delivery of the purchased item.

These records may include:

- Basic delivery details, such as name, delivery address and contact number.
- Contact we have had with the customer, i.e. confirmation of delivery made.
- Reporting on management information.
- Complaint records.

Recipients of personal data

Data subjects' data will be provided to: IT service providers within the scope of maintenance; other companies inside and outside the TRUMPF corporation with whom the controller is involved, for the purpose of advertising; or marketing service providers for supportive services. The data will be forwarded to other TRUMPF companies or retailers if this is necessary to answer questions or for customer support.

The data will be transmitted to third countries outside the EU if companies in whom the controller participates access the IT systems with the data subjects' data from third countries and process those data for advertising purposes, and within the scope of provision.

Sometimes we may need to share personal data of end customers to the company the end customer made the purchase from. This is to allow for the effective handling of complaints and queries received from the end customer.

Details of transfers to third countries

TRUMPF do not transfer personal information outside of the EEA. If these changes, affected data subjects will be notified and measures to protect the security of such data will be explained.

TRUMPF may receive customer details, as listed above, from clients outside of the EEA, where customers based in the UK have purchased items from clients based in third countries.

Retention period of your data

If no contract is formed, the data subjects' data will be stored as long as mutual interests in a business relationship can be identified. This is usually no longer the case after five years.

You can also request a copy of TRUMPF's Data Retention policy from hr@uk.trumpf.com