

Data privacy policy Customer advisory services

Information in accordance with Articles 13, 14 and 21 of the General Data Protection Regulation (GDPR)

In the following, LfA Förderbank Bayern provides you with information on processing of your personal data by us as part of customer advisory services and the rights you have under data protection law.

1. Who is responsible for data processing (the controller), and whom can I contact?

The controller pursuant to Article 4 No. 7 of the GDPR is:

LfA Förderbank Bayern
Königinstraße 17
80539 Munich, Germany

Telephone: +49 (0)89 / 2124 - 0

E-mail address: info@lfa.de

You can contact our Data Protection Officer at:

LfA Förderbank Bayern
Königinstraße 17
80539 Munich, Germany

Telephone: +49 (0)89 / 2124 - 0

E-mail address: datenschutzbeauftragter@lfa.de

2. What sources and data do we use?

Both the assistance regarding development aid and task force provide customer advisory services. In addition to your surname, given name, address, telephone number and (e-mail) address, further personal data such as details of your financial situation or other similar data may be stored. Advisory services are provided over the phone, in person or by video. In exceptional cases, we may also record talks subject to your explicit consent.

3. For what purpose do we process your data, and what is the legal basis for this activity?

Processing of personal data is governed by the provisions of the European General Data Protection Regulation (GDPR) and the German Federal Data Protection Act (BDSG). We process personal data as part of the purposes for which you requested advice from us. The data is processed to provide the requested advisory service, document it and record it statistically in an anonymised way. We process personal data:

- in the public interest (Article 6 (1) e) GDPR)

Personal data is processed where that is necessary so that we can discharge our mandate, as laid down in the Act on the Bavarian State Institute for Reconstruction Financing (*Gesetz über die Bayerische Landesanstalt für Aufbaufinanzierung* (LfA Act)), Official Gazette GVBl 2001, page 332. This includes information on possibilities for development aid in response to inquiries.

- to perform contractual obligations (Article 6 (1) b) GDPR)

The processing of personal data by us relates to existing development aid in the case of an inquiry or to possible new development aid in the context of a precontractual measure.

- to safeguard legitimate interests (Article 6 (1) f) GDPR).

Where necessary, we process your data to safeguard the legitimate interests of LfA or third parties. Examples may include establishing legal claims and defending ourselves in legal disputes or preventing and investigating criminal

acts. They also include measures related to the further development of products and services.

- pursuant to your consent (Article 6 (1) a) GDPR)

We also process personal data as part of the purposes for which you granted us your consent. You can withdraw consent you have granted at any time. The same also applies if you wish to revoke declarations of consent you gave us before the GDPR came into effect.

Please note that any withdrawal of consent applies only with future effect, i.e. processing activities before withdrawal of your consent are not affected by it.

4. Who obtains your data?

Your data can be accessed by those departments within LfA that require the data in order to fulfil the processing purpose described above. The data is used exclusively for providing and documenting the advisory service as well as for anonymised statistical evaluations and to enable further development of the advisory service and development aid offering. It will not be shared with or otherwise transmitted to a third party.

5. How long is your data retained?

We process and retain your personal data as long as it is needed to fulfil the processing purposes described above. In addition, we are subject to retention and documentation obligations. The German Commercial Code (HGB) may stipulate retention or documentation periods of up to six years.

6. Is data transferred to a third country or international organisation?

Your personal data will not be transferred to third countries (countries outside the European Economic Area – EEA) or to an international organisation.

7. What data protection rights do you have?

Every data subject has the right of **access to information** (Article 15 GDPR), the right to **rectification** of data (Article 16 GDPR), the right to **erasure** of data (Article 17 GDPR), the right to **restriction of processing** (Article 18 GDPR), and the right to **data portability** (Article 20 GDPR). The restrictions defined in Sections 34 and 35 of the German Federal Data Protection Act (BDSG) apply to the right of access to information, as well as to the right to erasure of the data. You also have a right to lodge a complaint with a data protection supervisory authority (Article 77 of the GDPR in conjunction with Section 19 of the German Data Protection Act). The responsible supervisory authority is the Bavarian Data Protection Authority (BayLDA), Promenade 27, 91522 Ansbach, Germany.

8. Information on your right to object to processing under Article 21 of the GDPR

You have the right to object, on grounds relating to your particular situation, at any time to processing of personal data concerning you which is based on Article 6 (1) e) GDPR (data processing in the public interest) and Article 6 (1) f) GDPR (data processing to safeguard legitimate interests).

If you object, we will no longer process your personal data, unless we can demonstrate compelling legitimate grounds for the processing that override your interests, rights and freedoms or the processing serves the purpose of establishing, exercising or defending legal claims.

Your objection can be submitted without using a special form. Where possible, it should be submitted to the addresses specified under No. 1.

9. Website / other services

If you use our website or other services, please also note our further data privacy policies at <https://lfa.de/website/en/metanavi/privacy/index.php>.