

Privacy Policy Statement

This privacy policy describes how Lenzing Papier GmbH, Werkstraße 2, 4860 Lenzing, ("we") processes your personal data as

- a) a visitor to our website www.lenzingpapier.com or
- b) a (potential) customer.

This includes all personal data processed in the course of using our website www.lenzingpapier.com, subdomains, as well as all information you provide to us when purchasing a product or service, subscribing to our email list, or participating in a prize draw or competition.

1. Purposes of data processing

We will process the categories of your personal data listed in the Annex for the following purposes:

- a) Processing our sales processes;
- b) Managing our customer relationships, including contact maintenance and communication, including analyzing customer needs and how our products and services are used;
- c) Operating, administering, and securing our website;
- d) Managing in-house visits;
- e) Analyzing and predicting customer demand;
- f) Organizing events;
- g) Conducting customer satisfaction surveys;
- h) Providing information about our services and events;
- i) Conducting surveys; and
- j) Conducting direct marketing and advertising via electronic and non-electronic means.

We collect your personal data either

- directly from you as part of our communication, our business relationship, or your visit to our website, or
- from public sources (e.g., social media, public internet sources, public conference attendance lists, or public records), or
- through our employees who are in contact with you or who manage your visit to our company.

There is no obligation to provide us with the personal data we request. However, joint business or marketing processes may be delayed or impossible, and it may be impossible for you to participate in our events if you do not provide your personal data. Furthermore, you will not receive information about relevant products and services, such as technical services, online courses, books, live training sessions, webinars, coaching, and mentoring services. If the provision of your data is required by law in some cases, we will inform you separately.

We do not conduct automated decision-making selection processes (including profiling) that would have legal consequences for you or significantly affect you in a similar way.

2. Categories of data processed and legal basis for processing

We process the categories of your personal data listed in the Annex on the basis of

- the fulfillment of a contract concluded with you or the implementation of pre-contractual measures, where necessary for this (Article 6 (1) (b) of the Datenschutz-Grundverordnung („DSGVO“)), or
- our overriding legitimate interest pursuant to Article 6 (1) (f) DSGVO, which consists in achieving the purposes set out in points 1 (c) to (j), or
- the necessity to fulfill legal obligations to which we are subject (Article 6 (1) (c) DSGVO), or
- your explicit consent to the processing of personal data concerning you for one or more specific purposes (Article 6 (1) (a) DSGVO).

In the case that processing your personal data is confirmed by your consent, you will be informed of the purposes of the processing at the instant you give your consent. You can withdraw your consent at any time. The withdrawal of your consent will not affect the lawfulness of processing carried out based on your consent before its withdrawal.

We do not collect any sensitive data about you. Sensitive data includes data that contains information about your racial or ethnic origin, religious or philosophical beliefs, sex life, sexual orientation, political opinions, trade union membership, or health, as well as genetic and biometric data. We do not collect information about criminal convictions or offenses.

3. Transfer of your personal data

If necessary for the purposes stated above, we will transfer your personal data to the following categories of recipients:

- IT service providers employed by us;
- Legal representatives;
- Banks to process payment transactions;
- Chartered accountants for auditing purposes;
- Courts and administrative authorities;
- Competent administrative authorities, in particular tax authorities;
- Debt collection agencies for debt collection (abroad only if the debt must be collected abroad);
- External financiers such as leasing or factoring companies and assignees, if the delivery or service is externally financed in this way;
- Contractual and business partners who are or are to be involved in the delivery or service;
- Insurance companies upon conclusion of an insurance contract for the delivery/service or upon the occurrence of an insured event; and
- Companies belonging to our group

Some of the recipients listed above may be located outside your country or process your personal data there. The level of data protection in other countries may not be the same as that in your country. However, we only transfer your personal data to countries for which the EU Commission has decided that they have an adequate level of data protection, or we take measures to ensure that all recipients have an adequate level of data protection. To this end, we conclude, for example, standard contractual clauses (in accordance with Commission Implementing Decision (EU) 2021/914 of June 4, 2021). These are available upon request (see the contact details under point 6).

4. Storage Period

We will retain your personal data no longer than necessary to achieve the purposes stated above.

We will retain your personal data for as long as (i) statutory retention periods apply or (ii) any legal claims for which the personal data is required to assert or defend against them have not yet expired.

5. Your rights in relation to personal data

Under applicable law, you have the right (if the respective requirements of the applicable law are met):

- to request confirmation as to whether and which of your personal data we process and to receive copies of this data,
- to request the rectification or erasure of your personal data,
- to request that we restrict the processing of your personal data,
- to object to the processing of your personal data,
- to withdraw any consent previously given for the processing (the withdrawal of your consent will not affect the lawfulness of processing carried out based on your consent before its withdrawal),
- to request data portability, and
- to lodge a complaint with the data protection authority.

You will not have to pay a fee to access your personal data (or to exercise any of your other rights). However, if your request is manifestly unfounded, repetitive, or excessive, we may charge a reasonable fee or refuse to comply with your request.

We may need to request specific information from you to confirm your identity and ensure your right to access your personal data (or to exercise any of your other rights). This is a security measure to ensure that personal data is not disclosed to anyone who has no right to receive it. We may also contact you to ask for further information about your request to speed up our response.

We aim to respond to all legitimate requests within one month. Occasionally, it may take longer than one month if your request is particularly complex, or you have made several requests. In this case, we will notify you.

6. Third-Party Links

This website may contain links to third-party websites, plug-ins, and applications. If you click on these links or activate these connections, third parties may collect or share information about you. We have no control over these third-party websites and are not responsible for their privacy policies. When you leave our website, we encourage you to read the privacy statements of each website you visit.

Nevertheless, we are committed to protecting the integrity of our website and welcome any feedback regarding these linked websites. You are welcome to email us about this at office@lenzingpapier.com.

7. Cookies

We use "cookies" to improve the operation of our websites. You can set your browser to refuse all or some browser cookies, or to warn you when websites set or access cookies. If you disable or refuse cookies, please note that some parts of this website may become inaccessible or may not function properly. For more information about the cookies we use, please see our Cookie Policy.

8. Our contact details

If you have any questions or concerns regarding the processing of your personal data, please contact us:

Lenzing Papier GmbH

Werkstraße 2

4860 Lenzing

Austria

office@lenzingpapier.com

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