

Privacy Policy for Microsoft Forms Customer Survey as Part of ISO 9001

We take the protection of your personal data very seriously. In the following, we inform you about which data is processed in the context of our customer survey, for what purposes it is processed, and what rights you have as a data subject.

1. Data Controller

The controller for the processing of your personal data in the context of this survey is:

Data protection supervisor: Ass. jur. Phillip Fischer

c/o GETEC net GmbH, An der Börse 4, 30161 Hannover

E-Mail: DS@getec-net.de

2. Purpose of data processing

The collection and processing of your personal data is carried out exclusively for the purpose of conducting the customer survey as part of our ISO 9001-compliant quality assurance. The goal is to improve our products and services based on your feedback.

3. Personal data that is processed

The following personal data will be processed in the context of this survey:

- IP address: to ensure system integrity and to trace technical processes.



- Username, display name, and email address: to identify existing customers and avoid duplicate responses.
- Profile picture (optional): if stored in Microsoft 365.
- Preferred language: to optimize the survey presentation.
- Status (optional): if stored in Microsoft 365, to improve personalization.
- Date and time of opening the questionnaire: for the analysis of survey participation.
- Date and time of sending the response: for documentation and traceability of the survey process.

Information in the survey: These are survey-specific and can be entered by the participants themselves using free text fields.

4. Legal basis for processing

Your data is processed on the basis of Art. 6 (1) (f) GDPR. Our legitimate interest lies in conducting the customer survey in order to secure and improve the quality of our services and products. In addition, the processing is based on Art. 6 (1) (a) GDPR, as by submitting the survey, you actively consent to the processing of your personal data.

5. Disclosure of your data

Your data will be processed exclusively internally and will not be passed on to third parties. Microsoft Forms is used under a data processing agreement to technically conduct the survey. Microsoft is required to process the data in accordance with the Privacy Policy. For additional information about Microsoft's privacy practices, see the Microsoft Privacy Statement.

6. Duration of storage

Your personal data will be completely deleted no later than 6 months after the completion of the survey. Anonymized log data used for system monitoring may be stored for a longer period of time, but without reference to you.



7. Your rights as a data subject

You have the following rights with regard to the processing of your personal data:

- Right of access: You can request confirmation as to whether your personal data is being processed.
- Right to rectification: You can request the correction of inaccurate data or the completion of incomplete data.
- Right to erasure: You can request the deletion of your data under certain conditions.
- Right to restriction of processing: You can request the restriction of processing under certain conditions.
- Right to object: You may object to the processing of your data on grounds relating to your particular situation.
- Right to data portability: You can request the release of your data in a commonly used format.

To exercise your rights, you can contact us at any time.

8. By submitting the survey

By submitting the survey, you agree to the processing of your personal data in the context of this customer survey in accordance with Art. 6 (1) (a) GDPR.

9. Contact

If you have any questions about the processing of your personal data or about this Privacy Policy, you can contact our Data Protection Officer:

Data protection supervisor: Ass. jur. Phillip Fischer
c/o GETEC net GmbH, An der Börse 4, 30161 Hannover
E-Mail: DS@getec-net.de

