

Transparency and information obligations pursuant to Art. 13, 14 DSGVO

Data protection and the protection of your personal data is our top priority. We inform you below about the processing of your personal data on our website and in the company. The processing of personal data is carried out in accordance with the provisions of the Federal Data Protection Act (BDSG) and the General Data Protection Regulation (DSGVO).

Name and address of the responsible person

PRO IMMOSSERVICE GmbH
Auf der Herrschwiese 15
49716 Meppen

Tel: 05931/9899-255
Email: anfrage@pro-immoservice.de
HR-NR: HRB Osnabrück 122 148
General Manager: Marisa Möller, Torsten Jansen

Contact details of the data protection officer

DSO Datenschutz Osnabrück GmbH
Dipl.-Kfm. Björn Voitel, Mercatorstr. 11, 49080 Osnabrück
E-Mail: datenschutz@pro-immoservice.de

Processing of personal data in the company

We process personal data that we receive from you in the context of a request for information, an inquiry, the initiation of a lease, the execution of a lease or our contractual relationship. We further process, to the extent necessary for the performance of the contract, personal data that we have received from other companies or from other third parties in a permissible manner (e.g. for the execution of orders, for the performance of contracts or on the basis of consent given by you). Relevant personal data are personal details (name, address and other contact details). In addition, this may also be information data, data from the fulfillment of our contractual obligations, bank data, as well as other data comparable with the aforementioned categories.

1. purposes and legal bases of the processing operations

The purposes of the processing are primarily determined by the contract concluded with you or any other contact relationship.

1.1. The processing is necessary for the performance of a contract or for the implementation of pre-contractual measures ((Art. 6 para. 1 letter b DSGVO).

Die Verarbeitung personenbezogener Daten erfolgt zur Durchführung des Mietverhältnisses, insbesondere zur Anbahnung bzw. Abschluss eines Vertrages mit Ihnen und der Beantwortung ihrer Anfragen.

1.2. The processing takes place within the framework of the balancing of interests (Art. 6 para. 1 letter f DSGVO). Insofar as necessary, we process your data beyond the actual performance of the contract to protect legitimate interests of us or third parties

- Data exchange with credit agencies (SCHUFA, Creditreform) to determine creditworthiness or default risks
- Handling of inquiries and requests for information
- Assertion of legal claims and defense in legal disputes
- Ensuring the security of tenants (including in individual cases through video surveillance)
- Prevention and investigation of criminal acts

1.3. You have given your consent to the processing of personal data concerning you for one or more specific purposes (Art. 6 para. 1 letter A DSGVO).

- Insofar as you have given us consent to process personal data for certain purposes (e.g. newsletter dispatch), the lawfulness of this processing is based on your consent.
- Consent given can be revoked at any time. This also applies to the revocation of declarations of consent given to us prior to the application of the GDPR, i.e. prior to May 25, 2018.
- The revocation shall only apply with effect for the future. Processing that took place before the revocation is not affected.

1.4. processing is necessary for compliance with a legal obligation to which we are subject (Article 6(1)(C) DSGVO). As a company, we are subject to various legal obligations in the context of tax and social security monitoring and reporting requirements. Further requirements may arise from the German Disabled Persons Act (Schwerbehindertengesetz), trade associations, fraud and money laundering prevention, compliance with the requirements of the EU Anti-Terrorism Regulation, and others.

2. recipients or categories of recipients of the data (if a data transfer takes place)

2.1. Within the company, those departments receive your data that require it to fulfill our contractual and legal obligations. Processors used by us (Art. 28 DS-GVO) may also receive data for these purposes. These are companies in the categories of credit services, IT services, printing services, telecommunications and advisory and consulting services.

2.2. Outside the company, your data may be received by companies that need it to fulfill our contractual obligations. Under these conditions, recipients of personal data may be, for example:

1. tax advisors, auditors, consultants
2. lawyers (disputes, debt collection, etc.)
3. technicians/tradesmen (maintenance, repair work)
4. transport and logistics companies
5. debt collection companies
6. banks/savings banks
7. credit agencies (SCHUFA, Creditreform)

3. storage duration or criteria for determining the duration

To the extent necessary, we process and store your personal data for the duration of our business relationship, which also includes, for example, the initiation and execution of a contract. In addition, we are subject to various storage and documentation obligations, which mainly result from the German Commercial Code (HGB) and the German Fiscal Code (AO). The retention and documentation periods specified there are six to ten years.

Finally, the storage period is also assessed according to the statutory limitation periods, which, for example, according to §§ 195 ff. of the German Civil Code (BGB), are generally 3 years; if it is necessary to preserve evidence, for example in the context of legal proceedings, the limitation periods of the German Civil Code (BGB) can be up to 30 years if a legal title exists.

After termination of the contractual relationship, deletion takes place after expiry of the statutory retention periods.

If the purpose for storing the data no longer applies, the personal data will be blocked or deleted as long as this does not conflict with statutory retention obligations.

Personal data of prospective tenants with whom no rental agreement has been concluded will be deleted after 6 months at the latest.

4. references to the rights of the data subjects

Every data subject has the following data protection rights under DSGVO:

- Right to information according to Art. 15 DSGVO
- Right to correct incorrect data according to Art. 16 DSGVO
- Right to erasure according to Art. 17 DSGVO
- Right to restriction of processing according to Art. 18 DSGVO
- Right to data portability according to Art. 20 DSGVO
- Right of objection according to Art. 21 DSGVO

To exercise your above-mentioned rights or to withdraw your consent, please contact the above-mentioned responsible office.

You have the right to complain to a supervisory authority. You can assert this right at a supervisory authority in the member state of your place of residence, your place of work, or the place of the alleged violation.

Before you contact the competent supervisory authority with a complaint, we would like to ask you to clarify this matter with our data protection officer.

The state data protection supervisory authority responsible for us is:
The State Commissioner for Data Protection of Lower Saxony, Prinzenstraße 5, 30159 Hannover, Germany.

5. planned data transfer to third countries

Currently, no data transfer to third countries takes place and is not planned for the future.

6. Voluntariness and obligation to provide personal data

Within the scope of our business relationship, those personal data must be provided which are necessary for the establishment and implementation of a business relationship and the fulfillment of the associated contractual obligations or which we are legally obligated to collect. Without this data, we are not able to conclude a contract or carry it out.

7. Automated decision-making including profiling.

For the establishment and implementation of the business relationship, we generally do not use exclusively automated decision-making within the meaning of Article 22 DSGVO.