

Privacy Policy for SEPA Direct Debit Mandate

1. Data Controller

Mobile Pflege Dresden UG

Hertelstraße 31

01307 Dresden

Germany

Phone: +49 351 26 70 35 36

Email: info@mobile-pflege-dresden.de

Represented by Managing Director: Lieven Müller

2. Data Protection Officer Contact

Datenschutz.Guide

Owner: Nico Eberhardt

Email: info@datenschutz.guide

Phone: +49 (0) 351 31409830

3. Purpose and Legal Basis for Data Processing

We process your personal data to:

- Collect payments for the services you have used via SEPA direct debit,
- Comply with legal obligations (e.g., tax and commercial regulations), and
- Ensure secure and efficient contract execution.

Legal bases for processing:

- Article 6(1)(b) GDPR: Fulfillment of contractual obligations or pre-contractual measures.

- Article 6(1)(c) GDPR: Compliance with legal obligations (e.g., tax record retention requirements).
- Article 6(1)(f) GDPR: Legitimate interests, especially for secure payment processing.

4. Data Processed

We only process the data necessary for the SEPA direct debit procedure. This includes:

- First and last name
- Address (street, house number, postal code, city)
- Bank details (IBAN, optionally BIC)
- Mandate reference number (e.g., customer number)
- Contact details (e.g., email address or phone number for inquiries)

5. Data Sharing and Recipients

Your personal data will only be shared with the following recipients:

1. Banking service provider:

- Ostsächsische Sparkasse Dresden

Public Institution

Güntzplatz 5

01307 Dresden

Phone: +49 351 455-0

Website: www.ostsaechsische-sparkasse-dresden.de

Purpose: Processing SEPA direct debit transactions.

2. Tax advisors and authorities:

- To fulfill legal obligations, particularly regarding tax and commercial law.

3. IT service providers:

- External providers for accounting or IT services, solely based on data processing agreements (Art. 28 GDPR).

No data transfer outside the EU/EEA:

Your data will only be processed within the European Union or the European Economic Area.

6. Retention and Deletion of Data

Your personal data will be retained as follows:

- Mandate data: 10 years in accordance with Section 147 of the German Fiscal Code (AO).
- Communication data: 6 years in accordance with Section 257 of the German Commercial Code (HGB).

After these periods, your data will be deleted or anonymized unless legal retention requirements apply.

7. Data Security

We implement extensive technical and organizational measures (TOMs) to protect your data, including:

- Encrypted data transmission: Your data is securely encrypted during transmission (e.g., via SSL/TLS protocols).
- Access restrictions: Only authorized personnel with appropriate training have access to your data.
- EU-based servers: Your data is processed exclusively on servers that comply with GDPR requirements.
- Regular security reviews: Our security concepts are regularly evaluated and updated.

8. Your Rights as a Data Subject

Under the GDPR, you have the following rights:

- Right of access: Information about your stored data (Article 15 GDPR).
- Right to rectification: Correction of inaccurate or incomplete data (Article 16 GDPR).
- Right to erasure: Deletion of your data unless legal obligations require retention (Article 17 GDPR).
- Right to restriction of processing: Restrict processing of your data under certain circumstances (Article 18 GDPR).
- Right to data portability: Receive your data in a commonly used, machine-readable format (Article 20 GDPR).
- Right to object: Object to the processing of your data (Article 21 GDPR).
- Right to withdraw consent: Withdraw previously given consent with effect for the future (Article 7(3) GDPR).

To exercise your rights, please contact:

Email: info@mobile-pflege-dresden.de

Phone: +49 351 26 70 35 36

9. Right to Revoke SEPA Direct Debit Mandate

You can revoke the SEPA direct debit mandate at any time. Revocation can be made:

- Directly with us: Please send an email to info@mobile-pflege-dresden.de or call us at +49 351 26 70 35 36.
- With your bank: Inform your bank of the revocation. Please ensure timely revocation to prevent payment collection.

10. Right to Lodge a Complaint

If you believe that the processing of your personal data violates applicable data protection laws, you can lodge a complaint with the relevant data protection authority:

Saxon Data Protection Officer

Devrientstraße 1

01067 Dresden

Phone: +49 351 85471 101

Email: saechsdsb@slt.sachsen.de

11. Changes to this Privacy Policy

This privacy policy is regularly reviewed and updated to reflect legal or technical changes. The current version can always be accessed on our website or requested directly from us.