Candis GmbH | CityQuartier DomAquarée
Karl-Liebknecht-Straße 5 | 10178 Berlin

Privacy Policy – Candis Software

1. Basic principles

We are pleased that you are using Candis. The protection and security of our customers' and users' data is important to us. Therefore, we have designed our website and business processes to collect and process as little personal data as possible. The following privacy statement explains what information we collect during your visit to our website and how this information may be used.Below you can find detailed information about how we handle your personal data.

Candis takes the protection of your personal data very seriously. We process personal data in accordance with applicable data protection regulations, in particular the General Data Protection Regulation (GDPR), the Federal Data Protection Act (BDSG) and, where applicable, the Telecommunications Digital Services Data Protection Act (TDDDG).

Our employees are bound to confidentiality and compliance with the data protection requirements applicable to them.

For all data protection-related questions, please contact the following email address: datenschutz@candis.io

2. Collection of server log data

We process so-called access data (in particular your IP address) on our website for statistical analysis for the purposes of operation, security, and technical optimization of our website. This allows us to present our website to you more effectively and to identify errors. We collect access data when you visit our website and store it in a log file.

- Name of the accessed website,
- Date and time of retrieval,
- the amount of data transferred / message about the successful retrieval,
- Browser type and version,
- the operating system,
- Referrer URL,
- Requesting provider / your IP address.

You cannot be identified from this data. Log data is regularly deleted promptly, but no later than 90 days. The legal basis for this data processing is our legitimate interest within the meaning of Art. 6 para. 1 lit. f) GDPR.

3. Processing and use

Candis collects, processes and uses personal data for the execution of the contractual relationship in accordance with Art. 6 para. 1 letter a) GDPR and for improving the user experience in accordance with Art. 6 para. 1 letter a) GDPR, i.e.

- Creating an account
- Customer identity verification
- Payment processing
- Proposing individual improvement suggestions that are helpful to the customer.
- In the event of being commissioned to contact suppliers to request digital invoices
- Improving the user experience by optimizing individual functions and developing new functions based on evaluated user data
- Analysis of uploaded documents to continuously improve invoice capture and automation.

Personal data will be transferred to third parties if, in accordance with Art. 6 para. 1 letter a) GDPR, the data subject has expressly consented to this, if, in accordance with Art. 6 para. 1 letter c) GDPR, there is a legal obligation to transfer the data, and/or if, in accordance with Art. 6 para. 1 letter b) GDPR, this is necessary for the performance of a contract with the data subject.

4. Use of cookies

We use so-called "cookies" on our website. Cookies are small text files that websites use to simplify and speed up your visit to our website, or are necessary to provide you with a better user experience.To enable access to secure areas of the website.

The website's cookies contain personal data about the customer. Cookies save the customer from having to enter data multiple times, facilitate the delivery of specific content, and help Candis identify particularly popular areas of the website. This allows Candis, among other things, to tailor its website content precisely to the needs of its customers.

If the use of cookies is deactivated via the browser settings, the service can no longer be accessed.

Depending on their origin, cookies can be classified as first-party cookies or third-party cookies:

First-Party-Cookies	Cookies that are generated and stored locally by the website operator, as the data controller, or by a data processor commissioned by the operator. Only the operator has access to these cookies later.
Third-Party-Cookies	Cookies that are generated, set and retrieved by third-party providers who are not acting as data processors on behalf of the website operator.

Depending on their validity period, a further distinction can be made between so-called transient and persistent cookies:

Transient Cookies	Cookies that are automatically deleted when you close your browser. These include, in particular, the following:Session cookies.
Persistent Cookies	Cookies that remain stored on your device for a specified period of time after you close your browser.

Depending on their nature and purpose, the use of certain cookies may require user consent. In this respect, cookies can be distinguished according to whether user consent is mandatory for their use:

Cookies that do not require consent	Cookies that are strictly necessary so that the website operator can provide the service explicitly requested by the participant or user ("Strictly necessary cookies")
Cookies requiring consent	Cookies that are used for all purposes other than those mentioned above.

Where user consent is required, we only use these cookies if you have given your prior consent. When you visit our website, we display a so-called "cookie banner" where you can declare your consent to the use of cookies on the website by clicking a button.

Strictly necessary cookies cannot be disabled via this website's cookie banner. However, you can manage and disable these cookies generally in your browser settings at any time.

This page uses different types of cookies:

Technically necessary cookies		These cookies are automatically set when you access the website or a specific function, unless you have prevented cookies from being set via settings in your browser.		
Name	Provider	Purpose	Sequence	Type
KEYCLOAK_SESSION	White	Cookie used to identify the user and store settings, such as accepting current privacy policies.	Session	http Cookie
KEYCLOAK_IDENTITY	White	Cookie used to identify the user and store settings, such as accepting current privacy policies.	Session	http Cookie
KEYCLOAK_LOCALE	White	Cookie used to identify the user and store settings, such as accepting current privacy policies.	Session	http Cookie
AUTH_SESSION_ID	White	Security cookie to prevent hacking after redirection	Session	http Cookie

Preference cookies		These cookies allow a website to remember certain information that affects the appearance or behavior of a website (e.g., the preferred language or the region in which a user is located).		
Name	Provider	Purpose	Sequence	Type
i18next	i18next	Saving language selection	12 Months	HTML Local Storage

We process the data collected through the use of these cookies on the basis of Art. 6 para. 1 letter a) GDPR.

Statistical Cookies	These cookies allow website operators to track how visitors interact with websites by anonymously collecting and reporting data.

Candis

Name	Provider	Purpose	Sequence	Type
_gaexp	Google Analytics	Used to determine the inclusion of a user in an experiment and the course of experiments in which a user has been included.	3 Months	Tracker Pixel
_gid	Google Analytics	Used for anonymous user identification Used for anonymous user identification	1 Day	http Cookie
ajs_group_id	Google Analytics	To record user behavior	12 Months	http Cookie
ajs_anonymous_id	Google Analytics	To record user numbers even for recurring visits	12 Months	http Cookie
ajs_user_id	Google Analytics	To track website usage, the achievement of predefined events and goals, and to measure website performance and stability.	12 Months	http Cookie
_ga [4x]	Google Tag Manager	Registers a unique ID that is used to generate statistical data on how the visitor uses the website.	24 Months	http Cookie
_biz_flagsA	Cloudflare	A cookie that stores multiple pieces of information, such as whether the user has submitted a form, performed a cross-domain migration, sent a viewthrough pixel, opted out of tracking, etc.	12 Months	http Cookie
_biz_nA	Cloudflare	Cookie for recording website and server performance	12 Months	http Cookie
_biz_pendingA	Cloudflare	Cookie used to record website and server performance on each visit to the site	12 Months	http Cookie
_biz_sid	Cloudflare	Cookie for recording website and server performance	12 Months	http Cookie
_biz_uid	Cloudflare	Cookie for recording website and server performance	12 Months	http Cookie
_cd_consent	Cloudflare	Cookie used to check whether the cookie banner has been accepted.	12 Months	http Cookie
_cd_exit_intent-1.0	Cloudflare	Inquired about the function at Cloudflare	1 month	http Cookie
_gat (2x)	Google Analytics	Used to throttle the request rate.	Session	http Cookie
_gat_UA-10218544	Google Analytics	Used to throttle the request rate.	Session	http Cookie
_gat_unifiedTracker	Google Analytics	Used to throttle the request rate.	Session	http Cookie
cfmrk_cic	Cloudflare	Features requested from Cloudflare	3 Months	http Cookie
cfmrk_eurocookiebanner	Cloudflare	Features requested from Cloudflare	6 Months	http Cookie

cfmrk_userLangRedirect	Cloudflare	Cookie to detect the user's language preference.	6 Months	http Cookie
sparrow_id	Cloudflare	Technical cookie	Session	http Cookie
__secure-SSID	Google	Stores data about website usage and which advertisements were displayed to you before visiting the website, in order to personalize them based on previous behavior patterns.	9 Months	http Cookie
SIDCC	Google	Stores data about website usage and which advertisements were displayed to you before visiting the website, in order to personalize them based on previous behavior patterns.	12 Months	http Cookie
CONSENT	Google	Google uses security cookies to authenticate users, prevent fraudulent use of login credentials, and protect user data from unauthorized access.	20 years	http Cookie
HSID	Google	Google uses security cookies to authenticate users, prevent fraudulent use of login credentials, and protect user data from unauthorized access.	Session	http Cookie
DV	Google Analytics	This cookie is used to store the user's preferences and other information. This includes, in particular, the preferred language, the number of search results to be displayed on the page, and the decision whether or not to activate the Google SafeSearch filter.	Session	http Cookie
__utmzz	Google Analytics	Parameters for the use of Google Analytics (can also be loaded in deactivated form before accepting the cookie banner)	6 Months	http Cookie
__utmzzses	Google Analytics	Parameters for the use of Google Analytics (can also be loaded in deactivated form before accepting the cookie banner)	Session	http Cookie
_vwo_ds	VWO	This cookie is used by VWO to analyze user data in order to improve the website, as well as for assignment in A/B tests.	1 year	http Cookie

We process the data collected through the use of these cookies on the basis of Art. 6 para. 1 letter a) GDPR.

Marketing-Cookies		Cookies, which are used to track visitors across websites. The idea is to display ads that are relevant and engaging for the individual user and therefore more valuable for publishers and third-party advertisers.		
Name	Provider	Purpose	Sequence	Type
intercom-id-<id>	Intercom	To create unique anonymous identification IDs	9 Months	http Cookie

interco m-sessi on-<id >	Intercom	For the detection of sessions and recurring sessions	7 Days	http Cookie

Unclassified cookies		These cookies are automatically set when you access the website or a specific function, unless you have prevented cookies from being set via settings in your browser.		
Name	Provider	Purpose	Sequence	Type
_uetvid	Microsoft	For the detection of sessions and recurring sessions	16 Days	http Cookie
_gcl_au	Google	Used by Google AdSense to experiment with the efficiency of advertising on websites that use their services.	1 year	http Cookie
emlen_s ession	Emlen	For the detection of sessions and recurring sessions	1 year	http Cookie

5. Statistical analysis – tracking

We use tracking technologies on our website to measure and evaluate its performance and to optimize our content. To protect our users and partners, we can also detect and prevent fraud and security risks. The legal basis for this data processing is your consent (Art. 6 para. 1 letter a) GDPR). In some cases, error-free website functionality cannot be guaranteed if certain cookies are not accepted. We use the following products for this purpose, which are provided to us by service providers:

5.1 Amplitude

We use “Amplitude”, an analytics service provided by Amplitude, Inc., 201 3rd Street, Suite 200, San Francisco, CA 94103, USA (hereinafter “Amplitude”) on our website.

Amplitude allows us to statistically analyze the use of our website and its features. This includes processing information about how users interact with our website and its individual functions. We use this information for analysis and optimization purposes, specifically to better understand how our services are used, to further develop individual features, and to continuously improve the user experience.

Amplitude will not perform any analysis without your consent. The legal basis for processing personal data is your consent pursuant to Art. 6 para. 1 letter a) GDPR. You can withdraw your consent at any time with effect for the future via the cookie settings.

To the extent that Amplitude stores or reads information from your device in order to provide the service, this is also done on the basis of your previously given consent.

We have concluded a data processing agreement with Amplitude in accordance with Article 28 GDPR.

To the extent that personal data is processed or transferred outside the European Union or the European Economic Area in connection with the use of Amplitude, this is done in compliance with the requirements of Articles 44 et seq. of the GDPR. Amplitude participates in the EU-U.S. Data Privacy Framework. Where its requirements are met, data transfers to the USA may take place on the basis of the corresponding adequacy decision of the European Commission. In addition, the agreement with Amplitude provides for the standard contractual clauses issued by the European Commission pursuant to Art. 46 para. 2 letter c) GDPR as suitable safeguards for international data transfers.

Further information on the processing of personal data by Amplitude can be found in Amplitude's privacy policy at https://amplitude.com/privacy.

5.2 Sentry

We use "Sentry" on our website, a service provided by Functional Software, Inc., 132 Hawthorne Street, San Francisco, CA 94107, USA (hereinafter referred to as "Sentry"). Sentry stores and processes information about your user behavior on our website.

We use Sentry for troubleshooting and optimization purposes, in particular to analyze the use of our web software and to continuously improve individual functions and services, as well as the user experience. By evaluating code errors and monitoring system stability, we can improve our services and make them more user-friendly. The legal basis for this type of data processing is your consent, Art. 6 para. 1 letter a) GDPR. Sentry collects only device data; this collection is anonymous and the data is deleted after use.

To the extent that personal data is processed or transferred outside the European Union or the European Economic Area in connection with the use of Sentry, this is done in compliance with the requirements of Articles 44 et seq. GDPR. For data transfers to the USA, in particular an adequacy decision of the European Commission and, additionally, the standard contractual clauses pursuant to Art. 46 para. 2 letter c) GDPR may serve as a basis or appropriate safeguards.

Third-party information: Functional Software, Inc., 132 Hawthorne Street, San Francisco, CA, USA. Further information regarding the third-party provider's privacy policy can be found on the following website:https://sentry.io/privacy/.

5.3 Intercom

Within our software, we use “Intercom”, a service provided by Intercom R&D Unlimited Company, 124 St Stephen’s Green, Dublin 2, D02 C628, Ireland (“Intercom”), to provide our customer support and customer communication.

Intercom enables us to provide you with a live chat function within the Candis application, allowing you to contact our support team directly with any questions or technical problems. In this context, user and contact data, technical information, and content transmitted during support communication may be processed.

For our Intercom workspace, we use the European data region. Customer data processed via Intercom is generally hosted and processed within the European Union on Amazon Web Services servers in Dublin, Ireland. This ensures that customer data used for support remains within our chosen European data region.

The processing of data within the scope of customer support is carried out to provide the contractually agreed support services on the basis of Art. 6 para. 1 letter b) GDPR. Insofar as technically necessary information is stored on or read from your device, this is done to provide the support function you are using.

We have concluded a data processing agreement with Intercom in accordance with Article 28 GDPR.

Despite using the European data region, in limited cases the processing or transfer of personal data outside the European Economic Area cannot be completely ruled out, for example, in the context of certain support or sub-processing services. Where personal data is transferred to the USA, this is done in compliance with the requirements of Articles 44 et seq. of the GDPR. Intercom, Inc., 55 2nd Street, 4th Floor, San Francisco, CA 94105, USA, is certified under the EU-U.S. Data Privacy Framework. Furthermore, the standard contractual clauses provided by the European Commission, which are used by Intercom, may be applied as a suitable safeguard for transfers to third countries.

Further information on the processing of personal data by Intercom can be found in Intercom's privacy policy at https://www.intercom.com/legal/terms-and-policies and information on the EU-U.S. Data Privacy Framework at https://www.dataprivacyframework.gov/list.

5.4 Segment

We use "Segment" on our website, a service provided by Segment.io, Inc., 100 California Street, Suite 700, San Francisco, CA 94111, USA (hereinafter referred to as "Segment"). Segment stores and processes information about your user behavior on our website.

We use Segment for marketing and optimization purposes, in particular to analyze the use of our website and to continuously improve individual functions and offers as well as the user experience. Through the statistical evaluation of user behavior, we can improve our offerings and make them more interesting for you as a user. The legal basis for this type of data processing is your consent, Art. 6 para. 1 letter a) GDPR.

We have concluded standard contractual clauses with Segment pursuant to Art. 46 para. 2 letter c) GDPR in order to ensure the exercise and enforceability of our users' rights and the level of protection of their data.Insofar as personal data is processed or transferred outside the European Union or the European Economic Area in connection with the use of Segment, this is done in compliance with the requirements of Articles 44 et seq. GDPR. For data transfers to the USA, in particular an adequacy decision of the European Commission and, additionally, the standard contractual clauses pursuant to Art. 46 para. 2 letter c) GDPR may serve as a basis or suitable safeguards.

Further information regarding data protection from the third-party provider can be found on the following website: https://segment.com/docs/legal/privacy/.

5.5 Looker

We use the software “Looker” on our website, a web analytics service provided by Google Ireland Ltd, Gordon House, Barrow Street, Dublin 4, Ireland (“Google”).

We use Looker for marketing and optimization purposes, in particular to analyze the use of our website and to continuously improve individual functions and offers, as well as the user experience. Through the statistical evaluation of user behavior, we can improve our services and make them more interesting for you as a user. The legal basis for this type of data processing is your consent, Art. 6 para. 1 letter a) GDPR.

Insofar as personal data is processed or transferred outside the European Union or the European Economic Area in connection with the use of Looker, this is done in compliance with the requirements of Articles 44 et seq. GDPR. For data transfers to the USA, in particular an adequacy decision of the European Commission and, additionally, the standard contractual clauses pursuant to Art. 46 para. 2 letter c) GDPR may serve as a basis or suitable safeguards.

For more information about how Looker processes your data, please see [link to privacy policy].https://looker.com/trust-center/privacy/policy.

5.6 Google Analytics

We use Google Analytics, a web analytics service provided by Google Ireland Ltd, Gordon House, Barrow Street, Dublin 4, Ireland (“Google”).
The protection of your data is important to us; your IP address is recorded in a shortened form only by the code and is therefore anonymized.

The IP address transmitted by the user's browser is not merged with other Google data. Users can prevent the storage of cookies by adjusting their browser settings accordingly.

Furthermore, your data will be processed exclusively in pseudonymized form, as explained in more detail below. It is not possible for us to identify you personally. Google will use this information on our behalf to evaluate the use of our online services by users, to compile reports on activity within these online services, and to provide us with other services related to the use of these online services and internet usage. Pseudonymous user profiles may be created from the processed data.

Cookies are stored on the basis of Art. 6 para. 1 letter a) GDPR. You can withdraw your consent in the privacy settings of your user profile.

Google processes the data on our behalf based on a data processing agreement between us and Google. This agreement ensures that the data processing on our behalf is carried out in accordance with the General Data Protection Regulation (GDPR) and guarantees the protection of the rights of the data subjects.

Despite using the European data region, in limited cases the processing or transfer of personal data outside the European Economic Area cannot be completely ruled out, for example, in the context of certain support or sub-processing services. Where personal data is transferred to the USA, this is done in compliance with the requirements of Articles 44 et seq. of the GDPR. Google LLC, 1600 Amphitheatre Parkway, Mountain View, CA 94043, USA, is certified under the EU-U.S. Data Privacy Framework. Furthermore, the Standard Contractual Clauses provided by the European Commission may be used as a suitable safeguard for transfers to third countries. Further information

on the EU-U.S. Data Privacy Framework can be found at [link to EU-U.S. Data Privacy Framework].https://www.dataprivacyframework.gov/list.

For more information about Google's data usage, settings and opt-out options, please see Google's privacy policy (https://policies.google.com/technologies/ads) as well as in the settings for displaying advertisements by Google (https://adssettings.google.com/authenticated).

Further information on the terms of use of Google Analytics and the data protection regulations can be found at: http://www.google.com/analytics/terms/de.htmlor under https://policies.google.com/?hl=de&gl=de.

5.7 VWO

We use the software "VWO" on our website, a service of Wingify Software Pvt Ltd., Schellinggasse 3/10, 1010 Vienna, Austria.

We use VWO to better understand our users' needs and to optimize the content and user experience on this website. VWO's technology gives us a better understanding of our users' experiences (e.g., how much time users spend on which pages, which links they click, what they like and dislike, etc.), which helps us tailor our offerings to user feedback. By statistically analyzing user behavior, we can improve our services and make them more interesting for you. The legal basis for this type of data processing is your consent, Art. 6 para. 1 letter a) GDPR. We do not have access to any accounting data in this process.

You can withdraw your consent at any time with effect for the future. Please use the “Privacy settings” function in your profile settings to do so.

VWO processes the data on our behalf based on a data processing agreement between us and VWO. This agreement ensures that the data processing on our behalf is carried out in accordance with the General Data Protection Regulation (GDPR) and guarantees the protection of the rights of the data subjects.

Further information can be found on VWO's help page:https://vwo.com/de/compliance/gdpr/

6. Newsletter

You can subscribe to our newsletter on our website to receive information. We process the voluntary information you provide us with solely for the purpose of sending you the newsletter. Our legal basis for this processing is your consent pursuant to Art. 6 para. 1 letter a) GDPR. You can withdraw your consent at any time with effect for the future.

We send newsletters via "Intercom", a service of Intercom R&D Unlimited Company (Stephen Court, 18-21 St Stephen's Green, Dublin 2, Ireland).
The email addresses of our newsletter recipients, as well as their other data described in this notice, are stored on Intercom's servers. Intercom uses this information to send and analyze the newsletters on our behalf.

The legal basis for this type of data processing is your consent, Art. 6 para. 1 letter a) GDPR, e.g., when subscribing to our newsletter or registering on our website. You can object to receiving newsletters and mailings from Intercom at any

time with effect for the future by clicking on the unsubscribe link in the respective email. If you unsubscribe from our newsletter, for example, your data will be deleted within the statutory retention periods.

For marketing and optimization purposes, in particular to improve and analyze our newsletter, we use the performance tracking provided by Intercom. This tracks whether the newsletter is opened. The legal basis for this type of data processing is your consent, Art. 6 para. 1 letter a) GDPR.
Intercom processes the data on our behalf based on a data processing agreement between us and Intercom. This agreement ensures that the data processing on our behalf is carried out in accordance with the General Data Protection Regulation (GDPR) and guarantees the protection of the rights of the data subjects.

Intercom has committed to and been certified under the EU-US Privacy Framework. This means Intercom is committed to complying with the standards and regulations of European data protection law. Further information can be found in the following linked list of Privacy Framework participants:https://www.dataprivacyframework.gov/listFurther information regarding data protection from the third-party provider can be found on the following website: https://www.intercom.com/legal/terms-and-policies.

7. IBAN risk assessment for fraud prevention

To prevent fraud and abuse, IBANs processed in Candis can be automatically compared against a regularly updated reference list of suspicious IBANs. This comparison takes place within our systems; the IBANs to be checked are not transmitted to the provider of the reference list. If a match is found, a corresponding risk warning may be displayed within Candis.
The legal basis for this processing is Art. 6 para. 1 letter f) GDPR. Our legitimate interest lies in preventing and detecting fraud and abuse, and in protecting our customers from fraudulent payments.

8. Credit card function

You have the option to use the credit card function offered by Candis and Pliant. Below, we would like to inform you about the processing of your data if you use this credit card function.

8.1. Basic principles

The credit card is provided by our partner. Pliant (Pliant Oy, Pohjoisesplanadi 19, 00100 Helsinki, Finland, hereinafter referred to as “Pliant”). Personal data is transferred to Pliant, which is legally and contractually obligated to adequately protect your personal data. Pliant and Candis process the data under joint controllership pursuant to Article 26 of the GDPR and have established agreements specifying which of us fulfills which data protection obligations; we will provide you with the essential content of these agreements upon request. Further information on the data processed via the partner application can be found in the partner's privacy policy. If you have any questions regarding the exercise of your data subject rights, you can contact us (e.g., by email at support@candis.io) or the respective partner.

8.2. Collection of personal data

We process the following personal data for the use of the credit card function:

First and Last Name
Email address
Telephone number
Credit card number
Booking details (amount, date, time, merchant name)

The personal data will be processed for the purposes stated in section 8.3. The storage period is governed by legal requirements.

8.3. Processing and use

Candis collects, processes and uses personal data for the execution of the contractual relationship in accordance with Art. 6 para. 1 letter b) GDPR, i.e. for

- Ordering your credit card through our partner Pliant
- Setting up and using the credit card function in Candis (accounting for credit card transactions)

Personal data will be transferred to third parties if, in accordance with Art. 6 para. 1 letter a) GDPR, the data subject has expressly consented to this, if, in accordance with Art. 6 para. 1 letter c) GDPR, there is a legal obligation to transfer the data, and/or if, in accordance with Art. 6 para. 1 letter b) GDPR, this is necessary for the performance of a contract with the data subject.
To set up your credit card, we need to share this information with our partner, Pliant. The credit card agreement is between Pliant and you.
Furthermore, we request your consent to the management of the registration process. This consent is important so that we can retrieve the necessary information should you have any questions about the progress of your registration.

8.4. Recipient

The credit card is provided by our partner Pliant. Your personal data will be transmitted to Pliant, which is legally and contractually obligated to adequately protect your personal data.

The credit card database in Candis is hosted on the servers of Amazon Web Services EMEA Sàrl, 5 Rue Plaetis, L-2338 Luxembourg (backend). When used for this purpose, personal data is transferred to Amazon Web Services EMEA Sàrl as a data processor, which is legally and contractually obligated to adequately protect your personal data and to correct or delete it at our request in accordance with the relevant legal and contractual provisions. Amazon Web Services EMEA Sàrl uses third-party providers to provide the services and infrastructure necessary for operation.

9. Application of artificial intelligence

To provide various functions within Candis, we use artificial intelligence (AI) technologies, in particular Large Language Models (LLM). Below, we provide information about which functions these technologies are used for and which personal data is processed in this context.

Google Cloud Gemini Enterprise Agent Platform AI and Amazon Web Services (AWS) Bedrock can be used alternatively or in addition to each other, depending on the specific use case, to ensure high availability, reliability, and quality of

processing results. Processing is performed solely for the purpose of providing the respective Candis functions. The processed data is not used for general training or to improve publicly available AI models.

9.1 Processing using Google Cloud Gemini Enterprise Agent Platform

We use Gemini Enterprise Agent Platform via Google Cloud, a service provided by Google Cloud EMEA Limited, 70 Sir John Rogerson's Quay, Dublin 2, Ireland, for AI-powered features within Candis.

This includes in particular:

- the automatic recognition and classification of documents and receipts, for example as invoices, contracts, reminders or hospitality receipts;
- the extraction of information from documents, such as invoice amount, invoice number, date, IBAN, business partner and other information relevant for processing the respective document;
- the extraction of further content from certain types of receipts, for example the persons entertained as stated on hospitality receipts;
- the analysis and extraction of relevant information from email texts processed via the Candis mail inbox;
- the analysis of documents and other information available in Candis for the automatic detection of correlations and the linking of related content, such as invoices, contracts, credit card transactions, expenses or other documents;
- Support for the automated allocation and processing of invoices, for example through suggestions for cost centers, general ledger accounts, teams or approving persons;
- The system supports automated invoice approvals based on predefined criteria and rules. Authorized users can view and configure these criteria.

Personal data may be processed for this purpose if it is part of the analyzed content. This may include, in particular:

- Names of contact persons, employees, signatories or other persons named on documents;
- Names of persons entertained;
- Email addresses and telephone numbers;
- Bank and payment information, in particular IBAN;
- Contents of invoices, contracts and other documents;
- Email content;
- Information on credit card transactions and expenses, as well as
- other personal data contained in the analyzed content.

The models used process only the data transmitted for the provision of the respective Candis function. Google does not use the data for general training or to improve public or generally available AI models.

The processing is based on Art. 6 para. 1 letter b) GDPR, insofar as it is necessary for the provision of the contractually agreed Candis functions. Insofar as Candis processes personal data on behalf of the respective customer, the processing is carried out within the framework of commissioned data processing pursuant to Article 28 GDPR and in accordance with the customer's instructions.

Google processes the data as a data processor based on a data processing agreement concluded with us. This agreement ensures that the processing is carried out in accordance with data protection requirements and our instructions. The processing of data provided via Google Cloud Gemini Enterprise Agent Platform AI takes place within the European Google Cloud region.

9.2 Processing using Amazon Web Services Bedrock

We use AWS Bedrock, a service provided by Amazon Web Services EMEA Sàrl, 38 Avenue John F. Kennedy, L-1855 Luxembourg, for AI-powered functions within Candis.

AWS Bedrock can be used to support or automate the following processing steps in particular:

- the recognition and classification of different types of documents and receipts;
- the extraction of information from invoices, contracts and other documents;
- the extraction of further information from certain types of documents, for example, information on entertained persons from hospitality receipts;
- the analysis and extraction of relevant information from email texts in the Candis email inbox;
- the analysis of documents and other information available in Candis to identify correlations and to automatically link related documents, contracts, credit card transactions, expenses and invoices;
- support in the automated allocation and processing of invoices as well as
- The system supports automated invoice approvals based on predefined criteria and rules. Authorized users can view and configure these criteria.

For this purpose, the following personal data may be processed in particular:

- Names of contact persons, employees, signatories or other persons named on documents;
- Names of persons entertained;
- Email addresses and telephone numbers;
- Bank and payment information, in particular IBAN;
- Contents of invoices, contracts and other documents;
- Email content;
- Information on credit card transactions and expenses, as well as
- other personal data contained in the analyzed content.

The data transmitted to AWS Bedrock is not used to train the generally available AI models and is not made available to the providers of the models provided via Amazon Bedrock for training their models.

The processing is based on Art. 6 para. 1 letter b) GDPR, insofar as it is necessary for the provision of the contractually agreed Candis functions. Insofar as Candis processes personal data on behalf of the respective customer, the processing is carried out within the framework of commissioned data processing pursuant to Article 28 GDPR and in accordance with the customer's instructions.

AWS processes the data as a data processor based on a data processing agreement concluded with us. This agreement ensures that the processing is carried out in accordance with data protection requirements and our instructions. The processing of data provided via AWS Bedrock takes place within the European AWS Region.

9.3 Processing for chat assistant Candis

With Candis Chat Assistant we provide an AI-powered assistant that can be used within Candis as well as via connected applications such as Microsoft Teams and Slack. Candis Chat Assistant allows users to ask questions about invoices, receipts, and transactions in natural language, retrieve information about open tasks and approvals, and receive reminders and notifications related to these processes.

Candis Chat Assistant processes information exclusively from those Candis companies for which the respective user has the appropriate authorization.

We use Google Gemini Enterprise Agent Platform and AWS Bedrock to provide Candis Chat Assistant. A Claude model is used via AWS Bedrock. The Claude model processes the information required for each request within the AWS environment used by Candis. This data is not transmitted to Anthropic, the provider of the Claude model; Anthropic does not have access to the customer data processed via Candis Chat Assistant.

When using Candis Chat Assistant, the following personal data may be processed in particular:

- Messages and requests entered by the user,
- Name and user information,
- Information from invoices, receipts and other documents,
- Information on transactions,
- Information on approvals, open tasks and processing statuses as well as
- other personal information that is necessary to answer the respective request.

The data is processed solely for the purpose of providing Candis Chat Assistant and responding to or fulfilling the respective user request. The data is not used for training or improving publicly available AI models or for any other purposes of the AI providers involved.

Data processing for Candis Chat Assistant takes place exclusively within the European Union.

The processing is based on Art. 6 para. 1 letter b) GDPR, insofar as it is necessary for the provision of the contractually agreed Candis functions. Insofar as Candis processes personal data on behalf of the respective customer, the processing is carried out within the framework of commissioned data processing pursuant to Article 28 GDPR and in accordance with the customer's instructions.

When using Candis Chat Assistant via Microsoft Teams or Slack, the content entered and output via the respective platform is additionally processed within the framework of the customer's configured use of the respective communication platform.

10. Your rights as a data subject

With regard to the data processing listed here, you have various rights as a data subject, which are regulated in the GDPR.

10.1 Right to information

You have the right to obtain information about your data that you have transmitted to us and that we process (Art. 15 GDPR).

10.2 Right to rectification, erasure and restriction

In addition, you can request the rectification (Art. 16 GDPR), erasure (Art. 17 GDPR) and restriction (Art. 18 GDPR) of your data.

10.3 Right to data portability and right to object

You also have a right to data portability (Art. 20 GDPR) and a right to object (Art. 21 GDPR).

10.4 Right to complain

Without prejudice to any other administrative or judicial remedy, you also have the right to lodge a complaint with a data protection supervisory authority. You can contact the data protection supervisory authority of your habitual residence or our company's registered office. The address of the supervisory authority responsible for us is:

Berlin Commissioner for Data Protection and Freedom of Information
Friedrichstr. 219
10969 Berlin

Telephone: 030 13889-0
Email:mailbox@datenschutz-berlin.de

11. Controller / Data Protection Officer

Should you have any further questions, e.g. about data we have stored about you, please feel free to contact us.

Candis GmbH
CityQuartier DomAquarée
Karl-Liebknecht-Straße 5
10178 Berlin

Represented by:
Managing Director: Christian Ritosek

Contact:
Telephone: 030 346 556 100
Email:info@candis.io

Our data protection officer is Bitkom Servicegesellschaft mbH, Albrechtstraße 10, 10117 Berlin. You can contact them directly at the following email address:datenschutz@bitkom-consult.de or datenschutz@candis.io to reach.

12. Status and updates of this privacy policy

This privacy policy is dated September 21, 2026.

Candis reserves the right to amend this privacy policy as necessary due to legal or regulatory changes, technical developments, changes to the services used, or further development of the service offering. Customers will be informed of significant changes in an appropriate manner, in particular within the Candis application or via email or the Candis support tools.