

# Privacy Policy – Candis Software

## 1. Basics

We are pleased that you are using Candis. The protection and security of our customers' and users' data is important to us. We have therefore designed our website and our business processes in such a way that as little personal data as possible is collected or processed. The following data protection declaration explains what information we collect during your visit to our website and what parts of this information, if any, are used and in what way. Below you are welcome to find out more in detail about how we handle your personal data.

Candis takes the protection of your personal data very seriously and strictly adheres to the rules of the data protection laws of the Federal Republic of Germany, the Telemedia Act and the data protection regulations of the European Union. Candis obliges its employees to comply with the data protection requirements of the GDPR.

The following statement also gives you an overview of how Candis ensures this protection and what type of data is collected and for what purpose.

If you have any questions regarding data protection, please contact the following email address: [datenschutz@Candis.io](mailto:datenschutz@Candis.io)

## 2. Collection of server log data

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

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

We cannot identify you from this data. Log data is regularly deleted promptly, but at the latest after 90 days. The legal basis for this data processing is our legitimate interest within the meaning of Article 6 Paragraph 1 Letter f) GDPR.

## 3. Processing and use

Candis collects, processes and uses the personal data to process the contractual relationship in accordance with Article 6 Paragraph 1 Letter b) GDPR and to improve the user experience in accordance with Article 6 Paragraph 1 Letter a) GDPR, i.e. for

- Creating an account
- Customer identity verification
- Processing the payment
- Suggesting individual suggestions for improvement that are helpful to the customer
- In the case of an order 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 increase invoice capture and automation

Personal data will be transmitted to third parties if the data subject has expressly consented to the data transfer pursuant to Article 6 Paragraph 1 Sentence 1 Letter c) GDPR in accordance with Article 6 Paragraph 1 Sentence 1 Letter c) GDPR Obligation exists and/or this is necessary for the fulfillment of a contractual relationship with the data subject in accordance with Article 6 Paragraph 1 Sentence 1 Letter b) GDPR.

#### 4. Use of cookies

We use so-called "cookies" on our site. Cookies are small text files that are used by websites to simplify and speed up the control of your visit to our website or are necessary to enable you to use and To provide access to secure areas of the website.

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

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

Depending on where a cookie comes from, a distinction can be made between so-called first-party cookies and third-party cookies:

First-Party-Cookies	Cookies that are generated and stored locally by the website operator, as the person responsible for processing, or by a processor commissioned by the website operator.  Only the operator later has access to these cookies.
Third-Party-Cookies	Cookies that are generated, set and accessed by third-party providers who do not act as processors on behalf of the website operator.

Depending on the period of validity, so-called transient and persistent cookies can also be distinguished:

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

Depending on their characteristics and purpose, the user's consent may be required for the use of certain cookies. In this respect, cookies can be differentiated according to whether the user's consent is mandatory for their use:

Consent-free cookies	Cookies that are strictly necessary so that the website operator, expressly requested by the participant or user, can provide this service ("Strictly Necessary Cookies")
Cookies requiring consent	Cookies used for all purposes other than those mentioned above.

If the user's consent is necessary, we will only use these cookies if you have given your consent in advance. When you access our website, we display a so-called "cookie banner" in which you can declare your consent to the use of cookies on the website by clicking on a button.

Strictly necessary cookies cannot be deactivated via the cookie banner on this website. However, you can generally manage and deactivate these cookies in your browser at any time.

This site uses different types of cookies:

Technically necessary cookies		These cookies are set automatically when you access the website or a specific function, unless you have prevented the setting of cookies using the settings in your browser.		
Name	Provider	Purpose	Sequence	Type
KEYCLOACK_SESSION	Candis	Cookie to identify the user and store settings, such as accepting current data protection declarations	Session	http Cookie
KEYCLOACK_IDENTITY	Candis	Cookie to identify the user and store settings, such as accepting current data protection declarations	Session	http Cookie
KEYCLOACK_LOCALE	Candis	Cookie to identify the user and store settings, such as accepting current data protection declarations	Session	http Cookie
AUTH_SESSION_ID	Candis	Security cookie to prevent hacking after redirection	Session	http Cookie

Preference cookies		These cookies allow a website to remember certain information that influences how a website behaves or looks. (For example, the preferred language or the region in which a user is located.)		
Name	Provider	Purpose	Sequence	Type
i18next	i18next	Saving language selections	12 months	HTML Local Storage

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

Statistical Cookies		These cookies allow website operators to understand how visitors interact with websites by anonymously aggregating and reporting data.		
Name	Provider	Purpose	Sequence	Type
_gaexp	Google Analytics	Used to determine the inclusion of a user in an experiment and the flow of experiments in which a user has been included.	3 months	Tracker Pixel
_gid	Google Analytics	We use it to anonymously recognize the user	1 Day	http Cookie

__hstc	Hubspot	Hubspot cookie for visitor tracking	13 months	http Cookie
_today	Hotjar	To create unique anonymous identification IDs to be able to assign recurring visits	12 months	http Cookie
__hs_opt_out	Hubspot	Cookie as a reminder	13 months	http Cookie
Hub spout outlet	Hubspot	This cookie is used to record the identity of a visitor and is passed to the HubSpot software upon form submission and used when de-duplicating contacts.	13 months	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 site usage, achieve predefined events and goals, and measure site performance and stability	12 months	http Cookie
_ga [4x]	Google Tag Manager	Registers a unique ID that is used to generate statistical data about how the visitor uses the website.	24 months	http Cookie
_we_flagsA	Cloudflare	Cookie that stores multiple pieces of information, e.g. E.g. whether the user submitted a form, performed a cross-domain migration, submitted a viewthrough pixel, opted out of tracking, etc.	12 months	http Cookie
_biz_nA	Cloudflare	Cookie to record website and server performance	12 months	http Cookie
_we_pendingA	Cloudflare	Cookie to record website and server performance each time you visit the site	12 months	http Cookie
_biz_sid	Cloudflare	Cookie to record website and server performance	12 months	http Cookie
_biz_uid	Cloudflare	Cookie to record website and server performance	12 months	http Cookie
_cd_consent	Cloudflare	Cookie to check whether the cookie banner has been agreed to	12 months	http Cookie
_cd_exit_intent-1.0	Cloudflare	Feature requested 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 recognize the language used by the user	6 months	http Cookie

Sparrow_id	Cloudflare	Technical cookie	Session	http Cookie
__secure-SSID	Google	Stores data about website usage and what advertising was shown to you before visiting the website and to individualize this based on previous behavior patterns.	9 months	http Cookie
SIDCC	Google	Stores data about website usage and what advertising was shown to you before visiting the website and to individualize this based on previous behavior patterns.	12 months	http Cookie
CONSENT	Google	Security cookies from Google to authenticate users, prevent fraudulent use of login credentials, and protect user data from unauthorized access.	20 years	http Cookie
HSID	Google	Security cookies from Google 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 using Google Analytics (can also be deactivated and loaded before accepting the cookie banner)	6 months	http Cookie
__utmzses	Google Analytics	Parameters for using Google Analytics (can also be deactivated and loaded before accepting the cookie banner)	Session	http Cookie
_vwo_ds	VWO	This cookie is used by VWO to analyze user data to improve the website and 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 Article 6 paragraph 1 letter a) GDPR.

Marketing-Cookies		Cookies used to follow visitors across websites. The idea is to display ads that are important and engaging to the individual user and therefore more important to publishers and third-party advertisers.		
Name	Provider	Purpose	Sequence	Type
intercom-id- <i>&lt;i id&gt;</i>	Intercom	To create unique anonymous recognition IDs	9 months	http Cookie
intercom-session- <i>&lt;i id&gt;</i>	Intercom	To detect sessions and recurring sessions	7 days	http Cookie

Unclassified cookies		These cookies are set automatically when you access the website or a specific function, unless you have prevented the setting of cookies using the settings in your browser.		
Name	Provider	Purpose	Sequence	Type

_uetvid	Microsoft	Pending	16 days	HTML Local Storage
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## 5. Statistical evaluation – tracking

We use tracking technology on our website to measure and evaluate our website and to optimize our content. To protect our users and partners, we can also identify and prevent fraud and security risks. The legal basis for this data processing is your consent given to us (Art. 6 Para. 1 lit. a GDPR). In individual cases, error-free functionality on the website cannot be guaranteed if individual cookies are not approved. For this purpose, we use the following products, which are provided to us by service providers:

### 5.1 Amplitude

On our website we use "Amplitude", a service from Amplitude Inc., 631 Howard Street, Floor 5, San Francisco, CA 94105, USA (hereinafter referred to as: "Amplitude"). Amplitude stores and processes information about your user behavior on our website.

We use Amplitude for marketing and optimization purposes, in particular to analyze the use of our website and to continually improve individual functions and offers as well as the user experience. By statistically evaluating user behavior, we can improve our offering and make it more interesting for you as a user. The legal basis for this type of data processing is your consent, Article 6 Paragraph 1 Letter a) GDPR.

We have concluded standard contractual clauses with Amplitude in accordance with Article 46 Paragraph II Letter c) GDPR, in order to ensure the exercise and enforceability of our users' rights and the level of protection of their data. In individual cases, processing can be carried out on the basis of Article 49 Paragraph I Letter a) GDPR. We would like to point out that we select the third-party services we use as carefully as possible, but due to the current legal situation with service providers in the USA there is a residual risk of evaluation by American authorities.

Third party information: Amplitude Inc., 631 Howard Street, Floor 5, San Francisco, CA 94105, USA. Further information from the third-party provider on data protection can be found on the following website: <https://amplitude.com/privacy>.

### 5.2 Sentry

We use "Sentry", a service from functional Software, Inc., 132 Hawthorne Street, San Francisco, CA 94107, USA (hereinafter referred to as: "Sentry") on our website. 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 continually improve individual functions and offers as well as the user experience. By evaluating code errors and monitoring system stability, we can improve our offering and make it more error-free for you as a user. The legal basis for this type of data processing is your consent, Article 6 Paragraph 1 Letter a) GDPR. Sentry only collects device data, this collection is anonymous and is deleted after use.

We have concluded standard contractual clauses with Sentry in accordance with Article 46 Paragraph II Letter c) GDPR, in order to ensure the exercise and enforceability of our users' rights and the level of protection of their data. In individual cases, processing can be carried out on the basis of Article 49 Paragraph I Letter a) GDPR. We would like to point out that we select the third-party services we use as carefully as possible, but due to the current legal situation with service providers in the USA there is a residual risk of evaluation by American authorities.

Third party information: functional Software, Inc., 132 Hawthorne Street, San Francisco, CA, USA. Further information from the third-party provider on data protection can be found on the following website: <https://sentry.io/privacy/>.

### 5.3 Intercom

We use "Intercom", a service provided by Intercom, Inc., 55 Second Street, Suite 400, San Francisco, CA 94105, USA (hereinafter referred to as: "Intercom") on our website. Intercom stores and processes information about your user behavior on our website.

We use Intercom for communication purposes, to be able to offer you a live chat function for quick troubleshooting and assistance. By statistically evaluating user behavior, we can improve our offering and make it more interesting for you as a user. The legal basis for this type of data processing is your consent, Article 6 Paragraph 1 Letter a) GDPR.

We have concluded standard contractual clauses with Intercom in accordance with Article 46 Paragraph II Letter c) GDPR, in order to ensure the exercise and enforceability of our users' rights and the level of protection of their data. In individual cases, processing can be carried out on the basis of Article 49 Paragraph I Letter a) GDPR. We would like to point out that we select the third-party services we use as carefully as possible, but due to the current legal situation with service providers in the USA there is a residual risk of evaluation by American authorities.

Third party information: Intercom, Inc., 55 Second Street, Suite 400, San Francisco, CA 94105, USA. Further information from the third-party provider on data protection can be found on the following website: <https://www.intercom.com/legal/terms-and-policies>.

### 5.4 Segment

On our website we use "Segment", 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 continually improve individual functions and offers as well as the user experience. By statistically evaluating user behavior, we can improve our offering and make it more interesting for you as a user. The legal basis for this type of data processing is your consent, Article 6 Paragraph 1 Letter a) GDPR.

We have concluded standard contractual clauses with Segment in accordance with Article 46 Paragraph II Letter c) GDPR in order to be able to guarantee the exercise and enforceability of the rights of our users and the level of protection of their data. In individual cases, processing can be carried out on the basis of Article 49 Paragraph I Letter a) GDPR. We would like to point out that we select the third-party services we use as carefully as possible, but due to the current legal situation with service providers in the USA there is a residual risk of evaluation by American authorities.

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

### 5.5 Looker

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

We use Segment for marketing and optimization purposes, in particular to analyze the use of our website and to continually improve individual functions and offers as well as the user experience. By statistically evaluating user

behavior, we can improve our offering and make it more interesting for you as a user. The legal basis for this type of data processing is your consent, Article 6 Paragraph 1 Letter a) GDPR.

Looker can also carry out data transfer to the USA. We have concluded standard contractual clauses with Looker in accordance with Article 46 Paragraph II Letter c) GDPR, in order to ensure the exercise and enforceability of our users' rights and the level of protection of their data. In individual cases, processing can be carried out on the basis of Article 49 Paragraph I Letter a) GDPR. We would like to point out that we select the third-party services we use as carefully as possible, but due to the current legal situation with service providers in the USA there is a residual risk of evaluation by American authorities.

For more information about how Looker processes your data, see <https://looker.com/trust-center/privacy/policy>.

#### 5.6 Wootric Surveys

On our website we use technologies from "Wootric", a service from Wootric, Inc., 233 Sansome Street, 2nd Floor, San Francisco, USA (hereinafter referred to as: "Wootric").

With the help of Wootric, we carry out individual surveys about user behavior and satisfaction on a voluntary basis. A transmission takes place via Wootric's servers. By evaluating the surveys, we can improve our offering and make it more interesting for you as a user. This also lies in our legitimate interest in the processing of the above data by the third party provider. The legal basis for this type of data processing is your consent, Article 6 Paragraph 1 Letter a) GDPR.

We have concluded standard contractual clauses with Wootric in accordance with Article 46 Paragraph II Letter c) GDPR, in order to ensure the exercise and enforceability of our users' rights and the level of protection of their data. In individual cases, processing can be carried out on the basis of Article 49 Paragraph I Letter a) GDPR. We would like to point out that we select the third-party services we use as carefully as possible, but due to the current legal situation with service providers in the USA there is a residual risk of evaluation by American authorities.

Further information on data processing by Wootric can be found at: <https://www.wootric.com/company/privacy/>.

#### 5.7 Google Analytics

We use Google Analytics, web analysis services provided by Google Ireland Ltd, Gordon House, Barrow Street, Dublin 4, Ireland ("Google").

Protecting your data is important to us, which is why we have also expanded Google Analytics to include the "anonymizeIp" configuration parameter. Your IP address is only recorded in abbreviated form by the code. We therefore process your personal usage data in Google Analytics anonymously. This means that the user's IP address is shortened by Google within member states of the European Union or in other contracting states to the Agreement on the European Economic Area.

The IP address transmitted by the user's browser is not merged with other Google data. Users can prevent the storage of cookies by setting their browser software accordingly; Users can also prevent Google from collecting the data generated by the cookie and relating to their use of the online offering and from processing this data by Google by downloading and installing the browser plug-in available at the following link: <http://tools.google.com/dlpage/qaoptout?hl=de>.

Otherwise, your data will only be processed pseudonymously, as explained in more detail below. It is not possible for us to draw any conclusions about you personally. Google will use this information on our behalf to evaluate the use of our online offering by users, to compile reports on the activities within this online offering and to provide us with other services related to the use of this online offering and internet usage. Pseudonymous user profiles can be created from the processed data.

Cookies are stored on the basis of Art. 6 Para. 1 lit. a GDPR. You can revoke your consent under the data protection settings in the user profile.

Google processes the data on our behalf on the basis of an order processing agreement between us and Google. This ensures that data processing on our behalf is carried out in accordance with the General Data Protection Regulation while ensuring the protection of the rights of the data subjects.

Further information on data usage by Google, settings and objection options can be found in Google's data protection declaration (<https://policies.google.com/technologies/ads>) and in the settings for the display of advertising by Google (<https://adssettings.google.com/authenticated>).

Further information about the terms of use of Google Analytics and the data protection regulations can be found at: <http://www.google.com/analytics/terms/de.html> or under <https://policies.google.com/?hl=de&q=de>.

## 5.8 VWO

On our website we use the software "VWO", a service from Wingify Software Pvt Ltd., Schellinggasse 3/10, 1010 Vienna, Austria.

We use VWO to better understand the needs of our users and to optimize the offering and experience on this website. With the help of VWO's technology, we get 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 what they don't, etc.) and this helps us to tailor our offering based on feedback from our users to align. By statistically evaluating user behavior, we can improve our offering and make it more interesting for you as a user. The legal basis for this type of data processing is your consent, Article 6 Paragraph 1 Letter a) GDPR. Any information about accounting data is not visible to us.

You can revoke your consent at any time with future effect. To do this, please use the "Privacy Settings" function in the profile settings.

VWO processes the data on our behalf on the basis of an order processing agreement between us and VWO. This ensures that data processing on our behalf is carried out in accordance with the General Data Protection Regulation while ensuring 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 will only process the information you provide voluntarily for the purpose of sending you the newsletter. Our legal basis for processing is your consent in accordance with Art. 6 (1) (a) GDPR. You can revoke your consent at any time with future effect.

We send newsletters via "Intercom," a service provided by 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 evaluate the newsletters on our behalf.

The legal basis for this type of data processing is your consent, Art. 6 para. 1 lit. a) GDPR, e.g. when subscribing to the newsletter or registering on our website. You can object to the sending of newsletters and mailings by Intercom at any time with future effect by clicking on the unsubscribe link in the respective email. If you unsubscribe from our newsletter, for example, your data will be deleted in accordance with the statutory retention periods.

For marketing and optimization purposes, in particular to improve and analyze our newsletter, we use the performance measurement provided by Intercom. This records whether the newsletter is opened. The legal basis for this type of data processing is your consent, Art. 6 para. 1 lit. a) GDPR.

Intercom processes the data on our behalf on the basis of a data processing agreement between us and Intercom. This ensures that the data processing on our behalf is carried out in accordance with the General Data Protection Regulation, guaranteeing the protection of the rights of the data subjects.

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

## 7. Credit card function

You have the option to use the optional credit card function of Candis and Pliant. Below we would like to inform you about the processing of your data when you use the credit card function.

### 7.1. Basics

The credit card is provided by our partner Pliant (infinity financial technologies GmbH, Oberwallstraße 6 c/o rent24, 10117 Berlin, Germany, further referred to as "Pliant"). The personal data will be transmitted to Pliant, which is legally and contractually obliged to adequately protect your personal data. Pliant and Candis process the data within the framework of a joint responsibility within the meaning of Art. 26 GDPR and have established agreements in this regard as to which of us fulfills which data protection obligations; We will provide you with the essential content upon request. Further information about the data processed via the partner application can be found in the partner's data protection information. If you have any questions about protecting the rights of those affected, you can contact us (e.g. by email to [support@Candis.io](mailto:support@Candis.io)) or the respective partner.

### 7.2. Collection of personal data

We process the following personal data to use the credit card function:

First and Last Name

Email address

Telephone number

Credit card number

Booking data (amount, date, time, merchant name)

The personal data is used for the purposes described in 7.3. processed for the purposes mentioned. The storage period depends on the legal requirements.

### 7.3. Processing and use

Candis collects, processes and uses the personal data to process the contractual relationship in accordance with Article 6 Paragraph 1 Letter b) GDPR, i.e. for

Order the credit card from our partner Pliant

Setting up and using the credit card function in Candis (accounting recording of credit card transactions)

Personal data will be transmitted to third parties if the data subject has expressly consented to the data transfer pursuant to Article 6 Paragraph 1 Sentence 1 Letter c) GDPR in accordance with Article 6 Paragraph 1 Sentence 1 Letter c) GDPR Obligation exists and/or this is necessary for the fulfillment of a contractual relationship with the data subject in accordance with Article 6 Paragraph 1 Sentence 1 Letter b) GDPR.

To set up the credit card, we need to pass this information on to our partner Pliant. The information is passed on via email via a mailbox specially set up at Pliant for this purpose. For this reason, you will be asked to expressly confirm the transfer of data during the registration process. The contract for the credit card is concluded between Pliant and you.

In addition, we ask for your consent to support the registration process. This consent is important in order to be able to access the necessary information if you have any questions about the progress of the registration.

### 7.4. Recipient

The credit card is provided by our partner Pliant (infinity financial technologies GmbH, Oberwallstraße 6 c/o rent24, 10117 Berlin, Germany, further referred to as "Pliant"). The personal data will be transmitted to Pliant, which is legally and contractually obliged to adequately protect your personal data.

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

## 8. Application of artificial intelligence

We use automated decision-making provided by Google Vertex for the functions mentioned below.

### 8.1 Automatic document recognition using Google Vertex

We use Google's Vertex Large Language Model (LLM) to automate our document recognition. Google Vertex is a service provided by Google Cloud EMEA, 70 Sir John Rogerson's Quay, Dublin 2, Ireland. This technology enables us to automatically recognize different document types, such as invoices and contracts, and to automatically suggest entries based on other similar documents (such as assignment to a specific cost center, approving person/team, G/L account), thereby simplifying the process of capturing these documents. With the help of these services, we automate the recognition of document information (such as invoice amount, invoice number, date) and its assignment to the respective entry fields. This is a closed learning model that only processes the data provided by us. This data is not used for the general training of Google services and, in particular, Google AI services.

For this purpose, personal data may be processed if it is part of the documents analyzed. Personal data may include, in particular:

- Name (of contact persons and signatories)
- Email addresses
- Telephone number

- other contents of receipts

be.

The processing is carried out on the basis of Article 6 Paragraph 1 Letter b) GDPR, i.e. to fulfill the contract.

Google processes the data on our behalf on the basis of an order processing agreement between us and Google. This ensures that data processing on our behalf is carried out in accordance with the General Data Protection Regulation while ensuring the protection of the rights of the data subjects. Processing takes place in the European economic area.

## 8.2 Automatic document recognition & field extraction using Amazon Web Services Bedrock & Sagemaker

We use the Amazon Web Services (hereinafter referred to as AWS) Large Language Model (LLM) to automate our document recognition. AWS Bedrock & Sagemaker are services provided by Amazon Web Services EMEA Sàr, 5 Rue Plaetis, L-2338 Luxembourg. We use these services to automate the recognition of document information (such as invoice amount, invoice number, date) and its assignment to the respective entry fields. This is a closed learning model that only processes the data provided by us. This data is not used for the general training of AWS services and, in particular, AWS AI services.

For this purpose, personal data may be processed if it is part of the documents analyzed. Personal data may include, in particular:

- Name (of contact persons)
- Email addresses
- Phone
- Other content of documents

Processing is carried out on the basis of Art. 6 (1) (b) GDPR, i.e. for the performance of a contract.

AWS processes the data on our behalf on the basis of a data processing agreement between us and AWS. This ensures that the data processing on our behalf is carried out in accordance with the General Data Protection Regulation, guaranteeing the protection of the rights of the data subjects. The processing takes place within the European Economic Area.

## 9. Your data subject rights

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

### Right to information

First of all, you have the right to obtain information about the data you have transmitted to us and processed by us (Article 15 GDPR).

### Right to rectification, deletion and restriction

You can also request the correction (Art. 16 GDPR), deletion (Art. 17 GDPR) and restriction (Art. 18 GDPR) of your data.

### 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).

### 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. To do this, you can contact the data protection supervisory authority of your usual place of residence or our company headquarters. 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](mailto:mailbox@datenschutz-berlin.de)

## 10. Responsible person/data protection officer

If you have any further questions, for example about data that we have stored about you, please feel free to contact us.

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

Represented by:

Managing Director: Christian Ritosek

Contact:

Telephone: 030 346 556 100

Email: [info@Candis.io](mailto:info@Candis.io)

Our data protection officer is Mr. Ali Tschakari, LL.M. Bitkom Servicegesellschaft mbH, Albrechtstrasse 10, 10117 Berlin. You can contact it directly at the email address [datenschutz@bitkom-consult.de](mailto:datenschutz@bitkom-consult.de) or [datenschutz@Candis.io](mailto:datenschutz@Candis.io) to reach.

## 11. Status and update of this data protection declaration

This data protection declaration is valid as of June 4th, 2025.

Candis reserves the right to change this data protection policy at any time, taking into account currently applicable data protection regulations. In the event of changes, the customer will be informed of the changes when registering for the service offer and must acknowledge to the changed data protection provision in accordance with Section 5.1 of this data protection provision.