



Privacy Policy for Customer Care

1. Customer Service

1.1 Object and Purpose of Data Processing

Dear zooplus customers and visitors to our website, the protection of your data is of great importance to us. The following information will explain to you how we gather and use your data with the help of our Customer Service team. zooplus SE (hereafter: zooplus), Sonnenstrasse 15, D-80331 Munich, Germany is responsible for the processing of personal data in the context of customer service usage. Our Data Protection Officer Dr. Philipp Herrmann, can be reached through our Privacy Portal:

- [I have a zooplus customer account](#)
- [I do not have a zooplus customer account](#)

You have the option of contacting us through the contact form provided, or by telephone. The data collected here is used exclusively to answer your enquiries and to allow us to contact you regarding your queries. If you provide a customer number, the data will also be linked to your profile.

Legal basis for registered customers: GDPR Article 6, (1) (b).

Legal basis for interested parties without an existing user account: GDPR Article 6 (1) (f).

If you give consent, any part of your conversation may be recorded in accordance with GDPR Article 6 (1) (a) exclusively for the following reasons:

- a) Training purposes
- b) Quality control
- c) Documenting of contracts

1.2 Recipients and Duration of Data Processing

Your data will not be passed on to unauthorised third parties. However, in order to process data and settle enquiries, we work with specialised service providers (working in the area of customer care) who process the associated data in accordance with our instructions and based on a comprehensive data processing contract (or based on the EU standard contract clauses).

Customer Care Programme

These service providers include the company Freshworks, Inc.

The data will be automatically deleted as soon as your request has been fully processed and/or answered, but at the latest after 12 months. If you are a registered customer, this data will be saved for no longer than the duration of your "My zooplus" account. Providing the requested personal data is neither legally nor contractually required, but processing your request may not be possible without it.

2. Data processing in the exercise of data subject's rights

Should you choose to exercise your data protection rights, we will process your data separately from other processing activities in order to process and fulfil your request.

For the purpose of identity verification, we need your first and last name, address, email address and your order data.

For the purpose of fulfilment: In order to process your verified request, we will need to process the data relating to you that is included in the request.

Legal basis: GDPR Article 6, (1) (c).

We will transfer the above-mentioned data to our technology service provider Onetrust Technology Limited based on a corresponding contract for commissioned processing (GDPR Article 28).

Should it be necessary within this context to transfer your data outside the EU/EEA, it will only be done on the basis of a valid adequacy decision or concluded standard contractual clauses.

Regardless of any existing customer or order data, we will store any data related to your request separately for the purpose of fulfilling your rights as the data subject, and to ensure documentation and verification obligations (GDPR Article 5 (2)). The storage period is dependent on the relevant legal requirements.

3. Your Rights

You have the right to request confirmation from zooplus, at any time, information as to whether we are processing your personal data, as well as the right to receive information about this personal data is. In addition, you have the right to correction, deletion and restriction of data processing, as well as the right to object to the processing of your personal data at any time, or to revoke your consent to data processing at any point and to request data transfer..

All requests for information, enquiries, revocations or objections to data processing should be sent by email to service@zooplus.com or to our Data Protection Officer. In addition, you have the right to complain to a supervisory authority in the event of data protection violations. You can visit our Privacy Portal anytime to exercise your Data Subject Rights:

- [I have a zooplus customer account](#)
- [I do not have a zooplus customer account](#)

4. Notes on the Right to Object

You have the right to object to the processing of your personal data at any time, for reasons arising from your own personal situation, on the legal basis of: GDPR Article 6, (1) (e) or (f) in accordance with GDPR Article 21. We will stop processing your personal data unless we can demonstrate compelling legitimate grounds for the processing that outweigh your interests, rights and freedoms, or if the processing serves to assert, exercise or defend legal claims. If you wish to exercise your right to object, this can be done in writing by email to service@zooplus.com or visit our Privacy Portal.

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