

Privacy notice for customer surveys

With this Privacy Notice, we as the Frankfurt Stock Exchange (hereinafter "We" or "Us") inform you about how We process your personal data in connection with our Customer Surveys. Your personal data means any information relating to you (hereinafter "Personal Data"), such as name or contact details.

We pay special attention on the processing of Personal Data in accordance with the General Data Protection Regulation EU 2016/679 ("GDPR") and the Hessian Data Protection and Freedom of Information Act (HDSIG).

1 Identity and contact details of Us and of Our data protection officer

Controller

Frankfurt Stock Exchange

Börsenplatz 4

60313 Frankfurt am Main, Germany

For questions regarding the Customer Survey, please contact the Frankfurt Stock Exchange Listing@deutsche-boerse.com; rule-enforcement@deutsche-boerse.com

Contact details of Our data protection officer

Our data protection officer is:

Data Protection Officer of the Frankfurt Stock Exchange

Deutsche Börse AG

60485 Frankfurt am Main

Or send an e-mail to: dataprotection@deutsche-boerse.com

2 Purpose, Categories of Personal Data, Legal Basis and Retention

We process the following categories of your Personal Data for the purposes of the Customer Survey:

We may process your survey data (name, surname, email and company name) for survey set-up, invitation and aggregated results analysis. After processing, we can make no inference between responses and individuals. Nevertheless, please ensure that you do not include anything in the open-ended comments in the questionnaire that identifies you or another person as an individual.

Legal basis for Our processing of your Personal Data

The data is processed on the basis of Article 6 para. 1 lit. (e) GDPR in conjunction with Section 3 para. 1 HDSIG. Processing of the personal data you transmit is necessary for the purpose of fulfilling our legal task of ensuring the regularity of stock exchange trading

and exchange transactions and is carried out as part of the implementation of surveys to determine the needs-based provision of our services.

Do you have to provide your Personal Data to Us?

The participation in the Customer Survey is voluntary and all responses are kept strictly confidential.

Automated case-by-case decisions

We do not make any automated decisions solely on automatic processing, including profiling, which produces legal effects concerning you or similarly significantly affects you.

Retention periods

The period for which your Personal Data will be stored by the Data Processor is six months after conduction of the Customer Survey. The results of the Customer Survey are kept in a purely anonymous form and do not contain any personal data allowing interference to individuals.

3 Transfer of Personal Data to Third Parties:

Your personal data will be stored exclusively in Our database and on Our servers, or on those of Our commissioned data processing providers. Our commissioned data processing providers process personal data exclusively within the European Union or an adequate data protection level by the use of appropriate safeguards in accordance with Article 44 et seq. of the GDPR.

Under these conditions, the following may be recipients of your personal data:

- Survey Providers
- Email Providers

4 Your Rights

Under applicable data protection laws, you have rights:

- of access to, rectification of, and/or erasure of your Personal Data;
- to restrict or object to its processing;
- to tell Us that you do not wish to receive marketing information; and (in some circumstances) to require certain of your Personal Data to be transferred to you or to a third party.

To the extent Our processing of your Personal Data is based on your consent, you also have the right to withdraw your consent, without affecting the lawfulness of Our processing based on your consent before its withdrawal.

To exercise your rights, you can contact Us as set out in Section 1 above. You can also lodge a complaint about Our processing of your Personal Data with a data protection authority.

The general privacy notice for Frankfurt Stock Exchange can be found [here](#).

As of: December 2024

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