

PRIVACY POLICY

WEB

FOR THE CUSTOMER CENTER OF LAUER-FISCHER GMBH (LAUER-FISCHER),
A COMPANY OF COMPUGROUP MEDICAL SE & CO. KGAA (CGM)



**CompuGroup
Medical**

Effective february 1st, 2026

1. Data protection organization and assignment of responsibilities in data protection

CGM and LAUER-FISCHER GmbH consider the responsible handling and protection of personal data as a top priority and always give the highest priority to compliance with all relevant laws when storing and processing personal data.

CGM has introduced a central data protection management system that ensures a uniform and high level of protection for personal data within all CGM companies and guarantees compliance with the relevant data protection laws.

With this privacy policy, we fulfill our information obligations and provide you with information about how data is handled at LAUER-FISCHER. This privacy policy refers to the LAUER-FISCHER customer center, which can be accessed via the URL <https://portal.cgmlauer.cgm.com/>.

The LAUER-FISCHER WEB privacy policy can be accessed at the following URL: https://www.cgm.com/deu_de/system/lauer-fischer-dataprotection.html

2. LAUER-FISCHER Customer Center

The LAUER-FISCHER Customer Center has two main functions:

- It is used to create user accounts and manage licenses by the main user
- It is used to register for the use of LAUER-FISCHER online services such as LAUER-TAXE® Online

3. Processing of personal data by CGM and LAUER-FISCHER

Personal data is individual information about the personal or factual circumstances of an identified or identifiable natural person. When using the products/services offered, CGM and LAUER-FISCHER store the following types of data on their servers:

- Contract and registration data
- Technical operation data

In accordance with the data protection law, we undertake to delete all contract data, all log data, and all data relating to technical operations after termination of your contract. However, we are legally obliged to observe commercial and tax law retention periods, which may exceed the duration of the contractual relationship. Technical operation data will only be retained for as long as is technically necessary, but will be deleted at the latest after termination of your contract.

3.1 Contract and registration data

Contract and registration data are used to assign and manage a contractual relationship between customers and LAUER-FISCHER. This data includes:

- Customer data
 - Company name, name of the institution
 - Company address
 - Telephone or fax number
 - Email address (for electronic invoicing)
 - Commercial register entry/tax number/VAT ID
- Details of the main user and other users
 - Salutation/title
 - First name / Last name
 - Email address

The following can also be added optionally:

- Gender
- Country
- Telephone (private)
- Bank details (direct debit authorization)
- Names of contact persons

Personal data disclosed within the scope of the contractual and business relationship will only be stored and processed by CGM, LAUER-FISCHER, and affiliated companies to the extent necessary for the execution of the contract, in particular for order processing and customer service. Affiliated companies are LAUER-FISCHER

ApothekenService GmbH and CompuGroup Medical SE & Co. KGaA.

This data may only be used for product-related surveys and marketing purposes with your consent.

Personal data will not be passed on, sold, or otherwise transferred to third parties unless this is necessary for the purpose of contract processing or express consent has been given.

The contract data is stored on CGM servers in Germany. You have the right to obtain information about your stored data, to correct, block, or delete this data. The contract data is stored on CGM servers in Germany, while the data collected via the LAUER-FISCHER Customer Center is hosted on Microsoft Azure servers in the EU (see point 5).

You have the right to obtain information about your stored data, to correct, block, or delete this data.

3.2 Technical operation data

Technical operation data is required in order to provide the services guaranteed in a contract. CGM and LAUER-FISCHER collect technical operation data for this purpose only and regularly check that only the data necessary to provide and improve the technical operation of the LAUER-FISCHER Customer Center is collected, stored, and processed.

When you use the LAUER-FISCHER Customer Center and our online services, the following data is temporarily stored for system security purposes:

- Domain names
- The IP address of the requesting computer
- The access date or time
- The client's file request (file name and URL)
- The number of bytes transferred during the connection

The technical operating data is stored on the CGM server or Microsoft GmbH servers via the Microsoft Azure Germany service in the EU. Data collected during the use of online services is deleted within 7 days.

3.2.1 Use of cookies

„Cookies“ are small files that enable us to store specific information relating to you, the user, on your PC or mobile device while you are visiting one of our websites. Cookies help us to determine the frequency of use and the number of users of our websites, as well as to make our offers as convenient and efficient as possible for you. The purpose of using these cookies is to offer you optimal user guidance, to „recognize“ you, and to be able to present you with a website that is as varied as possible and with new content when you visit again. The content of a cookie is limited to an identification number. Name, IP address, etc. are not stored. No individual profile of your usage behavior is created.

It is also possible to use our offers without cookies. You can deactivate the storage of cookies in your browser, restrict it to certain websites, or set your browser to notify you as soon as a cookie is sent. You can also delete cookies from your PC's hard drive at any time (folder: „Cookies“). Please note, however, that in this case you may experience a limited display of the page and limited user guidance.

3.2.2 Use of pixel tags

Our websites may use so-called pixel tags, web beacons, clear GIFs, or similar instruments (hereinafter collectively referred to as pixel tags) to measure and statistically collect data on the use of a website and its response rates. Pixel tags allow us to count the users who visit certain subpages of a website and to provide services marked with our brands, and help us to determine and optimize the operation of our websites.

4. Processing of personal data in the LAUER-FISCHER Customer Center

The storage of the master data of the main user and the users is necessary insofar as it is required for compliance with legal regulations and for the correct use of certain modules/contracts. The name of the main

user is displayed to all users of a company, as this user is responsible for the administration of the user accounts. The user accounts contain the master data of the users and the respective usage rights for LAUER-TAXE® Online 4.0. Mandatory information for master data is marked accordingly in all forms of LAUER-TAXE® Online 4.0 and in the user profile of the Online Customer Center.

The master data of the companies, the main user, and the users includes data such as:

- Company name, name of the institution
- Company address
- Main user
 - o First name
 - o Last name
 - o User name
 - o Password
 - o Email address
- User
 - o Name
 - o First name
 - o User name
 - o Password
 - o Email address

Master data is required for various functions and modules and is used automatically. It is transferred to third parties after prior consent or user action.

You have the right to obtain information about your stored data, to correct, block, or delete this data.

You can view and change your profile data yourself after your successful login at <https://portal.cgmlauer.cgm.com/LF/Seiten/Kontakt/Profilaenderung.aspx>. You can delete your user account yourself at <https://portal.cgmlauer.cgm.com/LF/Seiten/Kontakt/Profilaenderung/3.aspx>.

Any changes to your data or deletion of your user account in the LAUER-FISCHER customer center will not affect your contract data or your current user agreement. Please inform us by email at lauer-taxe@cgm.com of any contract-related change requests, such as license extensions/reductions, contract renewals or terminations, changes of contact persons in your company, or billing email addresses.

Users can contact the main user in their company/institution and request correction or deletion. Descriptions of how to correct or delete data can be found in the current quick guide.

5. Location of data processing and duration of data storage

The processing of the aforementioned personal data in the LAUER-FISCHER Customer Center generally takes place within the European Union. CompuGroup Medical SE & Co. KGaA is commissioned as the hosting service provider with cloud-based hosting on Microsoft Azure servers in the EU. This hosting is subject to strict EU data limits; data is not stored outside the European Economic Area (EEA).

However, if the customer independently accesses data from outside the EEA, the responsibility for any transfer to a third country lies with the customer (no geofencing).

LAUER-FISCHER will not pass on personal data to third parties, but only to service providers commissioned for the purpose of providing the customer center, unless we are legally obliged to disclose such data to government agencies. All service providers involved are contractually and technically obliged to comply with the applicable EU data protection standards and guarantee the confidentiality, security, and availability of the data. They are obliged to do so vis-à-vis LAUER-FISCHER in accordance with Art. 28 GDPR.

6. Data transfer

The LAUER-FISCHER Customer Center transmits data electronically on the basis of consent only after interaction by the user or – in accordance with consent – automatically.

Electronic data transfer from other consent-based procedures

Other consent-based procedures include functions that are not part of the legal or contractual procedures, such as

- o Filling out and submitting the feedback form
- o Electronic request for quotes for additional modules subject to a fee

Here, data is transmitted via transmission channels that are encrypted in accordance with current security standards (TLS).

No data is transferred to third countries.

7. Commitment to confidentiality, data protection training

Patient data, in particular health data, is subject not only to the security requirements of data protection laws (GDPR and BDSG new), but also to strict requirements under the Criminal Code (StGB) and the Social Security Codes (SGB) and is treated with particular sensitivity by CGM.

We restrict access to contract data, log data, and technical operation data to employees and contractors of LAUER-FISCHER and CGM for whom this information is absolutely necessary in order to perform the services under our contract. These persons are bound by this privacy policy and confidentiality obligations (GDPR, Section 203 StGB).

Violation of these confidentiality obligations may result in termination and criminal prosecution.

Employees receive regular training on data protection.

8. Security measures / risk prevention

LAUER-FISCHER and CGM take all necessary technical and organizational security measures to protect your personal data and your customer data (patient data) from unauthorized access, unauthorized changes, disclosure, loss, destruction, and other misuse. This includes internal audits of our data collection, storage, and processing, as well as security measures to protect against unauthorized access to systems on which we store contractual data or data for technical operations.

9 Technical and organizational measures

To ensure data security, LAUER-FISCHER and CGM regularly review the state of the art. This includes identifying typical damage scenarios and then deriving the protection requirements for individual personal data and classifying them into damage categories. In addition, a risk assessment is carried out. Furthermore, differentiated penetration tests are used to regularly review, assess, and evaluate the effectiveness of these technical and organizational measures to ensure the security of processing. The following principles are standardized for the implementation of appropriate technical and organizational measures:

- Backup / data backup

To prevent data loss, data is backed up regularly (backup of your user-defined settings in the LAUER-FISCHER Customer Center).

- Privacy by design

LAUER-FISCHER and CGM ensure that data protection and data security are taken into account during the planning and development of IT systems. This prevents the situation where data protection and data security requirements have to be implemented after IT systems have been deployed, requiring expensive and time-consuming additional programming. Options such as deactivation of functionalities, authentication, or encryption are taken into account during production.

- Privacy by default

The products and online services of LAUER-FISCHER, as well as its customer center, are preset to be privacy-friendly when delivered.

- Communication by email (customer / LAUER-FISCHER and CGM)

If you wish to contact LAUER-FISCHER or CGM by email, please note that the confidentiality of the information transmitted cannot be guaranteed. The content of emails can be viewed by third parties. We therefore recommend that you send us confidential information exclusively by post.

- Remote maintenance

In exceptional cases, employees or contractors of LAUER-FISCHER or CGM may need to access user computers via remote maintenance.

There are central regulations for this at LAUER-FISCHER and CGM.

- o Remote maintenance access remains closed and is only activated by customers.
- o Passwords for customer systems are only issued for remote maintenance.
- o Special activities are secured by the dual control principle via qualified persons.
- o We use remote maintenance media that require the customer to actively approve access and allow them to monitor the activities.
- o Remote maintenance access is documented in the CRM system. The following are documented: the employee performing the task, the time (date/time), duration, target system, remote maintenance medium, and a brief description of the activity. For critical activities, the employees involved in the dual control principle are also recorded.
- o Recording of sessions is prohibited.

10. Rights of the data subjects

Personal data of the main user and the users

You have the right to information about your stored personal data and, if applicable, the right to correction, restriction of processing, objection, blocking, or deletion of this data.

If you have given your consent to LAUER-FISCHER or CGM, you have the right to revoke this consent at any time with effect for the future. In addition, you have the right to complain to a data protection supervisory authority if you believe that we are not processing your personal data correctly. We undertake to delete all contract data, all log data, and all data relating to technical operations without being asked to do so after termination of your contract. However, we are legally obliged to observe commercial and tax law retention periods, which may exceed the duration of the contractual relationship. Technical operation data will only be retained for as long as is technically necessary, but will be deleted at the latest after termination of your contract.

11. Enforcement

LAUER-FISCHER and CGM regularly and continuously review compliance with the privacy policy. If LAUER-FISCHER or CGM receives formal complaints, we will contact the author regarding their concerns in order to resolve any possible complaints regarding the use of personal data. LAUER-FISCHER and CGM undertake to cooperate with the relevant authorities, including data protection supervisory authorities, in this regard.

12. Changes to this privacy policy

Please note that this privacy policy may be supplemented and amended from time to time. If the changes are significant, we will issue a more detailed notification. Each version of this privacy policy can be identified by its date and version number in the footer of this privacy policy (status). We also archive all previous versions of this privacy policy for your review upon request to the data protection officer at CompuGroup Medical SE & Co. KGaA.

13. Responsible for LAUER-FISCHER

Emanuele Mugnani, Michele Nuges
LAUER-FISCHER GmbH
Dr.-Mack-Straße 95
90762 Fürth
Email: info.lauer@cgm.com
Phone: +49 (0) 911 7432-0

Data Protection Officer

If you have any questions regarding the processing of your personal data, you can contact the data protection officer, who is available to assist you in the event of requests for information or complaints:

Hans Josef Gerlitz

CompuGroup Medical SE & Co. KGaA
Group Data Privacy & Security Department
Maria Trost 21
D-56070 Koblenz
Email: DPO@cgm.com

14. Competent supervisory authority

For LAUER-FISCHER, the

Bavarian State Office for Data Protection Supervision
Promenade 27
91522 Ansbach

is the competent data protection supervisory authority.

CGM LAUER

Apothekenlösungen

LAUER-FISCHER GmbH
Dr.-Mack-Str. 95 | 90762 Fürth
F +49 (0) 911 7432-200
kontakt.lauer@cgm.com

cgm.com/lauer
cgm.com



CompuGroup
Medical