

Privacy information for external users of Microsoft Office 365 and Microsoft Teams

In order to create more transparency in the processing of personal data by companies, the European legislator has introduced a new information obligation. Even at the time of data collection, you should learn what happens to your personal data and for what purposes they are processed. When using Microsoft Office 365 and Microsoft Teams, a lot of personal data are processed, whereas this partly takes place in the background and is not necessarily identifiable. These are mainly usage data, connection data and content.

1. Who is responsible for data processing?

The controller for the processing of your personal data is Progroup AG (hereinafter referred to as "Progroup"), represented by the Board consisting of Mr. Jürgen Heindl, Dr. Volker Metz and Mr. Maximilian Heindl. You can contact Progroup at the address Horstring 12, 76829 Landau in der Pfalz, at the telephone number +49 (0) 6341 - 55760, the fax number +49 (0) 6341 - 5576109 or the e-mail address info@progroup.ag. Progroup has appointed a data protection officer who can be contacted at MORGENSTERN consecom GmbH, Große Himmelsgasse 1, 67346 Speyer or the telephone number +49 (0) 6232 - 100119 44.

2. What are my data processed for?

Progroup pursues various purposes by using Microsoft Office 365. The main purpose is to enable mobile working for its own employees and to network the Progroup group companies. The services and functions available in Microsoft Office 365 are used to create and save content, arrange appointments and communicate. In order to achieve an equally effective exchange of information with external parties, they are also able to use the functions of Microsoft Office 365 as guests (without an Office 365 account in the Progroup environment). As a result, Progroup can network employees and external parties and work on projects together without having to be at the same location. The processing of your personal data, therefore, serves the processing of contracts with Progroup and the collaboration on the project.

The disclosure of personal data in the cloud (OneDrive and SharePoint) and the use of cloud computing in general specifically serve the following purposes: permanent and location-independent accessibility of documents, enabling location-independent working, involvement of third parties / external parties in the processing of documents and data, more efficient and faster processes, simplified planning, outsourcing of IT services to save own resources, reduced IT administration effort and increased flexibility. The SharePoint service is used as a platform for data storage and data exchange between employees and external parties.

The following goals in particular are pursued using Teams and Stream: simplified and uncomplicated communication between employees through transmission of meetings in real time and direct exchange in chat, facilitated and more efficient group work, flexibility, Optimisation of communication through virtual interpreting in real time (for international meetings) and location- and time-independent collaboration. In this context, personal data such as name and e-mail address are processed, where applicable. Participation is possible as a guest (with specification of certain personal data). Alternatively, a link to the meeting can be provided for one-time participation. It is not necessary to create a user account or enter personal data. Sie können jedoch Ihren Namen eingeben. In any case, usage data such as the IP address are processed. Furthermore, conversation content as well as image data (video, audio), files, chat transcripts and transcripts as well as all other information that can be uploaded or shared while using the service can also be processed.

When using Microsoft Office 365, diagnostic data are transmitted to Microsoft in order to provide the services (without errors). Since all applications are cloud-based, they are checked continuously. The processing of diagnostic data also serves to improve and update the software by importing new versions. Finally, the processing serves to ensure the security of the services and rapid troubleshooting by Microsoft.

Data processing in the context of using optionally connected services is carried out for the purpose of improving work processes and work support.

When using Microsoft Office 365, usage data and connection data are permanently processed via the Graph application. Graph is a component that works in the background, collecting and networking data from various Microsoft Office products.

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In this context, Graph uses machine learning inter alia. Not only the data, but also the interaction of the users with the data and with each other are analysed. The goal is to create a kind of software-based personal assistant that assists you in your work by indicating files and contacts that may be of interest. Simply put, Graph “observes” your usage. The processing is pseudonymised.

The admissibility of the data processing described is mainly based on Art. 6 para. 1 f) GDPR (protection of legitimate interests). Progroup wants to make the work with external contractual partners location-independent, efficient and flexible, optimise workflows and drive forward digitalisation. Progroup also focuses on better planning of work capacities, simplified Privacy information for external users of Microsoft Office 365 and Microsoft Teams communication, and accurate and uninterrupted provision of services. Therefore, when using Microsoft Office 365, primarily economic interests are pursued. In specific cases, the admissibility of processing may be based on Art. 6 para. 1 a) GDPR (consent). In this case, you are expressly asked by Progroup whether you agree to the data processing.

Data processing in the various Microsoft Office 365 applications is required to work with Progroup’s employees on a project and to exchange documents and information. As an internationally operating company, Progroup relies on the use of advanced technologies and has to remain competitive. Therefore, working with Progroup on certain projects is not possible without the data processing that takes place.

3. Who receives my data?

Your personal data may be transferred to or accessed by various recipients in the context of using Microsoft Office 365 such as, in particular, all companies in the Progroup group and their employees, Microsoft Corporation, Processor within the meaning of Art. 28 DS-GVO as well as contractual partners of Progroup such as tax consultants or lawyers.

In principle, Progroup does not intend to transfer your personal data to a third country outside the EU or the EEA. In the context of a project, however, this may occur, especially if you are located in such a country or communicate with a Progroup employee there. In addition, diagnostic data are regularly sent to Microsoft Corporation and evaluated there. These data are stored in countries that are considered to be safe under privacy law. However, due to the so-called Patriot Act, it cannot be excluded that US authorities have access to these data. If data are transferred to the USA, appropriate standard contractual clauses have been agreed with Microsoft.

In connection with the use of digital tools to optimise communication through virtual interpreting in real time in the context of team meetings, it may be necessary in individual cases for your personal data to be processed in a third country outside the EU or the EEA. As a matter of principle, this only happens within the framework of the use of established software customary in the market and in compliance with the special requirements of Art. 44 et seq. DS-GVO (in this case either the existence of an adequacy decision by the European Commission or the use of standard contractual clauses).

4. How long will my data be stored?

The first storage of your data takes place with sending the invitation to collaborate in Progroup’s Office 365 environment. The duration is primarily based on the statutory retention obligations with regard to certain documents and processes as well as the legitimate interest of Progroup. The guest account assigned to your personal user account in the Progroup Office 365 environment and its content will be deactivated no later than 3 months after the termination of the collaboration. After this, Microsoft Corporation itself retains the data for a certain period of time. You can review these retention periods at the following URL: www.docs.microsoft.com/de-de/office365/enterprise/office-365-data-retention-deletion-and-destructionoverview

5. What rights do I have?

You have the following rights: You have the right of access (Art. 15 GDPR), rectification (Art. 16 GDPR), erasure (Art. 17 GDPR), restriction of processing (Art. 18 GDPR) as well as data portability (Art. 20 GDPR). We make every effort to process requests quickly. Moreover, you have the right to contact a supervisory authority at any time (Art. 77 GDPR). If you have given your consent to the processing of your personal data, you can withdraw this consent at any time with effect for the future.

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If your personal data are processed on the basis of Art. 6 para. 1 f) GDPR, you have the right to object. However, in order to exercise this right, there shall be grounds relating to your particular situation (Art. 21 GDPR). Progroup will review the objection and terminate the processing if such grounds exist.