

Privacy Notice Customer Satisfaction Survey 2025

With this privacy notice (hereinafter the “**Notice**”), we as a **the Eurex Group** (hereinafter “**We**”/“**Our**”/“**Us**”) inform you how We process your personal data within the Customer Satisfaction survey 2025. Your personal data means any information relating to you (hereinafter the “**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 applicable national data protection laws.

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

1.1 Controller

Eurex Group (Joint controllers according to Article 4 Paragraph 7 and Article 26 GDPR) are Eurex Frankfurt AG, Eurex Clearing AG, Eurex Repo GmbH and Eurex Securities Transactions Services GmbH (Mergenthalerallee 61, 65760 Eschborn, Germany)

For questions regarding the please contact Eurex Marketing (marketing@eurex.com)

1.2 Data Protection Officer

Data Protection Officer

Eurex Frankfurt AG

Mergenthalerallee 61

65760 Eschborn

dataprotection@eurex.com

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

2.1 We process the following categories of your Personal Data for the purposes of the Customer Satisfaction survey 2025:

We may process your survey data (name, surname, e-mail, company name and position) 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.

Privacy Notice Customer Satisfaction Survey 2025

Legal basis for Our processing of your Personal Data

The legal basis is Art. 6 para. 1 lit. (f) of the GDPR, permitting the processing of Personal Data for the purposes of Our legitimate interests in gaining insights into customer perception on Eurex Group and to detect strengths and weaknesses within Eurex Group to derive suitable measures.

2.2 Do you have to provide your Personal Data to Us?

The participation in the Customer Satisfaction survey 2025 is voluntary and all responses are kept strictly confidential.

2.3 Do We make automated decisions on you?

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

2.4 Retention periods

The period for which your Personal Data will be stored by the Data Processor is twelve months after conduction of the Customer Satisfaction survey 2025. The results of the Customer Satisfaction survey 2025 are kept in pure anonymous form and do not contain 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 will be provided by the use of appropriate safeguards in accordance with Article 44 et seq. of the GDPR.

Under these conditions, recipients of your personal data are service providers (processors) in the following areas:

- Survey Provider
- E-Mail Provider

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

Privacy Notice Customer Satisfaction Survey 2025

- (in some circumstances) to require certain of your Personal Data to be transferred to you or a third party, which you can exercise by contacting Us at the details set out at the beginning of this Notice.

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.

Joint privacy notice for Eurex is available [here](#).