New customers
Registering on the Schüller extranet
(first time registration)

Dear retail partner,

You have the option of registering on our Schüller extranet. The basis for doing so is this letter and the applicable General Terms and Conditions of Use of the Extranet as well as the Processing Agreement (last updated 2025).

Please note that we can only process registration forms that have been signed by owners and managing directors, stamped with the company seal, and in which a Role 1 (owner / managing director) has been assigned. In addition, a business email address must also be provided for all authorised team administrators named below. If we approve the registration, a single-use password will be sent to the email address of the authorised team administrator as provided for logging in to the extranet for the first time. This single-use password must be changed after logging in for the first time. The authorised team administrator can then create, modify and delete extranet user accounts and independently assign permissions directly on the extranet using the extranet user account. To do this, please use the "Manage team" button.

Information on team management and granting of permissions: The creation of new extranet user accounts and the modification and deletion of existing ones, as well as the assignment of rights and roles to individual extranet user accounts are not Schüller's responsibility, but solely yours. For this reason, the team management function must be used with extreme care. Furthermore, you must guarantee that at least one authorised team administrator is available at all times. Important: there are permissions on the Schüller extranet that require authorisation from the owner/managing director or an administrator. For this reason, it is necessary for an owner or at least one company manager to have an extranet user account. If you wish, role 2 (administrator) can also be assigned, which acts on behalf of role 1 and with all permissions.

Information on multiple allocation of email addresses: If several people have access to one email address, please note that they can all gain access to all accounts registered under said email address. This is due to the fact that everybody who has access to the email address can see the passwords that are sent to it. You declare that you understand this risk.

If you have any questions, please contact us by email at extranet@schueller.de or call us on +49 (0)9825 83-3571.

Extranet user accounts for your customer number

Below, enter at least a role 1 (owner / managing director) and, if you wish, also a role 2 (administrator). These roles automatically have access to the team management function and can grant permissions on the Schüller extranet.

Please also bear in mind that this form can be used to assign owners/managing directors and representatives as administrators and authorised team managers. Other extranet user accounts can be added using the team management function on the extranet.

SURNAME	FIRST NAME	EMAIL ADDRESS	ROLE*	MANAGE TEAM
			ROLE 1	

* Information on role descriptions can be found in this document on page 2.

Retailer's details

Customer no. _____

Company _____

Street _____

Zip, Town/City _____

Name of the person signing _____

Position of the person signing _____

Please note: by signing, you agree to the attached General Terms and Conditions and enter into the attached processing agreement.

_____
Place, Date

_____
Signature on behalf of the retail partner

User roles and permissions

(Last updated 2025)

PERMISSIONS

ROLE		ORDERS WITHOUT PRICE	ORDERS WITH PRICE	INVOICES	SALES FIGURES	BLOCK DATA SYSTEMS	SALES MANUAL	MARKETING	IS|T|C. SCHÜLLER-TRAINING-CENTER	SEMINAR REGISTRATION (OF THIRD PARTIES)	MANAGE TEAM (EXTRANET USER ACCOUNTS MANAGE)
1	Owner / Managing director		x	x	x	x	x	x	x	x	x
2	Administrator		x	x	x	x	x	x	x	x	x
3	Branch- / Department manager	x	x	x	x		x	x	x	x	x
4	Sales / Processing	x	x				x	x	x		
5	Marketing						x	x	x		
6	Accounting	x	x	x			x		x		
7	Purchasing	x	x	x	x	x	x	x	x	x	
8	Logistics / Installation manager	x	x				x		x	x	
9	Seminar participants						x		x		

Confidential / critical permissions
(must be released by role Owner / managing director or role Administrator)

If an extranet user account is to receive an additional authorization that is not stored for it by default,
please send us an e-mail to extranet@schueller.de or call us at +49 (0) 9825 83-3571.

General Terms and Conditions of Use of the Schüller Extranet

(Last updated 2025)

§ 1 General provisions

1. Within the context of a service agreement, the company Schüller Möbelwerk GmbH (hereinafter referred to as the "Provider"), offers its customers (hereinafter referred to as "Users") the possibility of accessing information on the extranet operated by the Provider. This includes the following:

• access to information and the status of current and past orders
• access to current and past order confirmations, invoices and delivery notes
• access to current lead time notifications
• access to the User's current sales figures
• downloading the block data package
• access to various publications (catalogues, brochures, sales manuals, etc.)
• access to the digital training platform (information about seminars and online training)
• access to contact persons at Schüller

The Provider reserves the right to modify, reduce or expand the information made available as it reasonably sees fit.

2. These General Terms and Conditions and the registration form to be filled out by the User contain the applicable conditions between the Provider and User for the services offered by the Provider. Any provisions other than these General Terms and Conditions shall only apply if confirmed in writing by the Provider. By stating agreement pursuant to section 2, the User accepts these conditions of use.

3. The User shall be notified of any changes to these General Terms and Conditions in writing in hard copy, by fax or by email. If the User does not object to said changes within four weeks of receipt of the notification, the changes shall be deemed to have been accepted.

§ 2 Approval and access to the Schüller extranet/Automatic deletion of accounts

1. To use the extranet, approval from the Provider is required. There is no entitlement to approval or use of the extranet.

2. The User is to provide all data requested in the application form in full and without errors.

3. The personal access data for all extranet user accounts consists of a username and a password. Both when creating a new account and when using the 'forgot password' function, they are sent to the email address provided for the corresponding extranet user and may only be used by authorised employees of the extranet user. The User is obliged to keep the username and password confidential and protect them from unauthorised access by third parties. Furthermore, the User shall ensure that all extranet users also maintain this confidentiality. In the event of suspected misuse by a third party, the User is to immediately inform the Provider in writing. The Provider reserves the right to change an extranet user's username and password; in this case, the Provider shall immediately notify the User of the change.

3.1 Registered extranet user accounts shall become dormant after 18 months and shall be deleted after 36 months if the corresponding extranet user does not log in to the extranet within said periods.

3.2 Improvements are continuously being made to the platform and its functions adapted to the latest browser versions. So that it works seamlessly, we recommend using the latest browser version.

3.3 The platform can only be used via the HTTPS access with SSL encryption. Bypassing the SSL encryption is forbidden.

General Terms and Conditions of Use of the Schüller Extranet

(Last updated 2025)

§ 3 Provider's liability

1. The Provider shall bear unlimited liability for wilful intent and gross negligence; however, in the case of slight negligence it shall only be liable in the event that key contractual obligations are breached. In the event of a breach of a key contractual obligation, liability is limited to the typical damages for this type of contract, which the Provider was to expect upon signing the contract due to the circumstances known at the time. The Provider does not assume any liability for breaches of obligations on the part of the User.

2. The Provider does not assume any liability for disruptions within the service network through no fault of its own.

3. The Provider shall only be held liable for the loss of data according to the previous clauses if said loss would have been unavoidable even if the User had appropriate data protection measures in place.

4. This liability does not extend to any impairments of the use of the services rendered by the Provider within the scope of the contract that are caused by improper or erroneous use by the User.

5. In turn, the above limitations of liability also apply in favour of the Provider's vicarious agents.

6. Where it is possible to be redirected from the extranet to databases, websites, services, etc. belonging to third parties, e.g. through links or hyperlinks, the Provider shall not be held liable for the accessibility, existence or security of said databases or services, nor for their content. In particular, the Provider shall not be held liable for their legality, content accuracy, completeness or up-to-date nature, etc.

§ 4 Further obligations of the User

The User undertakes to refrain from any measures that may jeopardise or disrupt the functioning of the extranet, and shall not attempt to access any data that they are not entitled to access. Furthermore, they must ensure that the information transferred and data provided on the extranet is free from viruses, worms and trojans, or any other programs/files that may jeopardise security.

§ 5 Duration of the contract

1. The contract is entered into for an indeterminate period of time. It shall begin when the Provider expresses its agreement and shall end if the User does not send any more orders to the Supplier within a 12-month period.

2. The contract can be terminated by either party at any time subject to one week's notice.

3. Either party is entitled to terminate the contract on important grounds without notice.

§ 6 Final provisions

1. The exclusive place of jurisdiction in the event of any legal disputes is Nuremberg, Germany, whereby the User is a business person, legal entity under public law or a special fund under public law. However, the Provider is also entitled to bring action against the User in the latter's general place of jurisdiction. The contractual relationship is subject to the laws of Germany.

2. Should any individual clause of these General Terms and Conditions or the application form be or become completely or partially ineffective or unenforceable, the effectiveness of the remaining clauses shall not be affected. The contracting parties shall reach an agreement to replace the ineffective clause with another that is legally valid and as close as possible to the commercial purpose of the ineffective clause. The above clause shall apply accordingly in the event of legal loopholes.

Processing Agreement

(Last updated 2025)

Between

_____

_____

_____

_____

– hereinafter the "Controller" –

and

Schüller Möbelwerk GmbH
Rother Straße 1
91567 Herrieden
Germany
info@schueller.de

– hereinafter the "Processor" –

– jointly referred to herein as the "Contracting Parties" –

have entered into the following processing agreement:

Processing Agreement

(Last updated 2025)

Recital clause

Under this service agreement, the Contracting Parties have entered into a processing relationship pursuant to the EU General Data Protection Regulation (EU GDPR). To substantiate the rights and duties arising from the processing relationship in accordance with the legal obligations, the Contracting Parties hereby enter into the following agreement.

§ 1 Scope of application

This agreement applies to all activities under the service agreement and through which the Processor's employees or third parties mandated by the Processor according to the stipulations of this agreement come into contact with personal data for which the Controller is the responsible body pursuant to Art. 4(7) EU GDPR or which they collect, process or use on behalf of the Controller pursuant to Art. 28 EU GDPR. This agreement applies for the duration of the service agreement. Any specific rights of termination shall remain unaffected. This agreement replaces all previous data processing agreements entered into.

§ 2 Substantiation of the contents of the contract

1. The Processor shall place an extranet at the Controller's disposal.
Upon using said extranet, the Controller shall place personal data at the Processor's disposal. The team administrator can add members of their team to the extranet and manage them there.

2. The following data types or categories are processed by the Processor: The users' personal master data

3. The following shall be considered data subjects due to the handling of their personal data: The Controller's employees

§ 3 Responsibility and discretionary power

1. The Controller is responsible for complying with the provisions of the EU GDPR, in particular for the lawfulness of the data processing. It can request that the data be divulged, rectified, erased or blocked at any time. If a data subject contacts the Processor directly to exercise their rights pursuant to Art. 12–23 EU GDPR (e.g. deletion, rectification or data transfer), the Processor shall immediately notify the Controller of said request.

2. The Processor may only collect, process or use data within the scope of the Controller's instructions. If instructions are given verbally, they are to immediately be documented in writing and confirmed.

3. The Processor is to immediately notify the Controller if it believes that an instruction contravenes data protection regulations. The Processor is entitled to refrain from implementing the corresponding instruction until it is confirmed or changed by the Controller.

6. The Controller shall keep a register of all processing activities.

§ 4 Compliance with legal obligations by the Processor

1. Alongside the contractual provisions of this agreement and the service agreement, the Processor shall fulfil the following duties:

2. The Processor shall ensure that the employees involved in processing are committed to confidentiality and have been instructed on the relevant data protection regulations. This also includes instruction regarding commitment to instructions and purpose limitations under this processing relationship.

4. The Processor shall immediately inform the Controller of any inspections, measures or investigations by the supervisory authorities.

Processing Agreement

(Last updated 2025)

6. The Processor shall support the Controller in complying with the obligations mentioned in Articles 32 to 36 of the EU GDPR regarding the security of personal data, notification of data breaches, data protection impact assessments and prior consultations.

7. The Processor shall inform the Controller as soon as possible of any complaints, claims or petitions, or any messages from data subjects, data protection authorities or third parties in connection with the processing of personal data by the Processor and/or Controller. If, pursuant to the applicable data protection laws, the Controller is obliged to answer to a claim by a data subject in connection with the processing of said person's data, the Processor is to assist the Controller in the delivery of the requested information. However, the Processor is not to answer the data subject directly, but is to refer them to the Controller.

8. Further legal obligations shall not be affected by this agreement.

§ 5 Technical and organisational measures and their inspection

1. To guarantee security of processing, the Processor shall implement technical and organisational measures using the latest technology and appropriate for the determined risk, taking into account protection targets and the IT systems and processing processes used, pursuant to Art. 32(1) EU GDPR.

2. Technical measures are subject to technical progress. In this respect, the Processor is permitted to implement appropriate alternative measures. In doing so, the agreed security level must be reached. Significant changes are to be documented.

3. The Processor assures the Controller that it will carry out all agreed measures according to the contract in terms of the contractual processing of personal data.

4. For inspection purposes, the Controller may at any time visit the Processor's business premises during the usual business hours, without disturbing the day-to-day running of the business, to check that the agreed technical and organisational measures are being implemented correctly and that this agreement and the data protection laws applicable to processing are being complied with. A notice period of two weeks is considered to be appropriate and must be adhered to. If the inspection is conducted on the business premises without prior notice in line with the notice period, the Processor's obligation to tolerate and cooperate shall no longer apply.

§ 6 Deletion and return of data

1. After completion of the services agreed under the contract or earlier at the request of the Controller, but at the end of the service agreement at the latest, the Processor is to deliver to the Controller all documents, generated processing and usage results and data sets (as well as any copies or reproductions thereof) connected with the processing relationship that are in its possession. Alternatively, it is to destroy them using an appropriate procedure for the level of protection following prior agreement from the Controller. The same applies to test and waste material.

2. The legal retention periods, which the Processor is subject to, are not affected by this provision. The Processor shall keep (file) data that is subject to the statutory retention periods separate from active data sets and shall permanently delete it once the period has lapsed.

3. The Processor may keep documents that prove that the data has been processed according to the contract and regulations beyond the end of the contract according to the corresponding retention periods. Alternatively, it can submit them to the Controller at the end of the contract for peace of mind.

4. The above provisions also apply in the event of cancellation by the Controller based on the terms of article 10 of this agreement.

Processing Agreement

(Last updated 2025)

§ 7 Subcontractors

1. Outsourcing to subcontracted processors or changing the existing subcontractor is permitted provided that the Processor notifies the Controller of said outsourcing to a subcontractor in writing by any means with reasonable notice, and that the Controller does not object to the planned outsourcing or change within 14 days of receipt of notification of said outsourcing or change by contacting the Processor in writing by any means. The Controller can only object if there are important grounds for raising an objection to a change or the outsourcing. If the Controller does not raise an objection, the subcontractor shall be deemed to be approved. If the objection affects the implementation of the project scheduled by the Parties, this will require a separate agreement between the Parties.

2. If subcontractors are appointed by the Processor, the Processor is to ensure that its contractual agreements with the subcontractors are drawn up in such a way that the data protection level corresponds at least to the agreement between the Controller and the Processor. It must also ensure that there are sufficient guarantees for security of processing and that all legal and contractual duties are taken into account.

3. The Controller is to be granted control and inspection rights corresponding to this agreement in the contractual agreement with the subcontractor. Upon written request from the Processor, the Controller is also entitled to receive information on the key contents of the contract, the implementation of the subcontractor's obligations relevant to data protection, and the guarantees on security of processing.

4. The Controller agrees to the assignment of the subcontractor named in the "Subcontractors" appendix under the conditions of a contractual agreement pursuant to Art. 28(2–4) EU GDPR.

§ 8 Liability

The regulations of Art. 82 EU GDPR apply.

Appendices

Subcontractors

SUBCONTRACTOR	CONTACT DETAILS	PROCESSING	DATA AND/OR DATA SUBJECT CATEGORIES
DomainFactory GmbH	domainfactory GmbH Oskar-Messter-Str. 33 85737 Ismaning Germany	Web hosting	Website vistors