

## Privacy Policy in detail

**Last update:** 1. July 2025

Thank you for your interest in the information on our website!

With the help of this Privacy Policy we would like to inform the users of our website about the type, scope and purpose of the personal data processed. Personal data in this context is all information that can be used to personally identify you as a user of our website (theoretically in an alternative way or by linking various data), including your IP address. Information that is stored in cookies is generally not or only in exceptional cases personally identifiable; however, cookies are covered by specific regulations that makes the permissibility of the use of cookies dependent on their purpose to a large extent on the active consent of the user.

In a general section of this Privacy Policy, we provide you with information on data protection, which generally applies to our processing of data, including data collection on our website. In particular, you as a data subject will be informed about the rights to which you are entitled.

The terms used in our Privacy Policy and our data protection practice are based on the provisions of the EU General Data Protection Regulation ("GDPR") and other relevant national legal provisions.

### Data collection on our website

On the one hand, personal data is collected from you when you expressly communicate such data to us, on the other hand, data, especially technical data, is automatically collected when you visit our website. Some of this data is collected to ensure that our website functions without errors. Other data may be used for analysis purposes. However, you can use our website without a need to provide personal information.

### Technologies on our website

#### Cookies and Local Storage

We use cookies to make our website as user-friendly and functional as possible for you. Some of these cookies are stored on the device you use to access the site.

Cookies are small packages of data that are exchanged between your browser and our web server whenever you visit our website. They do not cause any damage and are used solely to recognise website visitors. Cookies can only store information provided by your browser, e.g. information that you have entered into your browser or that is available on the website. Cookies cannot execute code and cannot be used to access your terminal device.

The next time you access our website using the same device, the information stored in the cookies can then either be sent back to us ("first-party cookie") or to a web application of third party to whom the cookie belongs ("third-party cookie"). The information that is stored and sent back allows each web application to recognise that you have already accessed and visited the website using the browser on your device.

Cookies contain the following information:

- Cookie name
- Name of the server from which the cookie originates
- Cookie ID number
- An expiry date, after which the cookie will be automatically deleted

We classify cookies in the following categories depending on their purpose and function:

- Technically necessary cookies, to ensure the technical operation and basic functions of our website. These types of cookies are used, for example, to maintain your settings while you navigate our website; or they can ensure that important information is retained throughout the session (e.g. login, shopping cart).

- Statistics cookies, to understand how visitors interact with our website by collecting and analysing information on an anonymous basis only. In this way we gain valuable insights to optimize both the website and our products and services.
- Marketing cookies, to provide targeted promotional and marketing activities for users on our website.
- Unclassified cookies are cookies that we are trying to classify together with individual cookie providers.

Depending on the storage period, we also divide cookies into session and persistent cookies. Session cookies store information that is used during your current browser session. These cookies are automatically deleted when the browser is closed. No information remains on your device. Persistent cookies store information between two visits to the website. Based on this information, you will be recognized as a returning visitor on your next visit and the website will react accordingly. The lifespan of a persistent cookie is determined by the provider of the cookie.

The legal basis for using technically necessary cookies is our legitimate interest in the technically fault-free operation and smooth functionality of our website. The use of statistics and marketing cookies is subject to your consent. You can withdraw your consent for the future use of cookies at any time. Your consent is voluntary. If consent is not given, no disadvantages arise. For more information about the cookies we actually use (specifically, their purpose and lifespan), refer to this Privacy Policy and to the information in our cookie banner about the cookies we use.

You can also set your web browser so that it does not store any cookies in general on your device or so that you will be asked each time you visit the site whether you accept the use of cookies. Cookies that have already been stored can be deleted at any time. Refer to the Help section of your browser to learn how to do this.

Please note that a general deactivation of cookies may lead to functional restrictions on our website.

On our website, we also use so-called local storage functions (also called "local data"). This means that data is stored locally in the cache of your browser, which continues to exist and can be read even after you close the browser - as long as you do not delete the cache or data is stored within the session storage.

Third parties cannot access the data stored in the local storage. If special plug-ins or tools use the local storage functions, you are informed within the description of the respective plug-in or tool.

If you do not wish plug-ins or tools to use local storage functions, you can control this in the settings of your respective browser. We would like to point out that this may result in functional restrictions.

## Data transfer to the US

We would like to explicitly point out that as of July 10, 2023, the EU Commission has issued an adequacy decision on the EU-US data protection framework (Data Privacy Framework) pursuant to Art. 45 paragraph 1 GDPR. Accordingly, organizations or companies (as data importers) in the US that are registered in a public list as part of the self-certification of the Data Privacy Framework provide an adequate level of protection for data transfers. Whether the specific provider of a service is already certified can be found here: <https://www.dataprivacyframework.gov/s/participant-search>

The Data Privacy Framework provides a valid legal basis for the transfer of personal data to the USA. This creates binding guarantees to comply with all ECJ requirements; for example, it provides that access by U.S. intelligence services to EU data is limited to a necessary and proportionate level and that a data protection review court is created to which individuals in the EU also have access.

If a transfer of data by us to the US takes place at all or if a service provider based in the US is used by us, we refer to this explicitly in this Privacy Policy (see in particular the description of the technologies used on our website).

It should be noted that aside from significant improvements, the Data Privacy Framework is only partial and only applies to data transfers to those data importers in the U.S. that appear on the public list of certified organizations/companies.

### What can the transfer of personal data to the US mean for you as a user and what risks are involved?

Risks for you as a user as far as data importers in the USA are concerned, which are not covered by the Data Privacy Framework, are in any case the powers of the US secret services and the legal situation in the U.S., which currently, according to the European Court of Justice, no longer ensure an adequate level of data protection. Among others, these are the following:

- Section 702 of the Foreign Intelligence Surveillance Act (FISA) does not provide for any restrictions on the surveillance measures of the secret services or guarantees for non-US citizens.
- Presidential Policy Directive 28 (PPD-28) does not provide effective remedies for those affected against actions by U.S. authorities and does not provide barriers to ensuring proportionate measures.
- The ombudsman provided for in the Privacy Shield does not have sufficient independence from the executive; he cannot issue binding orders to the U.S. secret services.

### **Legally compliant transfer of data to the U.S. on the basis of the standard contractual clauses for data importers not covered by the Data Privacy Framework?**

In June 2021, the European Commission adopted new Standard Contractual Clauses (SCC) in Decision 2021/914/EU. These create a new legal basis for data transfers where the level of data protection is not the same as in the EU.

### **Legally compliant transfer of data to the U.S. based on consent?**

If a data transfer to a service provider based in the U.S. takes place that is not covered by the Data Privacy Framework and this data transfer is based on explicit consent, we provide explicit information about this in this privacy policy, in particular in the description of the technologies used on our website.

### **What measures do we take to ensure that data transfers to the U.S. are legally compliant?**

Where US providers offer the option, we choose to process data on EU servers. This should technically ensure that the data is located within the European Union and that access by US authorities is not possible.

## **Friendly Captcha**

### **Friendly Captcha**

Purpose: Technically required

Recipient country: EU

Legal basis: legitimate interest

On our website, to protect against abuse by non-human visitors (bots) and to prevent spam, the Friendly Captcha service is used by the provider Friendly Captcha GmbH, Am Anger 3-5, 82237 Wörthsee, Germany ("FriendlyCaptcha").

Friendly Captcha is intended to verify whether data entry on our website is done by a human or by an automated program. Friendly Captcha does not let the visitor solve manual picture puzzles, but generates a cryptographic task, which is solved by your browser completely automatically in the background. Based on the technical information collected, the difficulty can be adjusted to make it more difficult for potential bots to proceed.

According to our information, the following data is processed by Friendly Captcha for the automated processing of a task:

- the anonymized IP address of the requesting end device
- information about the browser and operating system used
- an anonymized counter per IP address to control cryptographic tasks
- the referer URL
- information about the cryptographic task itself
- the version of the Friendly Captcha service
- a timestamp

An anonymized counter per IP address is stored for setting task difficulty to detect malicious users and minimize blocking of legitimate users. This data is stored separately from other data and cannot be associated with specific websites or users. IP addresses are anonymized through a state-of-the-art hashing process so that you, as a user of the website, cannot be personally identified. No cookies of any kind are used by Friendly Captcha.

The legal basis for the processing of your data using Friendly Captcha is our legitimate interest pursuant to Art 6 paragraph 1 lit f GDPR in protecting against misuse of our website.

For more information about Friendly Captcha, please click here:

<https://friendlycaptcha.com/de/>

For extended information on Friendly Captcha's data protection, please see the following link: <https://friendlycaptcha.com/de/legal/privacy-end-users/>

## Google Analytics

Provider: Google Ireland Limited, Gordon House, Barrow Street, Dublin 4, Ireland, e-mail: support-de@google.com

Parent company: Google LLC, 1600 Amphitheatre Parkway, Mountain View, CA 94043, USA

Purpose: Web analysis, performance measurement, conversion tracking, collection of statistical data

Category: Statistics

Recipient: EU, USA

Processed data: IP address, details of the website visit, user data

Data subjects: Website visitors

Technology: JavaScript call, cookies (details in the cookie list), fingerprinting, local storage

Legal basis: Consent (purpose)

Certifications: EU-U.S. Data Privacy Framework, Swiss-U.S. Data Privacy Framework, UK Extension to the EU-U.S. Data Privacy Framework

Further information:

<https://policies.google.com/privacy>

<https://safety.google/intl/de/principles/>

<https://business.safety.google/adsprocessorterms/>

Here you can find out exactly where Google data centers are located: <https://www.google.com/about/datacenters/locations/>

On our website, we use the functions of the web analysis service Google Analytics to analyze user behavior and to optimize our website. The reports provided by Google are used to analyze the performance of our website and to measure the success of possible campaigns via our website.

Google Analytics uses cookies that enable us to analyze the use of our website. All details (name, purpose, storage duration) of the cookies can be found in our specific list of cookies used.

Google Analytics can use local storage. This is an alternative to using cookies to store the client ID. This makes it possible to track user behavior without setting cookies.

Information about the use of the website such as browser type/version, operating system used, the previously visited page, host name of the accessing computer (IP address), time of the server request are usually transmitted to a Google server and stored there. We have concluded a contract with Google for this purpose.

Google will use this information on our behalf to evaluate the use of our website, to compile reports on the activities within our website and to provide us with further services associated with the use of our website and the Internet.

We only use Google Analytics with IP anonymization activated by default. This means that the IP address of a user is shortened by Google within member states of the European Union or in other contracting states of the Agreement on the European Economic Area. Only in exceptional cases will the full IP address be transmitted to a Google server in the USA and truncated there. According to Google, the IP address transmitted by a user's browser as part of Google Analytics is not linked to other Google data.

During the website visit, user behavior is recorded in the form of so-called events. These can be the following:

- Page views, the click path of a user
- First visit to our website
- Websites visited
- Start of a session
- Interaction with our website
- User behavior (e.g. clicks, scrolls, dwell time, bounce rates)
- File downloads
- Viewed / clicked ads

- Interaction with videos
- internal search queries

is also recorded:

- approximate location (region)
- Date and time of the visit
- IP address (in abbreviated form)
- technical information about the browser or the end devices used (e.g. language setting, screen resolution)
- Internet provider
- Referrer URL (via which website/advertising medium a user came to our website)

This data is essentially processed by Google for its own purposes, such as profiling (without us being able to influence this).

The data on the use of our website will be deleted immediately after the end of the retention period set by us. Google Analytics specifies a standard retention period of 2 months for user and event data, with a maximum retention period of 14 months. This retention period also applies to conversion data. The following options are available for all other event data: 2 months, 14 months, 26 months (Google Analytics 360 only), 38 months (Google Analytics 360 only), 50 months (Google Analytics 360 only). We choose the shortest storage period that corresponds to our intended use. You can ask us at any time about the retention period we have currently set.

Data whose retention period has been reached is automatically deleted once a month.

Additional details can be found in the linked further information. It is recommended that you check these links regularly for changes, as Google Analytics may update its functions and privacy policy. Further information on rights and contact details can be found in the general section of this privacy policy.

## Google Marketing Platform / Google Ad Manager

Provider: Google Ireland Limited, Gordon House, Barrow Street, Dublin 4, Ireland, Parent company: Google LLC (USA)

Purpose: Personalized Advertising, Conversion Tracking, Remarketing, Campaign Performance Measurement

Category: Marketing

Recipients: EU, USA

Data processed: IP Address, Website Visit details, User data

Data subjects: Users

Technology: JavaScript Call, Cookies

Legal basis: Consent, Data Privacy Framework, <https://www.dataprivacyframework.gov/s/participant-search/participant-detail?id=a2zt000000001L5AAI&status=Active>

Website: <https://www.google.com>

Further information:

<https://policies.google.com/privacy>

<https://safety.google/intl/de/principles/>

<https://business.safety.google/adsprocessor/terms/>

Here you can find out where exactly Google data centers are located: <https://www.google.com/about/datacenters/inside/locations/>

On this website, the Google Ads service is used for the purpose of advertising our products and services. Google Ads is Google's in-house online advertising system.

It is important for us to know whether an interested visitor ultimately becomes our customer. To be able to measure this, there is the so-called conversion tracking. Furthermore, we would like to be able to address visitors to our website again and in a targeted manner. We achieve this through so-called remarketing (retargeting).

Google Ads serves both conversion tracking and remarketing, i.e. we can see what happened after you clicked on one of our ads. In order for this service to work, cookies are used and visitors are sometimes included in remarketing lists in order to be served only with certain advertising campaigns.

This is done by means of a pseudonymous identification number (PID), which the browser of a user receives and is assigned to him. This PID enables the service to recognize which ads have already been displayed to a user and which have been called up. The data is used to serve ads across websites by enabling Google to identify the pages visited by the user.

Our goal is that the offer of our website through the use of Google Ads targeted to those visitors who are actually interested in our offer. The data from conversion tracking allows us to measure the benefit of individual advertising measures and optimize our website for our visitors. Conversion can be measured through the use of cookies.

The information generated is transferred by Google to a server in the U.S. for evaluation and stored there. A transfer of data by Google to third parties only takes place due to legal regulations or in the context of commissioned data processing. Under no circumstances will Google link data of a user with other data collected by Google.

## Google Tag Manager

Provider: Google Ireland Limited, Gordon House, Barrow Street, Dublin 4, Ireland, Parent company: Google LLC (USA)

Purpose: Launching Tools and Plugins

Category: Technically Required

Recipients: EU, USA (possible)

Data processed: IP Address

Data subjects: User

Technology: JavaScript Call

Legal basis: legitimate interest, Data Privacy Framework, <https://www.dataprivacyframework.gov/s/participant-search/participant-detail?id=a2zt000000001L5AAI&status=Active>

Website: <https://www.google.com>

Further information:

<https://policies.google.com/privacy>

<https://safety.google/intl/en/principles/>

<https://business.safety.google/adsprocessorterms/>

Here you can find out where exactly Google data centers are located: <https://www.google.com/about/datacenters/locations/>

The Google Tag Manager service is used on our website.

The Tag Manager is a service that allows us to manage website tags via an interface. This allows us to include code snippets such as tracking codes or conversion pixels on websites without interfering with the source code. In doing so, the data is only forwarded by the Tag Manager, but neither collected nor stored. The Tag Manager itself is a cookie-less domain and does not process any personal data, as it serves purely to manage other services in our online offering.

When the Google Tag Manager is started, the browser establishes a connection to Google's servers. These are mainly located in the U.S. Through this, Google obtains knowledge that our website was called up via the IP address of a user.

The Tag Manager ensures the resolution of other tags, which in turn may collect data. However, the Tag Manager does not access this data. If a deactivation has been made at the domain or cookie level, this remains in place for all tracking tags that are implemented with the Tag Manager.

## Hosting

In the context of hosting our website, all data that arises in connection with the operation and use of the website is processed. This includes, in particular, content data, usage data, communication data, and technical data that are necessary for providing and securely operating the website.

The storage and processing of this data is necessary to enable access to the website, ensure the stability and security of the online offering, and to technically optimize the website.

To provide our online presence, we use the services of external web hosting providers. In this context, the data generated during the operation of the website is transmitted to these service providers or processed by them on our behalf. Processing is carried out exclusively in accordance with legal requirements and based on contractual agreements for data processing on behalf.

Further information on the handling of personal data in connection with hosting can be found in the privacy policy of this website.

## Contact

Our website offers various options for contacting us, for example via contact forms or e-mail addresses provided. When contacting us, the personal data provided will be processed exclusively for the purpose of processing and responding to the respective inquiry. The processing takes place insofar as this is necessary to carry out pre-contractual measures or to fulfill a contract, or on the basis of legitimate interests, for example to maintain customer relationships or to document processes.

It may be necessary to provide certain data in order to fully process an inquiry. Without this information, it may not be possible to process the request, or only to a limited extent.

Personal data from contact requests may also be stored in a customer or prospective customer database on the basis of legitimate interests in order to optimize communication and support. Use for marketing purposes only takes place if separate consent has been obtained or a legitimate interest exists and there are no overriding interests of the data subject that require protection.

Personal data from contact inquiries will only be stored for as long as is necessary for the processing and handling of the inquiry or for as long as there are statutory retention obligations. After final processing of the inquiry and expiry of any legal deadlines, the data will be deleted or anonymized. As a rule, deletion takes place at the latest after three years without further contact, unless there are longer statutory or contractual retention obligations.

Additional information on the rights of data subjects and the relevant contact details are listed in the general section of this privacy policy.

## Server Log Files

For technical reasons, particularly to ensure a functioning and secure website, we process the technically necessary data about accesses to our website in so-called server log files which your browser automatically sends to us.

The access data we process includes:

- The name of the website you are accessing
- The browser type (including version) you use
- The operating system you use
- The site you visited before accessing our site (referrer URL)
- The time of your server request
- The amount of data transferred
- The host name of computer (IP address) you are using to access the site

This data cannot be traced back to any natural person and is used solely to perform statistical analyses and to operate and improve our website while also optimising our site and keeping it secure. This data is sent exclusively to our website operator. The data is neither connected nor aggregated with other data sources. In case of suspicion of unlawful use of our website, we reserve the right to examine the data retroactively. This data processing takes place on the legal grounds of our legitimate interest in maintaining a technically fault-free and optimal website.

The access data is deleted within a short period of time after serving its purpose (usually within a few days) unless further storage is required for evidence purposes. In such cases, the data is stored until the incident is definitively resolved.

## SSL Encryption

Within your visit to our website, we use the widespread SSL procedure (Secure Socket Layer) in conjunction with the highest level of encryption supported by your browser. You can tell whether an individual page of our website is transmitted in encrypted form by the closed representation of the key or lock symbol in the lower status bar of your browser. We use this encryption procedure on the basis of our justified interest in the use of suitable encryption techniques.

We also make use of suitable technical and organisational security measures to protect your data against accidental or intentional manipulation, partial or complete loss, destruction or against unauthorised access by third parties. Our security measures are continuously improved in line with technological developments and kept state-of-the-art.

## Stripe

On our website, we use the payment service provider Stripe to process payments. The provider of this service is Stripe Inc, 510 Townsend Street San Francisco, California 94103. The European representative of this service provider is Stripe Payments Europe Ltd, North Wall Quay Dublin 1, Dublin, Ireland.

Legal basis: Contract, Data Privacy Framework,

<https://www.dataprivacyframework.gov/s/participant-search/participant-detail?id=a2zt0000000TQOUAA4&status=Active>

In the course of a payment transaction, we send the service provider the information you have provided regarding your ID data (such as name, address), your order and the data required to process the payment, such as bank data, possibly credit card number, invoice amount, currency, etc. The processing of this data is based on our obligation to fulfil the contract or is based on our legitimate interest in the proper execution of payments. The transfer of data takes place exclusively for the purpose of payment processing and only insofar as this is necessary for this purpose.

We do not have direct access to the payment data entered by you, but we do receive information from the service provider as to whether payments could be properly processed. In the course of payment processing, the service provider may forward your data to a credit agency to check your creditworthiness. In this regard, we refer to the General Terms and Conditions and the privacy policy on the part of Stripe.

Further information on data protection via this service can be found at <https://stripe.com/privacy>

## Webcare

Provider: DataReporter GmbH, Zeileisstraße 6, 4600 Wels, Austria.

Purpose: Consent Management

Category: technically required

Recipient: EU, AT

Data processed: IP Address, Consent Data

Data subjects: Users

Technology: JavaScript call, Cookies, Swarmcrawler

Legal basis: Legitimate interest, consent (swarmcrawler to evaluate search results)

Website: <https://www.datareporter.eu/>

Further information: <https://www.datareporter.eu/company/info>

On our website, we use the Webcare tool for consent management. Webcare records and stores the decision of each user of our website. Our Consent Banner ensures that statistical and marketing technologies such as cookies or external tools are only set or started if the user has expressly consented to their use.

We store information on the extent to which the user has confirmed the use of cookies. The user's decision can be revoked at any time by accessing the cookie setting and managing the declaration of consent. Existing cookies are deleted after revocation of consent. For the storage of information about the status of the consent of the user, a cookie is also set, which is referred to in the cookie details. Furthermore, the IP address of the respective user(s) is transmitted to DataReporter's servers when this service is called up. The IP address is neither stored nor associated with any other data of the user, it is only used for the correct execution of the service.

With the help of Webcare, our website is regularly checked for technologies relevant to data protection. This investigation is only carried out for those users who have expressly given their consent (for statistical or marketing purposes). The search results of the users are evaluated by Webcare in an anonymous form and only in relation to technologies and used for the fulfillment of our information obligations. To start the Swarmcrawler technology, a request is sent to our servers and the IP address of the user is transmitted for the purpose of data transfer. Servers are selected which are geographically close to the respective location of the user. It can be assumed that for users within the EU, a server with a location within the EU will also be selected. The IP address of the user is not stored and is removed immediately after the end of the communication.

## Webcare Consent Conserve



The WebCare Consent Conserve function enables us both to prove the consent of users of our website via our Consent Banner and to make the users' personal consent history transparent and traceable.

This function generates a unique Consent ID for each user and records every action concerning consent or revocation via our Consent Banner in connection with the Consent ID. The history of the user's decisions is stored in a protected memory area and can be viewed by the user at any time. For us as the website operator, an assignment of a history to a specific person can only take place after knowledge of the respective Consent ID.

Each action via the Consent Banner of a user is stored for 60 days and then automatically deleted. The storage location for the Consent ID is Frankfurt / Germany (EU). Only the Consent ID, the IP address and the data on the actions are saved.

The use of this function is based on our documentation and accountability obligations and our legitimate interest in this regard.

More information on this function can be found in the provider's help section at: [https://help.datareporter.eu/docs/webcare/webcare\\_consent\\_conserve/](https://help.datareporter.eu/docs/webcare/webcare_consent_conserve/)

Further information on data protection can be found at: <https://www.datareporter.eu/company/info>

## Webcare Statistics

The WebCare statistics function enables us to anonymously record the interactions of the users of our website with our Consent Banner. The statistics only record whether the Consent Banner was opened and which actions were carried out (purposes of consent, revocation). Only statistical data and no activities related to the specific user are stored. The visitor's IP address is only used for the purpose of the connection and is completely deleted after the connection is terminated.

The use of the WebCare statistics function is based on our legitimate interest in reviewing the performance of our Consent Banner and the related accessibility of our online offer.

The statistical data is stored for 30 days, older data is automatically deleted.

You can find more information about this function in the provider's help section at: [https://help.datareporter.eu/docs/webcare/webcare\\_consent\\_statistic/](https://help.datareporter.eu/docs/webcare/webcare_consent_statistic/)

Further information on data protection can be found at: <https://www.datareporter.eu/company/info>

## Webshop with customer account

We process data of our customers in particular their master data, communication data, payment data, contract data in the context of the execution of order processes in our web shop. This is done for the purpose of selecting and ordering the selected products and / or services, as well as their payment and delivery or execution.

The purpose of the processing is the provision of contractual services within the framework of the operation of our web shop, the billing of deliveries and services, the delivery of products and the performance of services.

The processing is carried out for the purpose of fulfilling the contract for the processing of orders and furthermore for the fulfilment of legal storage obligations based on trade and tax regulations. The mandatory data for the fulfilment of the contract are specially marked as such when they are entered in our shop system or we will inform you of them personally. We transmit the data to third parties only for the provision of our services (e.g. to involved transport or other auxiliary services such as subcontractors or telecommunications services), for the processing of payment transactions (e.g. to banks, payment service providers, tax authorities or consultants) or within the scope of our legal rights and obligations, as well as within the scope of our legitimate interest in the appropriate legal prosecution vis-à-vis legal advisors, courts and authorities in the event of an incident. The data will only be processed in third countries if this is absolutely necessary for the fulfilment of the contract (e.g. at the customer's request on delivery or payment) and insofar as appropriate data protection guarantees are available. Any other transfer of data to third parties will only take place with your express consent.

Users can create a user account, e.g. by viewing their orders. User accounts are not visible to the public. If users have terminated their user account, their data will be deleted with regard to the user account unless their retention is absolutely necessary for commercial or tax reasons or is necessary due to our legitimate interest in enforcing the law. It is the responsibility of the users to secure their data before the end of the contract in the event of termination.

Within the scope of registration and in the case of renewed registration and use of our online services, we store the IP address and the time of the respective user action. The storage takes place on the basis of our legitimate interests, as well as in the legitimate interest of the users themselves for protection against misuse and against other unauthorized use. This data is not passed on to third parties unless it is necessary to pursue our claims or there is a legal obligation to do so.

As part of an order process, we collect additional data such as products ordered, payment information and the delivery address (if different). If products are placed in the shopping cart and the order process is canceled after a user has provided the email address, we may send an automated email reminder of the products in the shopping cart.

The data will be deleted after expiry of statutory warranty and compensation obligations or other contractual or statutory obligations. The deletion of the data takes place after the expiry of legal warranty and compensation obligations or other contractual or legal obligations. Our customers and contractual partners are informed separately in this data protection declaration about further processing of data within the scope of marketing activities.

Additional information on the rights of data subjects and the relevant contact details are listed in the general section of this privacy policy.

## General information on data protection

The following provisions in its principles apply not only to the data collection on our website, but also in general to other processing of personal data.

### Personal data

Personal data is information that can be assigned to you individually. Examples include your address, your name as well as your postal address, email address or telephone number. Information such as the number of users who visit a website is not personal data because it is not assigned to a person.

### Legal basis for the processing of personal data

Unless more specific information is provided in this Privacy Policy (e.g. in the case of the technologies used), we may process personal data from you on the basis of the following legal principles:

- **consent in accordance with Art. 6 paragraph 1 lit. a of the GDPR** - The data subject has given his or her consent to the processing of his or her personal data for one or more specific purposes.
- **Fulfillment of a contract and pre-contractual measures pursuant to Art. 6 paragraph 1 lit. b of the GDPR** - Processing is necessary for the fulfillment of a contract to which the data subject is a party or for the implementation of pre-contractual measures.
- **Legal obligation pursuant to Art. 6 paragraph 1 lit. c of the GDPR** - Processing is necessary for the performance of a legal obligation.
- **Protection of vital interests pursuant to Art. 6 paragraph 1 lit. d of the GDPR** - Processing is necessary to protect the vital interests of the data subject or of another natural person.
- **Reasonable interests pursuant to Art. 6 paragraph 1 lit. f of the GDPR** - The processing is necessary to protect the legitimate interests of the controller or of a third party unless the interests or fundamental rights and freedoms of the data subject prevail.

Please note that in addition to the provisions of the GDPR, national data protection regulations may apply in your or our home country.

### Transfer of personal data

Your personal data will not be transferred to third parties for purposes other than those listed in this Privacy Policy.

We will only transfer your personal data to third parties if:

- you have given your express **consent** in accordance with **Art. 6 paragraph 1 lit. a of the GDPR**,

- the transfer pursuant to **Art. 6 paragraph 1 lit. f of the GDPR** is necessary to safeguard **reasonable interests**, as well as to assert, exercise or defend legal claims and there is no reason to assume that you have a prevailing interest worthy of protection by not disclosing your data,
- there is a **legal obligation** to transfer the data in accordance with **Art. 6 paragraph 1 lit. c of the GDPR**, as well as this is legally permissible and / or
- it is required according to **Art. 6 paragraph 1 lit. b of the GDPR** for the **processing of contractual relationships** with you.

## Cooperation with processors

We carefully select our service providers who process personal data on our behalf. If we commission third parties to process personal data on the basis of a data processing agreement, this is done in accordance with **Art. 28 of the GDPR**.

## Transfer to third countries

If we process data to a third country or if this is done in the context of using the services of third parties or disclosure or transfer of data to other persons or companies, this is only done on the legal basis described above for the transfer of data.

Subject to express consent or contractual necessity, we process or allow data to be processed only in third countries in accordance with **Art. 44 - 49 of the GDPR** with a recognized level of data protection or on the basis of special guarantees, such as contractual obligations through so-called standard contractual clauses of the EU Commission, the existence of certifications or binding corporate rules.

## Storage periods in general

If no explicit storage period is specified during the collection of data (e.g. in the context of a declaration of consent), we are obliged to delete personal data in accordance with **Art. 5 paragraph 1 lit. e of the GDPR** as soon as the purpose for processing has been fulfilled. In this context, we would like to point out that legal storage obligations represent a legitimate purpose for the further processing of affected personal data.

Personal data will be stored and retained by us in principle until the termination of a business relationship or until the expiry of any applicable guarantee, warranty or limitation periods, in addition, until the end of any legal disputes in which the data is required as evidence, or in any event until the expiry of the third year following the last contact with a business partner.

## Storage periods in particular

As part of the description of individual technologies on our website, there are specific references to the storage period of data. In our cookie table, you will be informed about the storage period of individual cookies. In addition, you always have the possibility to ask us directly about the specific storage period of data. To do so, please use the contact data listed in this Privacy Policy.

## Rights of data subjects

Data subject have the right:

- (i) **in accordance with Art. 15 of the GDPR**, to request information about your personal data processed by us. In particular, you may request information on the purposes of processing, the category of personal data, the categories of recipients to whom your data has been or will be disclosed, the planned duration of storage, the existence of a right of rectification, deletion, restriction of processing or opposition, the existence of a right of appeal, the origin of your data, if not collected by us, as well as the existence of automated decision making including profiling and, where applicable, meaningful information on the details thereof;
- (ii) **in accordance with Art. 16 of the GDPR**, to demand without delay the **correction** of incorrect or incomplete personal data stored by us;

- (iii) **in accordance with Art. 17 of the GDPR, under specific circumstances** to demand the **deletion** of your personal data stored with us, unless the processing is necessary to exercise the right to freedom of expression and information, to fulfill a legal obligation, for reasons of public interest or to assert, exercise or defend legal claims;
- (iv) **in accordance with Art. 18 of the GDPR**, to demand the (temporary) **restriction of the processing** of your personal data, insofar as the accuracy of the data is disputed by you, the processing is unlawful, but you refuse to delete it and we no longer require the data, but you require it for the assertion, exercise or defense of legal claims or you have lodged an objection to the processing in accordance with Art. 21 of the GDPR;
- (v) **in accordance with Art. 20 of the GDPR**, to receive your personal data that you have provided to us in a structured, common and machine-readable format or to request that it be transferred to another controller; However, this only covers those of your personal data that we process with the help of automated processes after your consent or on the basis of a contract with you;
- (vi) **in accordance with Art. 21 of the GDPR**, if your personal data are processed on the basis of our legitimate interest, **to object** to the processing of your personal data for reasons arising from your specific situation or if the objection is directed against direct advertising. In the latter case, you have a general right of objection, which we will implement without indicating a specific situation.
- (vii) **in accordance with Art. 7 paragraph 3 of the GDPR**, you may at any time **revoke your consent** to us. As a result, we may no longer continue the data processing based on this consent in the future. Among other things, you have the option of revoking your consent to the use of cookies on our website with effect for the future by calling up our [Cookie Settings](#).
- (viii) **in accordance with Art. 77 of the GDPR** to **complain** to a data protection authority regarding the illegal processing of your data by us. As a rule, you can contact the data protection authority at your usual place of residence or workplace or at the headquarters of our company.

The responsible data protection authority for W&H Dentalwerk is:

**Österreichische Datenschutzbehörde**

Barichgasse 40-42, 1030 Wien, Österreich

Tel.: +43 1 52 152-0, [dsb@dsb.gv.at](mailto:dsb@dsb.gv.at)

## Assertion of rights of data subjects

You yourself decide on the use of your personal data. Should you therefore wish to exercise one of your above-mentioned rights towards us, you are welcome to contact us by email at [dataprotection@wh.com](mailto:dataprotection@wh.com) or by post, as well as by telephone.

Please assist us in specifying your request by answering questions from our responsible employees regarding the specific processing of your personal data. If there are reasonable doubts about your identity, we may request a copy of your identification.

For questions regarding data protection, you can reach us at [dataprotection@wh.com](mailto:dataprotection@wh.com) or at the other contact details stated in this Privacy Policy.

**Bürmoos**, on 1. July 2025

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## About cookies

Cookies are small data packages that are exchanged between your browser and our web server. Cookies can only store information provided by your browser.

Depending on the intended use, cookies are either technically necessary or are used for statistical or marketing purposes. The use of technically required cookies is based on our legitimate interest in the technically correct operation and smooth

functionality of our website. The use of statistics and marketing cookies requires your consent. This is voluntary and can be revoked at any time for the future by calling up our cookie settings.

You can also set your browser to generally prevent the storage of cookies. Once cookies have been set, you can delete them at any time. How all this works in details can be found in the help function of your browser. Please note that a general deactivation of cookies may lead to functional restrictions on our website.

You can find more detailed information on what data is stored in cookies, for what purposes they are used and for how long data is stored in our data protection declaration and in our cookie banner.

## Required

Technically necessary cookies are used to enable the technical operation of a website and make it functional for you. The use is based on our legitimate interest to provide a technically flawless website. However, you can generally disable the use of cookies in your browser. <br />

Surname	Purpose	Creator	Storage time	Domain
__stripe_mid	serves for the temporary storage of the basket of goods for the orders in the context of a Webshop.	Stripe	12 months	shop-ca.wh.com
__stripe_sid	serves for the temporary storage of the basket of goods for the orders in the context of a Webshop.	Stripe	30 minutes	shop-ca.wh.com
_webcare_consentid	contains the information to what extent the user has confirmed the use of cookies.	DataReporter GmbH	12 months	shop-ca.wh.com
cookieconsent_mode	contains the information to what extent the user has confirmed the use of cookies.	DataReporter GmbH	12 months	shop-ca.wh.com
cookieconsent_status	contains the information to what extent the user has confirmed the use of cookies.	DataReporter GmbH	12 months	shop-ca.wh.com
ssm_au_c	save settings and preferences of the user such as the current language setting.	Cloudflare	Session	shop-ca.wh.com

## Statistics

Statistics cookies collect information about how websites are used to improve their attractiveness, content and functionality. A use takes place only with your consent and only as long as you have not deactivated the respective cookie.

Surname	Purpose	Creator	Storage time	Domain
(ID)	Contains information to help distinguish users from the page. Gathers data about user visits, such as which pages are relevant.	Webtrends	Session	shop-ca.wh.com
_ga	Contains information to help distinguish users from the page. Gathers data about user visits, such as which pages are relevant.	Google	1 year	wh.com
_ga_(GA4-ID)	Contains information to help distinguish users from the page. Gathers data about user visits, such as which pages are relevant.	Google	Session	shop-ca.wh.com
_gac_XXXXX	Contains information to help distinguish users from the page. Gathers data about user visits, such as which pages are relevant.	Google	Session	shop-ca.wh.com
_gat_XXXXX	Contains information to help distinguish users from the page. Gathers data about user visits, such as which pages are relevant.	Google	Session	shop-ca.wh.com
_gid	Contains information to help distinguish users from the page. Gathers data about user visits, such as which pages are relevant.	Google	1 day	wh.com
WT_FPC	Contains information to help distinguish users from the page. Gathers data about user visits, such as which pages are relevant.	Webtrends	Session	shop-ca.wh.com

## Marketing

Marketing cookies come from external advertising companies and are used to collect information about the websites visited by the user. A use takes place only with your consent and only as long as you have not deactivated the respective cookie.

Surname	Purpose	Creator	Storage time	Domain
<b>_gcd_au</b>	registers a unique ID that identifies and recognizes the user. Used for targeted advertising.	Google	3 months	wh.com
<b>_gcd_aw</b>	registers a unique ID that identifies and recognizes the user. Used for targeted advertising.	Google	Session	shop-ca.wh.com
<b>_gcd_gs</b>	registers a unique ID that identifies and recognizes the user. Used for targeted advertising.	Google	Session	shop-ca.wh.com
<b>_hjSession</b>	registers a unique ID that identifies and recognizes the user. Used for targeted advertising.	Hotjar	Session	shop-ca.wh.com
<b>IDE</b>	registers a unique ID that identifies and recognizes the user. Used for targeted advertising.	Google	1 year	doubleclick.net
<b>NID</b>	registers a unique ID that identifies and recognizes the user. Used for targeted advertising.	Google		www.google.com
<b>test_cookie</b>	registers a unique ID that identifies and recognizes the user. Used for targeted advertising.	Google	15 minutes	doubleclick.net