

2018-08-20

Data protection statement

The protection and security of personal data is given the highest priority at our company. That is the reason why we strictly follow the rules of the General Data Protection Regulation (GDPR). Please note that Internet based data transfer generally could have security implications. A comprehensive protection against access to the data by third parties is not feasible.

In the following you will be informed which kind of data are accessed and for which purpose they are gathered:

1. Transmission and recording of data

When you visit our website, our web server registers automatically log files which cannot be assigned to a specific person. Those data include for example browser type and version, used operating system, referrer URL (page visited before), the IP address of the requesting computer, date and time of server access as well as client's file request (file name and URL). The data is collected for the purpose of statistical analysis only. No data will be given to any third party, whether for commercial or non-commercial purposes.

2. Cookies

On some of our pages we use so-called "Session-Cookies" to facilitate the usage of our websites. Those are small text files that are saved on your hard disk for the duration of your visit to our website and depending on your browser settings these files are deleted after you close your browser. These cookies do not retrieve saved data about yourself and do not compromise your PC or data. Most browsers are initially set up to accept cookies but you can reset your browser to refuse all cookies or to indicate when a cookie is being sent.

3. Using personal data

Personal data are only used and processed on a voluntary basis if you give the information as part of a request or service form for example. All data are considered personal data that allow to determine and trace back to you – e.g. your name, your email address as well as phone number. If you get in contact with us via provided contact facilities, your data will be saved so that it can be used to process your request. We solely use your contact data to answer your request including a possible passing on to our agents in certain countries. In some cases, we might contact business customers later on. If you do not wish to be contacted, please inform us accordingly. Your data will not be given to any third party unless necessary due to legal provisions.

Unless necessary for reasons relating business transactions, you can withdraw your approval to recording your data at any time and immediately effective by writing (e.g. email or fax).

4. Newsletter

You may subscribe to our newsletter on our website. To make the newsletter, we use the tool Clever Elements (<https://cleverelements.com>). To receive the newsletter you have to enter your email address. In addition, your IP address may be saved (for statistical purpose only). No other data will be collected or given to third parties. You may unsubscribe to the newsletter at any time.

5. Service software “Teamviewer”

When dealing with software problems, we offer the service to help you by accessing your computer via Teamviewer program to search for problems and to install software directly for example. The Teamviewer software will give you a password which will grant us access to your computer only for one single session. As soon as the session is over, we no longer have access to your machine.

6. Registration in the download area

We created a platform in our download area on our website where customers can download e.g. software, manuals and other information about products already purchased. Your email address will be needed for a registration in the download area. We will ask

you by mail which device you have (including serial number) making sure that you are a customer. No data will be given to third parties without your approval.

7. Facebook

Our website contains links to the social network Facebook to achieve greater recognition of our company on the basis of General Data Protection Regulation (DSGVO), article 6, paragraph 1, p. 1 lit. The underlying advertising purpose is to be considered as justified interest within the scope of DSGVO. Facebook is responsible for the operation in compliance with the privacy protection regulations.

Our website contains links to Facebook to personalise the usage. This is a service offered by Facebook. If you click on the Facebook icon on our website, your browser will establish a direct connection to the Facebook servers. The content of this plugin will be transferred directly from Facebook to your browser and consequently being integrated into the web page.

By integrating the plugins, Facebook obtains the information that your browser has called the relevant page of our web presence, even if you do not have a Facebook account or are not logged in. Your browser will send this information (including your IP address) directly to a Facebook server in the US where it will be saved. When visiting our website whilst signed into your Facebook user account, information concerning your visit to our website will be directly assigned to your user account. Information arising from interaction with the Facebook plug-ins such as the “like” or “share” button, will directly be transferred and stored by Facebook. These information are as well visible for everybody on Facebook.

Facebook may use this information for purposes of advertising, market research and personalized design of Facebook pages. To this end, Facebook creates profiles of usage, interests and relationships, for example to assess your usage of our website regarding possible advertising shown to you within Facebook, to inform other Facebook users about your activities on our website and to render other services related with the usage of Facebook. If you do not wish Facebook to assign data collected via our website to your Facebook account, you will have to log out from Facebook before visiting our website.

To learn more about purpose and extent of data collection as well as further data processing and usage by Facebook including associated rights and privacy settings please follow the link below featuring data protection information and data policies:

<https://www.facebook.com/about/privacy/>

8. Access, rectification and erasure of your data

According to applicable law you may request us in writing and ask us if and which personal data of you are saved. You will receive an appropriate notice as soon as possible and an erasure can be effected immediately if desired.

9. Security of your data

In order to protect the personal data you have provided us with we will take all organizational and technical security measures so that no unauthorized third party has access to the data. We have a SSL security certificate (“Secure-Sockets-Layer”) issued by our provider. We recommend sending very sensible data and information by postal letter because a complete data security cannot be guaranteed using email.

10. Modification of privacy statement

From time to time, we will update the provisions on the protection of personal data. Please check these provisions regularly to keep up to date on how we protect your data and improve the content of our website. Should we undertake any essential modifications concerning the data collection, usage or transfer to third parties, we will inform you by a clearly visible notice on our website. With the use of our internet pages, you agree to the regulations on the protection of personal data.

Feel free to contact us anytime for questions on the regulation on the protection of personal data.