

Privacy Policy

Data protection is very important to us. We strictly adhere to statutory regulations and respect your privacy during data processing. We will only ever process your personal data in accordance with statutory regulations. The specific legal grounds for data protection can be found in the EU General Data Protection Regulation (GDPR) and the German Federal Data Protection Act (BDSG).

On this website we have put together some information on data protection and related topics that are applicable to:

- Business activities with us;
- Communication with us;
- Visits to our website www.it-haus.com;
- Subscriptions to our newsletter.

I. Who is responsible for data protection?

The “controller” (within the meaning of Article 4.7 of the GDPR) and service provider is:

IT-HAUS GmbH (hereinafter referred to as “IT-HAUS” or “we”).

Europa-Allee 26/28, 54343 Föhren (DE)

Tel. +49 6502 9208-0, Fax +49 6502 9208-850

Email: info@it-haus.com

Managing Directors: Ingo Burggraf, Stefan Sicken, Dr. Thomas Simon, Ulrich Simon

The (internal) Data Protection Officer is

Sarah Müller

IT-HAUS GmbH

Europa-Allee 26/28, 54343 Föhren (DE)

Email: datenschutz@it-haus.com

II. What is personal data?

Personal data is all information concerning an identified or identifiable natural person, e.g. your name, address, phone number, and the data used to access your customer account. Personal data also includes the IP address of the connection you use to navigate through our pages, as well as all associated data concerning your surfing habits. Non-personal data is all other information (e.g. today's date).

III. Your rights

We would firstly like to inform you about your rights as a data subject.

1. You have the following rights vis-à-vis IT-Haus with regard to your personal data:

- Right of access;
- Right to rectification or erasure;
- Right to the restriction of processing;
- Right to object to data processing;
- Right to data portability.

[A more detailed overview of your rights:](#)

You may ask us to confirm whether your personal data is being processed at any time; this being the case, you have a [right to access the personal data](#) stored on you. You may exercise this right by contacting Sarah Müller via email at datenschutz@it-haus.com.

If the legal requirements are met, you may also **OBJECT to data processing**: If we process your personal data on the basis of an overriding interest, you may formally **object** to this processing. This will particularly be the case if processing is not required for the execution of a contract with you, as indicated with the description of each feature below. When exercising your right to object, we kindly ask you to state the reasons why we should no longer process your personal data. If your objection is justified, we will examine the situation and either stop/adjust our data processing or indicate the essential and legitimate reasons for the continuation of our pro-cessing.

Needless to say, you can object to the processing of your personal data for the purposes of marketing and data analysis at any time. Please use the following contact details to inform us of your objection:

IT-HAUS GmbH
Europa-Allee 26/28, 54343 Föhren (DE)
Tel. +49 6502 9208-0, Fax +49 6502 9208-850
Email: info@it-haus.com

If you have given your consent for the processing of your data, you may revoke this at any time. Once you have revoked your consent, we will no longer be permitted to process your personal data.

You also have the right to rectify any incorrect information, restrict data processing and request the deletion of your personal data following its collection and processing. Under the conditions laid down in Article 20 of the GDPR, you also have the right to data portability, i.e. to receive your personal data in a structured, machine-readable and common format, and to transmit this data to another controller without being impeded by us.

If you would like to exercise your data protection rights, please refer to the contact details in our Legal Notice or send an email to Sarah Müller at datenschutz@it-haus.com.

2. If you have any further questions, suggestions or complaints about our data protection information and the processing of your personal data, you can contact Sarah Müller directly at datenschutz@it-haus.com.

Without prejudice to any other administrative or judicial remedy, you have the right to lodge a complaint with a (data protection) supervisory authority – particularly in the Member State of your habitual residence, place of work or place of the alleged infringement – if you believe the processing of your personal data infringes German or European data protection law.

IV. What else applies to business activities with us?

The following information is designed to inform our customers, business partners, suppliers, prospective customers and/or the contact partners of our business partners about how we manage the processing of personal data:

1. We particularly process personal data:
 - a) to execute contracts – including any warranties, guarantees and returns – and pre-contractual measures (legal grounds: Article 6.1 Sentence 1 b) of the GDPR);
 - b) to fulfil our statutory obligations (legal grounds: Article 6.1 Sentence 1 c) of the GDPR); and
 - c) to safeguard our legitimate interest in the protection of our assets, the prevention of default-ed payments, and the identification of – and communication with – our current and prospective customers, suppliers and other business partners for the execution or initiation of business relations (legal grounds: Article 6.1 Sentence 1 b) and f) of the GDPR).

If you get in touch with us via email, we will save the information you provide (your email address and, if applicable, your first name, surname, company and address), in order to respond to your enquiry. The legal grounds for this is Article 6.1 Sentence 1 b) and f) of the GDPR.

2. If you open an account on our online store under “Log-in/Register”, <https://auth.it-haus.com/account/registration>, the data you provide will be saved. Mandatory fields are marked as such; all other information is optional. The legal grounds for this is Article 6.1 Sentence 1 b) and f) of the GDPR. You cannot open a customer account without providing your complete and correct basic information, as we will require this data to process your order(s). Information marked as optional does not have to be provided.
3. You must provide your personal data to successfully place an order on our online store. Information required to process orders are marked as mandatory; further information is optional. We will use the data provided to process your order. The legal grounds for this is Article 6.1 Sentence 1 b) and f) of the GDPR.
4. We will collect and process the data required for the aforementioned purposes. You cannot place an order with us without providing this data (marked as mandatory fields on the online store). You do not have to fill out data fields marked as optional on the online store. Similarly, you cannot return goods or assert any warranty claims without providing the necessary information.
5. We may also process your personal data to inform you about other interesting products in our portfolio or to send you emails with technical information. We reserve the right to store the following data in summarised lists and use it to create advertising for similar goods and services (e.g. to send interesting deals and information in the post): your first name, surname, postal address and – provided we have received these additional details within the scope of the contractual relationship – your date of birth, department and cost centre, your trade name and VAT ID number. The legal grounds for this is Article 6.1 Sentence 1 f) of the GDPR. You may object to the storage and usage of your data for these purposes at any time by getting in touch with us as indicated above.

6. We offer purchase on account as a payment method and cover ourselves by obtaining a credit check on every new customer (customer creditworthiness data) through Cred-itsafe Deutschland GmbH (Schreiberhauer Straße 30, D-10317 Berlin) or Creditreform Trier Eberhard KG (Ostallee 3, D-54290 Trier). Goods cannot be purchased on account without this form of data processing.
7. Personal data will be sent to our internal departments if required to properly fulfil our duties. We sometimes use external service providers to process personal data. These have been carefully selected and commissioned by us; they are obliged to follow our instructions and are regularly audited. We generally insure receivables from customers worth at least 25,000.00 EUR – and, in some cases, amounts under this threshold (receivables from abroad) – through the Euler Hermes SA branch (Friedensallee 254, D-22763 Hamburg) of Euler Hermes Deutschland. In order to execute a contract, we may disclose personal data to our bank, payment service providers and/or the shipping company commissioned to deliver goods, provided this is necessary for the delivery of the ordered goods. Moreover, we may disclose personal data to third parties if we perform a contract, hold events or offer similar services alongside business partners. We may also disclose personal data to our legal representatives, as well as to competent courts and authorities.
8. It may be necessary to transfer data to third countries (countries outside the European Union and/or European Economic Area) in individual cases, e.g. to perform our contractual obligations. We will indicate this separately in each offer. We will comply with Article 44 et seq. of the GDPR at all times.
9. We do not carry out automated decision-making (including profiling).
10. Your address, payment and order details will be deleted as soon as they are no longer required for the execution of a contract, or as soon as a contract is rescinded and the statutory retention periods have lapsed (e.g. up to 10 years in accordance with the German Commercial Code and/or Fiscal Code). Your personal credit report data (e.g. name, address, date of birth and the credit check issued by the credit agency) will be stored for a period of one year. One of the purposes of this is to ensure that no further credit checks have to be performed if more goods are purchased on account in the future. We may also retain your personal data if you have given us your consent, or if there are legal disputes and we use this as evidence within statutory limitation periods of up to thirty years; the standard limitation period is three years.
11. SSL encryption is always used during orders placed on our online store, in order to prevent your personal data (especially your financial information) from being accessed by unauthorised third parties.

V. What else applies when visiting our website?

1. Information on the processing of personal data

- (1) We would like to inform you below about the processing of personal data during the use of our website. You can use our website without sharing any personal data. Different regulations may apply to the use of individual services on our website, and these will be discussed separately. We will also indicate the specified storage period criteria.
- (2) If you get in touch with us via a contact form on our website, we will save the information you provide (your email address and, if applicable, your first name, surname, company and address), in order to respond to your enquiry. The legal grounds for this is Article 6.1 Sentence 1 b) and f) of the GDPR. We will delete any data obtained in this manner as soon as its storage is no longer necessary, or we will restrict processing if such erasure is prevented by our statutory retention obligations.

- (3) If our service providers or partners are based outside the European Economic Area (EEA), we will provide you with specific information regarding the consequences of this situation.
- (4) We use SSL, one of the most secure encryption methods currently available, to protect your data from unauthorised access during transmissions via the Internet. Please note, however, that any data transmitted via the Internet can be subject to security gaps, and so complete protection against third-party access is impossible. Please choose an alternative communication channel to email when transmitting sensitive data.

2. The collection of personal data during visits to our website

- (1) If you use our website for purely informational purposes (i.e. if you do not register or otherwise provide us with information), we will only collect the personal data that your browser transmits to our server. If you would like to view our website, we will collect the data listed below; this is technically necessary to display our website and to guarantee stability and security (legal grounds: Article 6.1 Sentence 1 f) of the GDPR):

- IP address;
- Date and time of the request;
- Time zone difference to Greenwich Mean Time (GMT);
- Contents of the request (specific page);
- Access status/HTTP status code;
- Volume of data transmitted each time;
- Website from which the request comes;
- Browser;
- Operating system and its interface;
- Language and version of the browser software.

We will store this data for 14 days before it is automatically deleted.

- (2) In addition to the data listed above, cookies will be saved on your computer when you use our website. Cookies are small text files that are matched to your browser and saved on your hard drive, allowing certain information to be obtained by the entity that places the cookie (us in this case). Cookies cannot run any programmes or transmit viruses to your computer.
- (3) Use of cookies:
 - a) This website uses the following types of cookies, and their scope and functions are explained below:
 - Temporary cookies (see “b”)
 - Permanent cookies (see “c”).
 - b) Temporary cookies are automatically deleted when you close your browser. This particularly includes session cookies. These are used to store so-called “session IDs”, which allow various requests from your browser to be assigned to one session. This allows your computer to be recognised when you return to our website. Session cookies are deleted when you log out or close your browser.
 - c) Permanent cookies are automatically deleted after a specified period, which may differ depending on the cookie. You can always delete cookies in your browser’s security settings.
 - d) You can configure your browser settings as you like, e.g. to reject third-party cookies or all cookies. If you do so, however, please note that you may not be able to use all the features of this website.

- e) Cookies are generally used to make our website more user-friendly and efficient, such as by speeding up navigation on our platform. Cookies enable the recognition of your browser. Cookies also let us measure the frequency of page views and general navigation. The legal grounds for this is Article 6.1 Sentence 1 f) of the GDPR.

3. Other functions and features of our website

- (1) Our website can be used for more than just informational purposes; we also offer various services that may be of interest to you. We normally require further personal data to provide such services, and the aforementioned data processing principles apply. For the online store: see above.
- (2) We sometimes use external service providers to process your data. These have been carefully selected and commissioned by us; they are obliged to follow our instructions and are regularly audited.

4. Newsletter

- (1) You can give your consent to subscribe to our newsletter, which we will then use to keep you informed about any interesting offers we currently have. The advertised goods and services will be indicated in the declaration of consent.
- (2) We use the so-called “double opt-in” process for subscriptions to our newsletter via our web-site. This means we will ask you to confirm that you would like to receive the newsletter by sending an email to the email address provided during your registration. If you do not confirm your registration, your information will be deleted after one month. We will also store your IP address, as well as the time of your registration and confirmation. This process allows us to prove your registration and notify you if your personal data is ever misused.
- (3) Your email address is the only piece of information we need to send you the newsletter. The provision of any other separately marked data is optional. Following your confirmation, we will save your email address to be able to send you the newsletter. The legal grounds for this is Article 6.1 Sentence 1 a) and f) of the GDPR.
- (4) You may freely revoke your consent to receiving the newsletter at any time by sending an email to info@it-haus.com, or by contacting us through the communication channels contained in our Legal Notice. You will also find a hyperlink at the bottom of every email, which you can use to conveniently unsubscribe from the newsletter.
- (5) Please note that we will analyse your user behaviour when sending the newsletter. In order to carry out this analysis, our emails contain so-called “web beacons” and “tracking pixels”, which are single-pixel image files stored on our website. We will link these web beacons and the data described in Section V.2 with your email address and an individual ID. Links in newsletters also contain this ID. We will use this data to create a user profile and tailor our newsletter to your personal interests. We will establish your personal interests by recording when you read our newsletter and which links you click on. We will link this information with your actions on our website.

You can object to this tracking at any time by clicking on the separate link contained in every email, or by informing us through a different communication channel. The information will be stored as long as you are subscribed to our newsletter. If you unsubscribe, we will store the data anonymously and purely for statistical purposes.

5. Google Analytics

- (1) Google Analytics, a web analysis service provided by Google LLC (1600 Amphitheatre Parkway Mountain View,

CA 94043, USA; “Google”), is used on this website.

This website uses Google Analytics with the extension “_anonymizeP()”. This means IP addresses are truncated before processing, making personal identification impossible. If you can be identified through the data collected on you, this identification will be immediately ruled out and your personal data will be deleted without delay.

- (2) Google Analytics uses so-called “cookies”; these are text files that are saved on your computer and allow us to analyse your use of the website. The information generated by cookies on your use of this website will generally be transferred to a Google server in the USA and stored there. As IP anonymisation is activated on this website, however, Google will firstly truncate your IP address before transferring data within Member States of the European Union or other Contracting States to the Agreement on the European Economic Area. Your IP address will only be transferred to a Google server in the US and then truncated there in exceptional circumstances. The IP address transmitted by your browser via Google Analytics shall not be merged with other Google data. Google will use this information on behalf of the website operator to analyse your use of the website, to compile reports on website activities, and to provide the website operator with other services related to the use of this website and the Internet.
 - (3) You can stop cookies from being saved at any time by changing your browser settings; please note, however, that you may not be able to fully use all the features on this website if cookies are disabled. You can also stop cookies from collecting data on your use of the website (incl. your IP address) and prevent Google from processing this data by downloading and installing a browser add-on (<https://tools.google.com/dlpage/gaoptout?hl=de>).
- Opt-out cookies stop your data from being collected during future visits to this website. In order to stop Google Analytics from collecting data across several devices, you will have to enable the opt-out cookie on all the systems you use. You can click here to place the opt-out cookie on this website: [Disable Google Analytics](#). Please note that you should not delete any opt-out cookies if you do not want your data to be collected. If you have deleted all cookies in your browser, you will have to re-save the opt-out cookie.
- (4) Sessions and campaigns are closed after a certain period of time. Sessions tend to be closed after 30 minutes of inactivity and campaigns after six months. Campaigns can run for a maximum of two years. You can find more detailed information on terms of use and data protection at <https://www.google.com/analytics/terms/de.html> and <https://policies.google.com/?hl=de>.
 - (5) We use Google Analytics to analyse the use of our website and make regular improvements. The statistics we obtain allow us to improve our service and make it more interesting for our users. The legal grounds for the use of Google Analytics is Article 6.1 Sentence 1 f) of the GDPR.
 - (6) Personal data may be transferred to the USA in exceptional cases; however, Google is subject to the EU-US Privacy Shield, <https://www.privacyshield.gov/EU-US-Framework>.
 - a) Terms of use: <http://www.google.com/analytics/terms/de.html>,
 - b) Data protection overview: <http://www.google.com/intl/de/analytics/learn/privacy.html>, and
 - c) Privacy policy: <http://www.google.de/intl/de/policies/privacy>.

6. DoubleClick by Google

- (1) This website also uses the online marketing tool “DoubleClick by Google”. DoubleClick uses cookies to display ads that are relevant to users, to optimise campaign performance reports, and to prevent users from seeing the same ad more than once. Google uses a cookie ID to determine which ads have been placed in a particular browser, in order to stop these from being displayed multiple times. DoubleClick can also use cookie IDs to track

so-called “conversions” in relation to ad requests. This is the case, for example, when a user sees a DoubleClick ad and subsequently uses the same browser to visit the advertiser’s website and purchase something there. According to Google, DoubleClick cookies do not contain any personal information.

- (2) Due to the marketing tools used, your browser will automatically establish a direct connection to the Google server. We have no control over the scope and further use of the data collected by Google through this tool, and so we can only inform you to the best of our knowledge. By integrating DoubleClick, Google will be notified that you have accessed a specific part of our website or clicked on one of our ads. If you are a registered user of a service provided by Google, it will be able to match the visit to your account. Even if you are not registered and/or logged in to a Google account, the service provider may still be able to locate and save your IP address.
- (3) There are several ways to prevent participation in this tracking process:
 - a) By changing your browser software settings – you can block third-party cookies to stop receiving third-party ads;
 - b) By disabling cookies for conversion tracking – you can configure your browser to block cookies from the domain “www.googleadservices.com”, <http://www.google.com/settings/ads>, but this setting will be deleted if you delete your cookies;
 - c) By disabling targeted ads from providers in the “About Ads” self-regulatory campaign – you can do this at <http://www.aboutads.info/choices>, but this setting will be deleted if you delete your cookies;
 - d) By permanently disabling ad personalisation in Firefox, Internet Explorer or Google Chrome at <http://www.google.com/settings/ads/plugin>. If you do this, however, please note that you may not be able to fully use all the features of this website.
- (4) The legal grounds for the processing of your data is Article 6.1 Sentence 1 f) of the GDPR.

You can find more information on DoubleClick by Google at <https://www.google.com/doubleclick> and <http://support.google.com/adsense/answer2839090>, as well as Google’s privacy policy at <http://www.google.com/intl/de/policies/privacy>. Alternatively, you can visit the Network Advertising Initiative (NAI) website at <http://www.networkadvertising.org>.

Google is subject to the EU-US Privacy Shield, <https://www.privacyshield.gov/EU-US-Framework>.

7. Google AdWords conversion

- (1) We use Google AdWords to draw attention to our attractive offers by placing advertising on third-party websites. We can establish how successful our individual promotional measures are by comparing data from different advertising campaigns. This reflects our interest in displaying advertising that you find interesting, in creating a more appealing website for you, and in achieving a fair calculation of advertising costs. The legal grounds for the processing of your data is Article 6.1 Sentence 1 f) of the GDPR.
- (2) These advertising materials are provided by Google via so-called “ad servers”. In order to do this, we use ad server cookies to measure certain performance parameters like the displaying of advertising and user clicks. If you access our website via a Google ad, a cookie will be saved to your device by Google AdWords. These cookies usually expire after 30 days and are not designed to personally identify you. They are usually saved alongside the following analytical values: the unique cookie ID; the number of ad impressions per placement (frequency); the last impression (relevant for post-view conversions); and opt-out information (stating that a user no longer wants to receive advertising).

- (3) These cookies enable Google to recognise your web browser. If a user visits certain pages on the website of an AdWords customer and the cookie saved on the user's computer is yet to expire, Google and the customer can see whether the user was redirected to the page after clicking on an ad. Each AdWords customer is assigned a different cookie. Therefore, cookies cannot be tracked via the websites of AdWords customers. We do not personally collect or process any personal data through our advertising. We only receive statistical analysis from Google. We evaluate this analysis to determine which of our advertising measures are particularly effective. We do not receive any further data from the use of advertising materials; we are particularly not able to identify users on the basis of this information.
- (4) Due to the marketing tools used, your browser will automatically establish a direct connection to the Google server. We have no control over the scope and further use of the data collected by Google through this tool, and so we can only inform you to the best of our knowledge. By integrating AdWords conversion, Google will be notified that you have accessed a specific part of our website or clicked on one of our ads. If you are a registered user of a service provided by Google, it will be able to match the visit to your account. Even if you are not registered and/or logged in to a Google account, the service provider may still be able to locate and save your IP address.
- (5) There are several ways to prevent participation in this tracking process:
 - a) By changing your browser software settings – you can block third-party cookies to stop receiving third-party ads;
 - b) By disabling cookies for conversion tracking – you can configure your browser to block cookies from the domain “www.googleadservices.com”, <http://www.google.com/settings/ads>, but this setting will be deleted if you delete your cookies;
 - c) By disabling targeted ads from providers in the “About Ads” self-regulatory campaign – you can do this at <http://www.aboutads.info/choices>, but this setting will be deleted if you delete your cookies;
 - d) By permanently disabling ad personalisation in Firefox, Internet Explorer or Google Chrome at <http://www.google.com/settings/ads/plugin>. If you do this, however, please note that you may not be able to fully use all the features of this website.
- (6) You can find more information on Google's data protection at <http://www.google.com/intl/de/policies/privacy> and <https://services.google.com/sitestats/de.html>. Alternatively, you can visit the Network Advertising Initiative (NAI) website at <http://www.networkadvertising.org>.

Google is subject to the EU-US Privacy Shield, <https://www.privacyshield.gov/EU-US-Framework>.

8. Bing Ads

- (1) Our website uses Bing Ads technology (bingads.microsoft.com), which is provided and operated by the Microsoft Corporation, One Microsoft Way, Redmond, WA 98052-6399, USA (“Microsoft”).
- (2) If you have accessed our website via a Microsoft Bing Ad, a cookie will be saved to your device. This lets us see that someone has been redirected to our website and has landed on a prede-terminated target page (“conversion site”) after clicking on an ad.

This allows us to determine the total amount of users who have clicked on a Bing Ad, the amount of time they spend on our website, which areas of the website have been accessed, and which ad has redirected users to our website. Information concerning your identity will not be recorded. Microsoft uses these cookies to

collect and process information, which is then used to create pseudonymised user profiles. Microsoft may also use cross-device tracking to monitor your user behaviour across several electronic devices and subsequently display personalised advertising on Microsoft websites and apps.

- (3) This information is collected, transferred to Microsoft servers in the USA and generally stored there for 180 days at most.
- (4) Using Bing Ads enables us to track the activities of users on our website if they have accessed our site after clicking on a Bing Ad. The legal grounds for this use is Article 6.1 Sentence 1 f) of the GDPR.
- (5) If you do not want information on your behaviour to be used by Microsoft as described above, you can stop the necessary cookies from being placed on your computer (e.g. by configuring your browser to generally disable the automatic placement of cookies). You can also stop usage data generated by cookies from being collected and processed by Microsoft by disabling the analysis function at the following link: <http://choice.microsoft.com/de-DE/opt-out>. However, this may affect the functionality of the website.
- (6) You can find more detailed information about Bing's analytical services on the Bing Ads website at <https://help.bingads.microsoft.com/#apex/3/de/53056/2>. You can find more information on data protection at Microsoft and Bing in Microsoft's privacy statement: <https://privacy.microsoft.com/de-de/privacystatement>.

Microsoft is subject to the EU-US Privacy Shield, <https://www.privacyshield.gov/EU-US-Framework>.

9. Integration of YouTube videos

- (1) In order to improve our service and make it more interesting for our users, we have integrated YouTube videos on our website; these are saved on <http://www.YouTube.com> and can be played directly on our website. The legal grounds for this is Article 6.1 Sentence 1 f) of the GDPR.
- (2) When you visit our website, YouTube will be informed that you have accessed a particular sub-page. The data described in Section V.2 above will also be transmitted. This will happen irrespective of whether you have a user account with YouTube and are logged in. If you are logged in to a Google account, your data will be directly matched to your account. If you do not want your data to be matched to your YouTube account, you will have to log out before clicking the button. YouTube will save your data as a user profile and use it to create advertising, conduct market research and/or tailor the design of its website to users' needs. Data is particularly used in this way (even if users are not logged in) to show targeted advertising and inform other social network users about your activities on our website. You have the right to object to the creation of user profiles, which you may exercise by contacting YouTube.
- (3) Please refer to YouTube's privacy policy for more information on the purpose and scope of its data collection and processing. This also contains more information on your rights and possible privacy settings: <https://www.google.de/intl/de/policies/privacy>. Google also processes personal data in the USA and is subject to the EU-US Privacy Shield, <https://www.privacyshield.gov/EU-US-Framework>.

10. Use of the TeamViewer support tool

- (1) Our website integrates features provided by TeamViewer GmbH (Jahnstr. 30, 73037 D-Göppingen, Tel.: +49 (0)7161 60692 50, email: service@teamviewer.com).
- (2) Clicking on the "download" button will let you download the TeamViewer remote maintenance tool. After downloading and installing the executable file (Teamviewer*.exe), a member of the technical support team at IT-HAUS GmbH will be able to connect to your computer and gain access to your system. This will only be

possible if you share the ID that appears in the small window with a member of staff. You will have to do this to authorise remote access.

TeamViewer transfers data via an encrypted Internet connection. Nevertheless, we cannot guarantee with absolute certainty that transferred data will not be viewed and/or accessed by unauthorised third parties. If you do not wish to take this risk, we recommend using our telephone support.

- (3) We will only process personal data to provide our technical support services within the scope of existing contracts (Article 6.1 Sentence 1 b) of the GDPR). If we use external service providers to render our services, they too will only access personal data for this purpose and on a contractual basis. The service providers commissioned by us have been audited and contractually obliged to act in compliance with data protection legislation.

Whenever technical support services are requested, we will also save the name of the contact person, the date and time, the amount of time needed, and an email address. This information will only be collected to create technical support documentation and for billing purposes.

- (4) If we provide our technical support services via the TeamViewer tool, the members of our technical support team will be granted access to your screen, including all accessible information there. It is therefore in your interest to close all programmes and windows that are not related to the technical support services. You should also ensure that our members of staff do not come into contact with your personal data. We reserve the right to immediately end the session if our members of staff establish that personal data will be unnecessarily accessed during the provision of technical support services. You may also end the technical support session at any time.

The members of staff responsible for remote maintenance at IT-HAUS GmbH have been obliged in writing to maintain confidentiality and comply with data protection regulations. We ensure compliance with data protection regulations by implementing technical and organisational measures.

- (5) Personal data will be deleted as soon as it is no longer required for the provision of our services, unless this erasure is prevented by statutory retention obligations.
- (6) You can find more information about data protection and the TeamViewer support tool at: <https://www.teamviewer.com/de/privacy-policy/> and <https://www.teamviewer.com/de/security/>.

11. Integration of Google Maps

- (1) We use Google Maps on our website. This lets us display interactive maps and lets you comfortably use the maps feature. The legal grounds for this is Article 6.1 Sentence 1 f) of the GDPR.
- (2) When you visit our website, Google will be informed that you have accessed a particular sub-page. The data described in Section V.2 above will also be transmitted. This will happen irrespective of whether you have a user account with Google and are logged in. If you are logged in to a Google account, your data will be directly matched to your account. If you do not want your data to be matched to your Google account, you will have to log out before clicking the button. Google will save your data as a user profile and use it to create advertising, conduct market research and/or tailor the design of its website to users' needs. Data is particularly used in this way (even if users are not logged in) to show targeted advertising and inform other social network users about your activities on our website. You have the right to object to the creation of user profiles, which you may exercise by contacting Google.

Google also processes personal data in the USA and is subject to the EU-US Privacy Shield, <https://www.privacyshield.gov/EU-US-Framework>.

12. Google Fonts

- (1) We use Google Fonts on our website. Google Fonts is provided by Google LLC (1600 Amphitheatre Parkway, Mountain View, CA 94043, USA) and allows us to display Google's typefaces.
- (2) When visiting our website, the data described in Section V.2 above will be transmitted to Google in the USA. This allows your browser to display our texts in a visually improved format. The legal grounds for this is Article 6.1 Sentence 1 f) of the GDPR. If your browser does not support this feature, your computer will display the texts in a standard typeface.
- (3) You can find more detailed information about Google Fonts at <https://developers.google.com/fonts/faq?hl=de-DE&csw=1>. You can find general information about data protection at Google by clicking here: <http://www.google.com/intl/de-DE/policies/privacy/>.

Google also processes personal data in the USA and is subject to the EU-US Privacy Shield, <https://www.privacyshield.gov/EU-US-Framework>.

13. Google reCAPTCHA

- (1) We use Google reCAPTCHA on our website. This feature is used to inspect our website and pre-vent interactions through automated access, e.g. through bots. Google reCAPTCHA is a service provided by Google LLC, 1600 Amphitheatre Parkway, Mountain View, CA 94043 USA ("Google").
- (2) Google uses this service to determine which website a request is sent from and which IP address you use to activate a reCAPTCHA input box. In addition to your IP address, Google may collect further information required to offer and guarantee the service.
- (3) The legal grounds for this is Article 6.1 f) of the GDPR. We have a legitimate interest in the security of our website and in the prevention of unsolicited automated access in the form of spam and the like.
- (4) You can find more information about data protection at Google by clicking here: <http://www.google.de/intl/de/policies/privacy>.

Google also processes personal data in the USA and is subject to the EU-US Privacy Shield, <https://www.privacyshield.gov/EU-US-Framework>.

14. Use of social media links

- (1) We currently insert links to the following social media sites: Facebook, Instagram, Twitter, XING, LinkedIn and YouTube. Each social media provider can be identified by the label on its button, its first letter or its logo.

You can use these buttons to communicate directly with us through our social media sites. We also use these links to let you interact with the social networks and other users, so that we can improve our services and make them more interesting to our users. The legal grounds for this is Article 6(1) Sentence 1 f) of the GDPR. If you are asked to consent to data processing by a social media provider (e.g. by ticking a check box or clicking a confirmation button), the legal grounds for data processing will be Article 6(1) Sentence 1 a) GDPR.

- (2) If you are redirected to one of our social media sites after clicking on a marked field, the data specified in Section VI.2 will be transferred to the social media provider. If such information is transferred to Facebook or Xing, the respective providers state that IP addresses in Germany will be anonymised following their collection.

When using social media sites, your personal data will be transmitted to the respective social media provider and stored there. As each social media provider mainly collects data through cookies, we recommend that you delete all cookies via your browser's security settings before clicking a button.

- (3) Social media providers may also collect other data. We currently have no control over their processes used to collect and process data, and we do not know the full scope of data collection, the purposes of data processing or the data retention periods. Moreover, we do not have any comprehensive information on the erasure of data collected by social media providers.
- (4) Social media providers save your data as a user profile and use it to create advertising, conduct market research and/or tailor their websites to users' needs and, in the case of Facebook, to carry out research and innovation for social purposes. Data is particularly used in this way (even if users are not logged in) to show targeted advertising and inform other social media users about your activities on our social media sites. You have the **right to object** to the creation of such user profiles, which you may exercise by contacting the respective social media provider.
- (5) As far as we are aware (and according to information provided by Facebook, Instagram and Twitter), this data transfer takes place irrespective of whether you have a user account with the social media provider and are logged in. If you are logged in to your account with the social media provider, the data collected on you on our website will be directly matched to your account with the social media provider. We recommend that you regularly log out of your account with social media providers after use – and especially before clicking on a button – as this may prevent your data from being matched to your account with the social media provider.
- (6) You can find more information on the purpose and scope of the data collection and processing carried out by social media providers in their respective privacy policies, which you can find below. These also contain more information on your relevant rights and possible privacy settings.
- (7) Addresses of each social media provider and URLs with their privacy policies:
 - a) For Facebook and Instagram: Facebook Inc., 16015 California Ave, Palo Alto, California 94304, USA and/or Facebook Ireland Limited 4, GRAND CANAL SQUARE, GRAND CANAL HARBOUR, D2 Dublin, IRELAND; <http://www.facebook.com/policy.php>; **more information on data collection:** <http://www.facebook.com/help/186325668085084>, <https://www.facebook.com/help/instagram/155833707900388> <https://www.facebook.com/about/ads> <https://help.instagram.com/1896641480634370?ref=ig>. Facebook is subject to the EU-US Privacy Shield, <https://www.privacyshield.gov/EU-US-Framework>.
 - b) Xing AG, Gänsemarkt 43, 20354 Hamburg, DE; <http://www.xing.com/privacy> .
 - c) LinkedIn Corporation, 2029 Stierlin Court, Mountain View, California 94043, USA; <https://www.linkedin.com/legal/privacy-policy?trk=uno-reg-guest-home-privacy-policy>

LinkedIn is subject to the EU-US Privacy Shield, <https://www.privacyshield.gov/EU-US-Framework>.

- d) Twitter, Inc., 1355 Market St, Suite 900, San Francisco, California 94103, USA; <https://twitter.com/privacy>. Twitter is subject to the EU-US Privacy Shield, <https://www.privacyshield.gov/EU-US-Framework> .

15. Use of mouseflow

This website uses Mouseflow, a web analysis tool provided by Mouseflow ApS (Flaesketorvet 68, 1711 Copenhagen, Denmark). When you visit our website, the following information is collected via Mouseflow:

- Clicks, mouse movements, hovering, scrolling
- Browser
- Device (desktop / tablet / mobile)
- Language
- Operating system
- Screen resolution
- Visit duration
- Navigation (URLs)
- Page content (HTML)
- ISP & location (city, state / region, country)
- Keyboard input (only for non-EU / non-EEA data subjects in non-EU / non-EEA accounts and never for passwords, numbers or excluded fields)
- Referrer URL
- Type of visitor (first-time / returning visitor)
- Individual tags or variables

This data is stored for 6 months.

Data processing is carried out to analyse this website and its visitors. Data is also collected and stored for marketing and optimisation purposes. This data may be used to create pseudonymised user profiles. Cookies may be used for this purpose. Mouseflow records randomly selected individual visits (only with anonymised IP addresses). Mouse movements and clicks are logged to recreate individual visits to the website and devise potential improvements. The data collected by Mouseflow is not used to personally identify visitors to this website and is not merged with personal data concerning the bearer of the pseudonym without the explicit consent of the data subject. Processing is carried out in accordance with Article 6(1) Sentence 1 f) GDPR on the basis of our legitimate interest in direct customer communication and the user-friendly design of our website. You have the right to object, at any time, on grounds relating to your particular situation, to the processing of your personal data carried out on the basis of Article 6(1) Sentence 1 f) GDPR. You can do this by globally disabling data collection for your current browser on all websites that use Mouseflow at the following link: <https://mouseflow.de/opt-out/>. Selecting this will place an opt-out cookie on your device, which will be stored there until its deletion.

You can find general information about data protection at Mouseflow by clicking here: <https://mouseflow.de/gdpr/>

VI. What else applies to our Facebook and Instagram fan pages?

- (1) We have our own Facebook pages at <https://de-de.facebook.com/ithaus/> and <https://de-de.facebook.com/AzubiConnect/>, as well as our own Instagram page at https://www.instagram.com/it_haus_gmbh/; Company: Facebook Inc., 16015 California Ave, Palo Alto, California 94304, USA and/or Facebook Ireland Limited 4, GRAND CANAL SQUARE, GRAND CANAL HARBOUR, D2 Dublin, IRELAND.

- (2) By visiting our fan pages, you can read our posts, react to them, comment on them, make your own user posts and send us private messages with your personal enquiries. Any information you provide and make available to us in this context (e.g. username, pictures, interests, contact details, location, age, gender and language) will only be used to communicate with our existing and potential customers on the basis of our overriding legitimate interest (Article 6(1) Sentence 1 f) GDPR). It is in our interest to provide a platform on which we can display up-to-date information, and which you can use to send us requests and receive a response as quickly as possible. If the fan page is ever closed, your data will be deleted if possible.
- (3) Facebook is subject to the EU-US Privacy Shield, <https://www.privacyshield.gov/EU-US-Framework>.
- (4) We use Facebook Insights and Instagram Insights to receive statistical data about the people who visit our fan pages. This data cannot be matched to a specific person. This function allows us to better analyse our pages and tailor them to users' needs and interests. Facebook uses this function to process personal data. We receive general summaries regarding visitors to our fan pages, mainly including the following information: date of visit; page activities; pages accessed; page preview; likes; comments; follows / shares; page range; recommendations; interaction with posts; Instagram story views and interaction; videos; page subscribers; demographic data of the persons who like our page, based on age, gender and language details found on their profiles; country of origin and number of fans there; city and number of fans there; language and number of fans speaking that language; organic / paid. Moreover, we can see whether a particular user has liked or subscribed to one of our pages. We can also match comments on our Facebook pages to individual users. Any personal data that becomes accessible to us will only be used to communicate with our existing and potential customers, and to provide specific recipients with up-to-date information on the basis of our overriding legitimate interest (Article 6(1) Sentence 1 f) GDPR).
- (5) Our Facebook and Instagram pages let you contact us in various ways and for various purposes. We will only use the data you provide to process your enquiry. The legal grounds for this is Article 6(1) Sentence 1 b) and f) GDPR. Your messages will be deleted once your enquiry has been fully processed, unless they have to be retained for other reasons.
- (6) We do not use our fan page to carry out any data processing other than its basic functions. Please note that Facebook Ireland Limited may use tracking tools and cookies – regardless of how we use the fan page. You can find more information in the Facebook privacy statements listed above.
- (7) Further statements from Facebook and the company's privacy notices can be found at the addresses indicated in VI. 14. above. You can configure how Facebook processes your personal data in the "settings" tab of your Facebook and Instagram profiles.
- (8) We work with Facebook Ireland Limited as joint controllers. Our agreement with Facebook pursuant to Article 26 GDPR (joint controllers) can be accessed at https://www.facebook.com/legal/terms/page_controller_addendum#. In accordance with the GDPR, Facebook Ireland is primarily responsible for the processing of Insights data and must fulfil all duties arising from the GDPR with regard to the processing of this data (e.g. Article 12 and 13 GDPR– Obligation to Provide Information –, Article 15 to 22 GDPR – Rights of Data Subjects – and Article 32 to 34 GDPR – Data Security and the Notification of Data Breaches –).
- (9) You can exercise the rights described in Section III ("Your Rights") at any time and free of charge by contacting us through one of the communication channels listed above. If you contact us regarding the processing of Insights data and the duties assumed by Facebook Ireland, we must forward all relevant information to Facebook Ireland immediately – and at the latest within 7 calendar days – and Facebook will then respond to your enquiry. If you would like to exercise your rights, please get in touch with Facebook Ireland Limited directly at 4, GRAND CANAL SQUARE, GRAND CANAL HARBOUR, D2 Dublin, IRELAND. We would like to indicate the following once again: We have a legitimate interest in the running of our Facebook and Instagram pages

to ensure effective marketing on global platforms; in accordance with Article 21 GDPR, you have the right to object, at any time, to data processing carried out for this purpose with future effect (see “Your Rights” under Section III. above).

VII. What applies to our Twitter fan page?

- (1) We have our own IT-Haus Twitter page at https://twitter.com/it_haus; Company: Twitter, Inc., 1355 Market St, Suite 900, San Francisco, California 94103, USA.
- (2) By visiting our Twitter page, you can read our posts, react to them, comment on them, re-tweet them, make your own tweets and send us private messages with personal enquiries. Any information you provide and make available to us in this context (e.g. username, pictures, interests, contact details, location, age, gender and language) will only be used to communicate with our existing and potential customers on the basis of our overriding legitimate interest (Article 6(1) Sentence 1 f) GDPR). It is in our interest to provide a platform on which we can display up-to-date information, and which you can use to send us requests and receive a response as quickly as possible. If the fan page is ever closed, your data will be deleted if possible.
- (3) Twitter is subject to the EU-US Privacy Shield, <https://www.privacyshield.gov/EU-US-Framework>.
- (4) We use Twitter Analytics to receive statistical data about the people who visit our Twitter page. This data cannot be matched to a specific person. This function allows us to better analyse our page and tailor it to users' needs and interests. Twitter uses this function to process personal data. We receive general summaries regarding visitors to our Facebook fan page, mainly including the following information: date of visit; demographic characteristics based on age and gender details saved on their profiles; interests; followers; devices; buying intentions based on their purchases and other consumer behaviour; target groups; keywords (based on their latest tweets or tweets with which they have recently interacted); geographic analysis (restriction to a country / region / city); number of impressions; number of interactions; interaction rate; and number of video views, link clicks, photo / video clicks, likes, re-tweets, replies, detail extensions and profile clicks. Any personal data that becomes accessible to us will only be used to communicate with our existing and potential customers, and to provide specific recipients with up-to-date information on the basis of our overriding legitimate interest (Article 6(1) Sentence 1 f) GDPR).
- (5) Our Twitter page lets you contact us in various ways and for various purposes. We will only use the data you provide to process your enquiry. The legal grounds for this is Article 6(1) Sentence 1 b) and f) GDPR. Your messages will be deleted once your enquiry has been fully processed, unless they have to be retained for other reasons.
- (6) We do not use our Twitter page to carry out any data processing other than its basic functions. Please note that Twitter Inc. may use tracking tools and cookies – regardless of how we use the page. You can find more information in the Twitter privacy statements and at <https://help.twitter.com/de/rules-and-policies/twitter-cookies>.
- (7) Further statements from Twitter and the company's privacy notices can be found at the addresses indicated in VI. 14. above. You can configure how Twitter processes your personal data in the “settings and privacy” tab of your Twitter profile.

- (8) In accordance with the GDPR, Twitter Inc. and/or Twitter International Company is primarily responsible for the processing of Analytics data and must fulfil all duties arising from the GDPR with regard to the processing of this data (e.g. Article 12 and 13 GDPR – Obligation to Provide Information –, Article 15 to 22 GDPR – Rights of Data Subjects – and Article 32 to 34 GDPR – Data Security and the Notification of Data Breaches –).
- (9) You can exercise the rights described in Section III (“Your Rights”) at any time and free of charge by contacting us through one of the communication channels listed above. If you would like to exercise your rights, please get in touch directly with Twitter International Company, Dublin, Ireland. We would like to indicate the following once again: We have a legitimate interest in the running of our Twitter page to ensure effective marketing on global platforms; in accordance with Article 21 GDPR, you have the right to object, at any time, to any data processing carried out for this purpose with future effect (see “Your Rights” under Section III. above).

VIII. Links

Our Privacy Policy does not apply to the contents of any external links found on our website. If we offer such links, we will endeavour to ensure that these also meet our data protection and security standards. However, we have no control over other providers’ compliance with data protection and security regulations. You should therefore refer to the data protection regulations published by these other providers.

IX. Changes to our Privacy Policy

- (1) We reserve the right to change our security and data protection measures, provided that this is necessary following technical developments or changes to our services. In such cases, we will also adjust our Privacy Policy (if necessary) and inform you of such changes therein.
- (2) Any such changes will take effect upon the release of our revised Privacy Policy. You should therefore always refer to the current version of our Privacy Policy. You can see when this Privacy Policy was last updated by referring to the date at the top of this page.

X. Data security

IT-HAUS GmbH implements suitable technical and organisational measures to prevent unauthorised third parties from viewing or accessing its internal databases.

Date 30.08.2019