

Privacy Policy

We are delighted that you are using our services. Data protection is particularly important to us. It is generally possible to use our web services without providing any personal data. However, if a data subject wishes to use specific services via our website, it may be necessary to process personal data. If the processing of personal data is necessary and there is no legal basis for such processing, we generally obtain the consent of the data subject or base it on a contract, such as our terms and conditions.

The processing of personal data, such as the name, address, email address, or telephone number of a data subject, is always carried out in accordance with the General Data Protection Regulation (GDPR) and in compliance with the applicable country-specific data protection regulations. Through this privacy policy, we would like to inform you and the public about the nature, scope, and purpose of the personal data we collect, use, and process. Furthermore, this privacy policy informs data subjects about their rights.

As the body responsible for processing, fino data services GmbH has implemented numerous technical and organizational measures (TOM) to ensure the most complete protection possible of the personal data processed via our services. Nevertheless, Internet-based data transmissions can generally have security gaps, so that absolute protection cannot be guaranteed. For this reason, every data subject is free to transmit personal data to us by alternative means, for example by telephone.

1. Name and address of the controller

The controller within the meaning of the General Data Protection Regulation, other data protection laws applicable in the member states of the European Union, and other provisions of a data protection nature is:

fino data services GmbH
Universitätsplatz 12
34127 Kassel
Phone: +49 4550 996 9000
Fax: +49 4550 996 9001
Email: support@getmyinvoices.com
Authorized representatives: Florian Christ, Björn Kahle

2. Contact details of the data protection officer

Any data subject can contact our data protection officer directly at any time with any questions or suggestions regarding data protection. The data protection officer of the controller is:

BullProtect, a brand of NetBull GmbH
<https://bullprotect.de/>
Patrick Vaillant

You can contact our data protection officer by mail at our address above, adding "Data Protection Officer" in the subject line, or by email at: privacy@getmyinvoices.com

3. Collection of general data and information

Our services collect a range of general data and information each time they are accessed or used by a data subject or an automated system. This general data and information is stored in the server's log files.

For example, the following may be collected

- (1) the operating system used by the accessing system,
- (2) the date and time of access,
- (3) an Internet Protocol address (IP address),
- (4) the Internet service provider of the accessing system, and
- (5) any hash values or assignment data to legitimize access,
- (6) other similar data and information that serves to avert danger in the event of attacks on our information technology systems.

When using our app and services after logging in, personal data must be processed for validation and security reasons. In addition, this information is required in order to

- (1) deliver and display the content of our services correctly,
- (2) optimize the content of our services and the advertising for them,
- (3) ensure the long-term functionality of our information technology systems and the technology of our services, and
- (4) to provide law enforcement authorities with the information necessary for prosecution in the event of a cyberattack.

This data and information, some of which is collected anonymously, is evaluated by the controller for statistical purposes and also with the aim of increasing data protection and data security at our company in order to ultimately ensure an optimal level of protection for the personal data we process.

4. Hosting

In order for the app installed locally on your device to perform its services, which are essentially cloud-based, various functionalities are hosted externally. The local installation of the application accesses these. These corresponding functionalities are hosted by an external service provider (host). These functionalities are hosted by Amazon Web Services, Inc., 410 Terry Avenue North, Seattle WA 98109, USA; <https://aws.amazon.com/de/>; information on data protection is available at https://aws.amazon.com/de/privacy/?nc1=f_pr. In order to achieve security, stability, and sufficient loading speed, we use the content delivery network (CDN) Cloudflare from Cloudflare, Inc., 101 Townsend St, San Francisco, CA 94107, USA; website: <https://www.cloudflare.com>; privacy policy: <https://www.cloudflare.com/privacypolicy/>.

Personal data collected by during this hosting is also stored on the host's servers. This may include IP addresses, contact requests, meta and communication data, website accesses, and other data generated via a website.

The host is used for the purpose of fulfilling our contractual obligations to our potential and existing customers (Art. 6 (1) (b) GDPR) and in the legitimate interest of providing our online services securely, quickly, and efficiently through a professional provider (Art. 6 (1) (f) GDPR).

We have concluded a data processing agreement with the provider in accordance with the requirements of Art. 28 GDPR, in which we oblige them to protect our customers' data and not to pass it on to third parties.

5. Legal basis for processing

Art. 6 (1) (a) GDPR serves as the legal basis for processing operations in which we obtain consent for a specific processing purpose. If the processing of personal data is necessary for the performance of a contract to which the data subject is party, as is the case, for example, with processing operations necessary for the provision of other services or consideration, the processing is based on Art. 6 (1) lit.b) GDPR. The same applies to processing operations that are necessary for the implementation of pre-contractual measures, for example in cases of inquiries about our products or services. If we are subject to a legal obligation that requires the processing of personal data, such as for the fulfillment of tax obligations, the processing is based on Art. 6 para. 1 lit. c) GDPR. In rare cases, the processing of personal data may be necessary to protect the vital interests of the data subject or another natural person. This would be the case, for example, if a visitor were to be injured on our premises and his name, age, health insurance details, or other vital information had to be passed on to a doctor, hospital, or other third party. In this case, the processing would be based on Art. 6 (1) (d) GDPR. Finally, processing operations could be based on Art. 6 (1) (f) GDPR. This legal basis applies to processing operations that are not covered by any of the above legal bases if the processing is necessary to safeguard a legitimate interest of ours or of a third party, provided that the interests, fundamental rights, and freedoms of the data subject do not prevail. We are permitted to carry out such processing operations in particular because they have been specifically mentioned by the European legislator. In this regard, the legislator took the view that a legitimate interest could be assumed if the data subject is a customer of the controller (Recital 47, sentence 2 GDPR). If the processing of personal data is based on Article 6(1)(f) GDPR, our legitimate interest is the performance of our business activities for the benefit of all our employees and our shareholders.

6. Duration for which personal data is stored

The criterion for the duration of the storage of personal data is the respective statutory retention period. After expiry of this period, the corresponding data is routinely deleted, provided that it is no longer required for the performance or initiation of a contract or that there are no further legal or regulatory requirements preventing its deletion.

7. Routine deletion and blocking of personal data

The controller processes and stores personal data of the data subject only for the period necessary to achieve the purpose of storage or if this has been provided for by the European directive and regulation legislator or another legislator in laws or regulations to which the controller is subject. If the storage purpose no longer applies or if a storage period prescribed by the European Directive and Regulation or another competent legislator expires, the personal data will be routinely blocked or deleted in accordance with the statutory provisions.

8. Legal or contractual requirements for the provision of personal data

We would like to point out that the provision of personal data is in some cases required by law (e.g., tax regulations) or may also result from contractual or pre-contractual regulations (e.g., information on the contractual partner). In some cases, it may be necessary for a data subject to provide us with personal data in order to conclude a contract, which we must then process. For example, the data subject is obliged to provide us with personal data when we conclude a contract with them. Failure to provide personal data would mean that the contract with the data subject could not be concluded.

Before providing personal data, the data subject must contact one of our employees. Our employee will explain to the data subject on a case-by-case basis whether the provision of personal data is required by

law or contract or is necessary for the conclusion of the contract, whether there is an obligation to provide the personal data, and what the consequences of not providing the personal data would be.

9. Registration with our services / Use of input masks and forms / Contact

The data subject has the option of registering via the website, apps, or other services of the controller by providing personal data or entering personal information in input masks. This may be necessary, for example, to subscribe to a newsletter, contact us via a contact form, register to participate in events, or other similar registration options. The personal data transmitted to the controller is determined by the respective input mask used for registration. The personal data entered by the data subject is collected and stored exclusively for internal use by the controller and for its own purposes. The controller may arrange **for** the data to be passed on to one or more processors, for example a parcel service provider, who also uses the personal data exclusively for internal use attributable to the controller.

When you contact us (e.g., via the contact form), personal data is collected. This data is stored and used exclusively for the purpose of responding to your request and the associated technical administration. The legal basis for the processing of the data is our legitimate interest in responding to your request in accordance with Art. 6 (1) lit. f) GDPR. If your contact has the purpose of concluding a contract, the additional legal basis for the processing is Art. 6 (1) lit. b) GDPR. Your data will be deleted after your request has been processed, which is the case when it can be concluded that the matter in question has been finally clarified and provided that no statutory or legal retention obligations prevent deletion.

By registering on the website of the controller, the IP address assigned by the Internet service provider (ISP) of the data subject, the date and the time of registration are also stored. This data is stored because it is the only way to prevent misuse of our services and, if necessary, to enable criminal offenses to be investigated. In this respect, the storage of this data is necessary to protect the controller. This data will not be passed on to third parties unless there is a legal or regulatory obligation to do so or the disclosure serves the purpose of criminal prosecution. The registration of the data subject by voluntarily providing personal data serves the purpose of enabling the controller to offer the data subject content or services which, due to their nature, can only be offered to registered users or those who explicitly request them. These persons are free to change the personal data provided at any time or to have it completely deleted from the controller's database.

The controller shall provide each data subject with information at any time upon request about which personal data is stored about the data subject. Furthermore, the controller shall correct or delete personal data at the request or upon notification of the data subject, provided that this does not conflict with any statutory or legal retention obligations. All employees of the controller are available to the data subject as contact persons in this regard. Please also refer to the descriptions of the Zendesk tool below.

10. Advertising communication via email, post, fax, or telephone

We process personal data for the purposes of advertising communication, which may take place via various channels, such as email, telephone, post, or fax, in accordance with legal requirements. Recipients have the right to revoke their consent at any time or to object to advertising communication at any time. After revocation or objection, we may store the data necessary to prove consent for up to three years on the basis of our legitimate interests before deleting it. The processing of this data is limited to the purpose of a possible defense against claims. An individual request for deletion is possible at any time, provided that the former existence of consent is confirmed at the same time.

In this context, we process the following types of data: inventory data (e.g., names, addresses), contact data (e.g., email, telephone numbers) for the purpose of direct marketing (e.g., by email or post), and our legal basis for this is your consent (Art. 6 (1) (a) GDPR) and legitimate interest (Art. 6 (1) (f) GDPR).

11. Reading Chrome bookmarks

If this functionality is available to you, you have the option of checking the bookmarks in your Chrome browser to see if there are any portals that could be connected via our application. This functionality must be actively initiated by you.

12. Recipients or categories of recipients

Depending on the purpose for which the personal data is collected, we transfer this data to the following recipients or categories of recipients, for example, or they are directly involved in the processing of personal data:

- Providers
- IT service providers
- Other recipients depending on the tools used

Insofar as links to websites of other providers are provided, this privacy policy does not apply to their content. We have no knowledge of and no influence over what data the operators of these sites may collect.

13. Third country transfers

If we transfer personal data to service providers outside the European Economic Area (EEA), the transfer will only take place if the third country has been confirmed by the EU Commission as having an adequate level of data protection or if other appropriate data protection guarantees (e.g., binding internal company data protection regulations or EU standard contractual clauses) are in place.

14. Definitions

This privacy policy is based on the terminology used by the European legislators and regulators when enacting the General Data Protection Regulation (GDPR). Our privacy policy is intended to be easy to read and understand for the general public as well as for our customers and business partners. To ensure this, we would like to explain the terms used in advance.

We use the following terms in this privacy policy, among others:

a) Personal data

"Personal data" is any information relating to an identified or identifiable natural person (hereinafter referred to as "data subject"). A natural person is considered identifiable if they can be identified directly or indirectly, in particular by association with an identifier such as a name, an identification number, location data, an online identifier, or one or more special characteristics that express the physical, physiological, genetic, psychological, economic, cultural, or social identity of that natural person.

b) Data subject

by the controller.

"Data subject" means any identified or identifiable natural person whose personal data is processed

c) Processing

"Processing" means any operation or set of operations which is performed on personal data or on sets of personal data, whether or not by automated means, such as collection, recording, organization, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, distribution or otherwise making available, alignment or combination, restriction, erasure or destruction.

d) Restriction of processing

"Restriction of processing" means the marking of stored personal data with the aim of limiting their processing in the future.

e) Profiling

"Profiling" means any form of automated processing of personal data consisting of the use of such personal data to evaluate certain personal aspects relating to a natural person, in particular to analyze or predict aspects concerning that natural person's performance at work, economic situation, health, personal preferences, interests, reliability, behavior, location, or movements.

f) Pseudonymization

"Pseudonymization" is the processing of personal data in such a manner that the personal data can no longer be attributed to a specific data subject without the use of additional information, provided that such additional information is kept separately and is subject to technical and organizational measures to ensure that the personal data is not attributed to an identified or identifiable natural person.

g) File system

"File system" means any structured collection of personal data accessible according to specific criteria, regardless of whether this collection is centralised, decentralised or organised according to functional or geographical criteria.

h) Controller or processor

"Controller" (or "controller") means the natural or legal person, public authority, agency, or other body which, alone or jointly with others, determines the purposes and means of the processing of personal data; where the purposes and means of such processing are determined by Union or Member State law, the controller or the specific criteria for its nomination may be provided for by Union or Member State law.

i) Processor

"Processor" means a natural or legal person, public authority, agency, or other body that processes personal data on behalf of the controller.

j) Recipient

"Recipient" means a natural or legal person, public authority, agency, or another body to which personal data are disclosed, whether a third party or not. However, public authorities which may receive personal data in the framework of a particular inquiry in accordance with Union or Member State law shall not be regarded as recipients.

k) Third party

"Third party" means any natural or legal person, public authority, agency, or body other than the data subject, controller, processor, and persons who, under the direct authority of the controller or processor, are authorized to process personal data.

l) Consent

"Consent" of the data subject means any freely given, specific, informed and unambiguous indication of the data subject's wishes by which he or she, by a statement or by a clear affirmative action, signifies agreement to the processing of personal data relating to him or her.

m) Company

"Company" means a natural or legal person engaged in economic activity, regardless of its legal form, including partnerships or associations that regularly engage in economic activity.

n) Group of companies

"Group of undertakings" means a group consisting of a controlling undertaking and its dependent undertakings.

15. Rights of the data subject

a) Right to confirmation

Every data subject has the right granted by the European legislator to obtain from the controller confirmation as to whether or not personal data concerning them are being processed. If a data subject wishes to exercise this right of confirmation, they may contact an employee of the controller at any time.

b) Right to information

Every data subject affected by the processing of personal data has the right granted by the European Directive and Regulation to obtain from the controller, at any time and free of charge, information about the personal data stored about them and a copy of this information. Furthermore, the European Directive and Regulation grants the data subject the right to obtain the following information:

- the purposes of the processing
- the categories of personal data being processed
- the recipients or categories of recipients to whom the personal data have been or will be disclosed, in particular recipients in third countries or international organizations
- if possible, the planned duration for which the personal data will be stored or, if this is not possible, the criteria for determining this duration
- the existence of a right to rectification or erasure of personal data concerning them or to restriction of processing by the controller or a right to object to such processing
- the existence of a right to lodge a complaint with a supervisory authority
- if the personal data is not collected from the data subject: any available information on the source of the data
- the existence of automated decision-making, including profiling, pursuant to Article 22(1) and (4) of the GDPR and, at least in those cases, meaningful information about the logic involved, as well as the significance and the envisaged consequences of such processing for the data subject
- Furthermore, the data subject has the right to obtain information as to whether personal data has been transferred to a third country or to an international organization. If this is the case, the data subject also has the right to obtain information about the appropriate safeguards in connection with the transfer.

- If a data subject wishes to exercise this right of access, they may contact an employee of the controller at any time.

c) Right to rectification

Every person affected by the processing of personal data has the right granted by the European legislator to request the immediate rectification of inaccurate personal data concerning them.

Furthermore, the data subject has the right, taking into account the purposes of the processing, to request the completion of incomplete personal data, including by means of a supplementary statement. If a data subject wishes to exercise this right of rectification, they may contact an employee of the controller at any time.

d) Right to erasure (right to be forgotten)

Any person affected by the processing of personal data has the right granted by the European legislator to request the controller to erase personal data concerning them without undue delay, provided that one of the following reasons applies and insofar as the processing is not necessary:

- The personal data has been collected or otherwise processed for purposes for which it is no longer necessary.
- The data subject withdraws their consent on which the processing was based in accordance with Art. 6 (1) (a) GDPR or Art. 9 (2) (a) GDPR, and there is no other legal basis for the processing.
- The data subject objects to the processing pursuant to Art. 21 (1) GDPR and there are no overriding legitimate grounds for the processing, or the data subject objects to the processing pursuant to Art. 21 (2) GDPR.
- The personal data has been processed unlawfully.
- The erasure of the personal data is necessary for compliance with a legal obligation under Union or Member State law to which the controller is subject.
- The personal data has been collected in relation to information society services offered pursuant to Art. 8 (1) GDPR.

If one of the above reasons applies and a data subject wishes to have personal data stored by us deleted, they can contact an employee of the controller at any time. Our employee will ensure that the deletion request is complied with immediately.

If we have made the personal data public and we are obliged as the controller to delete the personal data in accordance with Art. 17 (1) GDPR, we shall take reasonable measures, including technical measures, taking into account the available technology and implementation costs, to inform other controllers who process the published personal data that the data subject has requested these other data controllers to delete all links to this personal data or copies or replications of this personal data, unless processing is necessary. Our employee will take the necessary steps in each individual case.

e) Right to restriction of processing

Any person affected by the processing of personal data has the right granted by the European legislator to request the controller to restrict processing if one of the following conditions is met:

- The accuracy of the personal data is contested by the data subject, for a period enabling the controller to verify the accuracy of the personal data.
- The processing is unlawful, the data subject refuses to have the personal data deleted and instead requests the restriction of the use of the personal data.
- The controller no longer needs the personal data for the purposes of the processing, but the data subject needs it for the establishment, exercise, or defense of legal claims.

- The data subject has objected to the processing pursuant to Art. 21 (1) GDPR and it is not yet clear whether the legitimate reasons of the controller outweigh those of the data subject.

If one of the above conditions is met and a data subject wishes to request the restriction of personal data stored by us, they may contact an employee of the controller at any time. The employee will arrange for the processing to be restricted.

f) Right to data portability

Every person affected by the processing of personal data has the right granted by the European legislator to receive the personal data concerning them, which they have provided to a controller, in a structured, commonly used, and machine-readable format. They also have the right to transmit this data to another controller without hindrance from the controller to whom the personal data was provided, provided that the processing is based on consent pursuant to Art. 6 (1) (a) GDPR or Art.

9(2)(a) GDPR or on a contract pursuant to Art. 6(1)(b) GDPR and the processing is carried out using automated means, unless the processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller.

Furthermore, when exercising their right to data portability pursuant to Art. 20 (1) GDPR, the data subject has the right to have the personal data transmitted directly from one controller to another controller, where technically feasible and provided that this does not adversely affect the rights and freedoms of others. To assert the right to data portability, the data subject may contact one of our employees at any time using the contact details provided above.

g) Right to object

Any person affected by the processing of personal data has the right granted by the European legislator to object at any time, on grounds relating to their particular situation, to the processing of personal data concerning them which is carried out on the basis of Article 6(1)(e) or (f) GDPR. This also applies to profiling based on these provisions. In the event of an objection, we will no longer process the personal data unless we can demonstrate compelling legitimate grounds for the processing that override the interests, rights, and freedoms of the data subject, or the processing serves to assert, exercise, or defend legal claims. If we process personal data for direct marketing purposes, the data subject has the right to object at any time to the processing of personal data for such marketing purposes. This also applies to profiling insofar as it is related to such direct marketing. If the data subject objects to us processing their data for direct marketing purposes, we will no longer process the personal data for these purposes. In addition, the data subject has the right to object, on grounds relating to their particular situation, to the processing of personal data concerning them which is carried out by us for scientific or historical research purposes or for statistical purposes in accordance with Art. 89 (1) GDPR, unless such processing is necessary for the performance of a task carried out in the public interest. To exercise the right to object, the data subject may contact one of our employees directly. The data subject is also free to exercise their right to object in relation to the use of information society services, notwithstanding Directive 2002/58/EC, by means of automated procedures using technical specifications.

h) Automated individual decision-making, including profiling

Any person affected by the processing of personal data has the right granted by the European legislator not to be subject to a decision based solely on automated processing, including profiling, which produces legal effects concerning them or similarly significantly affects them, unless the decision

(1) is not necessary for entering into, or performance of, a contract between the data subject and the controller, or

(2) is authorized by Union or Member State law to which the controller is subject and that law provides for appropriate measures to safeguard the data subject's rights and freedoms and legitimate interests, or
(3) is made with the explicit consent of the data subject.

If the decision is

(1) necessary for the conclusion or performance of a contract between the data subject and the controller, or

(2) is based on the data subject's explicit consent, we take appropriate measures to safeguard the rights and freedoms and legitimate interests of the data subject, which include at least the right to obtain human intervention on the part of the controller, to express his or her point of view and to contest the decision. If the data subject wishes to assert rights in relation to automated decisions, they may contact an employee of the controller at any time.

i) Right to withdraw consent under data protection law

Every person affected by the processing of personal data has the right, granted by the European legislator, to withdraw consent to the processing of personal data at any time.

If the data subject wishes to exercise their right to withdraw consent, they may contact an employee of the controller at any time.

j) Right to lodge a complaint with the data protection supervisory authority

If you believe that the processing of your personal data violates the GDPR, you have the option of lodging a complaint with the above-mentioned data protection officer or a data protection supervisory authority in accordance with Art. 77 GDPR.

The data protection supervisory authority responsible for us is:

The Hessian Commissioner for Data Protection and Freedom of Information

P.O. Box 3163

65021 Wiesbaden

However, our data protection officer is also available to assist you at the contact details listed in section 2.

16. Cookies

Our websites, apps, and other services may use cookies. Cookies are text files that are stored on an information technology system (e.g., computer, notebook, smartphone, tablet) via an Internet browser.

Numerous websites and servers use cookies. Many cookies contain a so-called cookie ID. A cookie ID is a unique identifier for the cookie. It consists of a string of characters that allows websites and servers to be assigned to the specific internet browser in which the cookie was stored. This enables the visited websites and servers, apps used, or other services to distinguish the individual browser of the person concerned from other Internet browsers that contain other cookies. A specific Internet browser can be recognized and identified via the unique cookie ID.

By using cookies, we can provide users of our services with more user-friendly services that would not be possible without the use of cookies.

Cookies enable us to optimize the information and offers on our services for the benefit of the user. As already mentioned, cookies enable us to recognize the users of our websites, apps, or other services. The purpose of this recognition is to make it easier for users to use our services. For example, users of a service that uses cookies do not have to check the cookie banner and make a selection every time they visit the site, or re-enter their login details on the website, because this is taken care of by the website and the

cookie stored on the user's computer system. Another example is the cookie for a shopping cart in an online shop. This allows the online shop to remember the items that a customer has placed in their virtual shopping cart via a cookie.

The data subject can prevent the setting of cookies by our services at any time by means of a corresponding setting in the Internet browser used and thus permanently object to the setting of cookies. Furthermore, cookies that have already been set can be deleted at any time via an Internet browser or other software programs. This is possible in all common Internet browsers. If the data subject deactivates the setting of cookies in the Internet browser used, not all functions of our services may be fully usable.

17. Use and application of additional applications, plugins, and tools / Consent

As you know from our entire offering, we want to provide you with the best possible service. That is why we have integrated various applications, plugins, and tools (hereinafter: "tools") into our services. Depending on their function, these can, for example, optimize the loading times of our application, simplify its use, help us improve our offering, or increase security. In the settings, you can make various adjustments to the type of data we process and how we process it. We explain the specific details of the tools used below.

Privacy policy on the use of AWS

We have integrated the third-party provider AWS to provide our services. AWS is operated by Amazon Web Services, Inc., headquartered at 410 Terry Avenue North, Seattle, WA 98109-5210, USA. AWS is a cloud storage service that enables us to securely store and access files and data in the cloud. By integrating AWS, we can optimize the loading times of our services, ensure scalability, and guarantee reliable data storage. Within the scope of these functions, personal data such as IP addresses, usage data, and metadata may be transferred and stored. We only process personal data for as long as necessary. Once the purpose of data processing has been fulfilled, the data is blocked and deleted in accordance with the standards of the local deletion concept, unless legal regulations prevent deletion. If a cookie is set for you, it will be automatically deleted after the storage period has expired, unless you have already deleted it yourself before the end of this period.

Purposes of processing

AWS is suitable for us to use as a reliable and scalable data storage solution for our website, apps, and functionalities. By using AWS, we can ensure that our data is available at all times and that high performance is guaranteed.

Legal basis

We require your consent to use the tool, which constitutes the legal basis pursuant to Section 25 (1) TDDD and Art. 6 (1) lit. a) GDPR (consent). We obtain this consent through our consent tool described above and also document it here.

We also have a legitimate interest in optimizing our online service, which is why we refer to Art. 6 (1) (f) GDPR (legitimate interest). Further information on the processing of personal data can be found in the Amazon Web Services privacy policy: <https://aws.amazon.com/de/privacy/>

Right to object

In principle, you always have the option of managing the setting, administration, and deletion of cookies in your browser according to your preferences and knowledge. For example, if you do not want this tool to set cookies and collect information about you and, if applicable, your behavior, you can deactivate the setting of cookies in your browser settings at any time. However, in individual cases, this may mean that

various functions (such as country selection or shopping carts) on the websites you visit may no longer work as you wish.

Privacy policy on the use of Cloudflare

We have integrated the Cloudflare content delivery network (CDN) to provide our services. Cloudflare is operated by Cloudflare, Inc., 101 Townsend St., San Francisco, CA 94107, USA. Cloudflare is a service that reduces the loading times of websites, apps, and other technical services.

This allows them to load quickly and optimally, even during high traffic peaks. At the same time, Cloudflare protects its users' websites, apps, and other technical services with an additional firewall and DDOS protection. In order for Cloudflare to be provided, personal data may be sent from your browser to the service. This gives the provider the opportunity to collect and store user data, such as your IP address, browser version, browser type, or the date of your visit to the site. According to its own information, Cloudflare processes the data in compliance with the law, including the GDPR. Third-party providers with whom Cloudflare works may only process personal data under the direction of Cloudflare and in accordance with the privacy policy and other confidentiality and security measures. Cloudflare never shares personal data without our express consent. We only process personal data for as long as necessary. Once the purpose of data processing has been fulfilled, the data is blocked and deleted in accordance with the standards of the local deletion concept, unless legal regulations prevent deletion. If a cookie is set for you, it will be automatically deleted after the storage period has expired, unless you have already deleted it yourself before the end of this period.

Purposes of processing

Cloudflare is suitable for us to provide you with a well-functioning experience on our websites, apps, and other technical services. With the help of Cloudflare, these can be loaded much faster, and at the same time, Cloudflare increases our security against threats.

Legal basis

We require your consent to use the tool, which constitutes the legal basis under Section 25 (1) TDDG and Art. 6 (1) lit. a) GDPR (consent). We obtain this consent through our consent tool described above and also document it here.

We also have a legitimate interest in optimizing our online service and making it more secure, which is why we refer to Art. 6 (1) lit. f) GDPR (legitimate interest). For more information on the handling of personal data, please refer to Cloudflare's privacy policy:

<https://www.cloudflare.com/dede/privacypolicy/>

Right to object

In principle, you always have the option of managing the setting, administration, and deletion of cookies in your browser according to your preferences and knowledge. For example, if you do not want this tool to set cookies and collect information about you and, if applicable, your behavior, you can deactivate the setting of cookies in your browser settings at any time. However, in individual cases, this may mean that various functions (such as shopping carts) on the websites you visit may no longer work as you wish.

Privacy policy on the use of Zendesk

We have integrated the third-party provider Zendesk into our website. Zendesk is operated by Zendesk Inc., 989 Market Street, San Francisco, CA 94103, USA. Zendesk offers solutions for customer service, support ticket systems, and communication management to enable efficient and structured processing of

customer inquiries. Personal data such as name, email address, telephone number, and, if applicable, the content of the inquiry are processed. This data is used to process and respond to inquiries, improve customer interactions, and analyze and optimize customer service processes. We only process personal data for as long as necessary. Once the purpose of the data processing has been fulfilled, the data is blocked and deleted in accordance with the standards of the local deletion concept, unless legal regulations prevent deletion. If a cookie is set for you in this process, it will be automatically deleted after the storage period has expired, unless you have already deleted it yourself before the end of this period.

Purposes of processing

The third-party provider or third-party product Zendesk is suitable for us to ensure reliable and efficient processing of customer inquiries. By using Zendesk, we can create a central platform for managing and organizing support tickets, optimize communication with our customers, and increase user satisfaction. Zendesk helps us process inquiries faster and offer personalized customer service.

Legal basis

We require your consent to use the tool, which constitutes the legal basis pursuant to Section 25 (1) TDDDG and Art. 6 (1) lit. a) GDPR (consent). We obtain this consent through our consent tool described above and also document it here. We also have a legitimate interest in optimizing our online service, which is why we refer to Art. 6 (1) (f) GDPR (legitimate interest).

Nevertheless, we only use this tool if you have given us your consent to do so. Data transfer to the USA is based on the standard contractual clauses of the EU Commission. Details can be found here: https://eur-lex.europa.eu/eli/dec_impl/2021/914/oj?locale=de. For more information on the handling of personal data, please refer to Zendesk's privacy policy:

<https://www.zendesk.de/company/agreements-and-terms/privacy-notice/>.

Right to object

In principle, you always have the option of managing the setting, administration, and deletion of cookies in your browser according to your preferences and knowledge. For example, if you do not want this tool to set cookies and collect information about you and, if applicable, your behavior, you can deactivate the setting of cookies in your browser settings at any time. However, in individual cases, this may mean that various functions (such as shopping carts) on the websites you visit may no longer work as you wish.

Privacy policy on the use of Datadog

We have integrated the third-party provider Datadog into our website. Datadog is operated by Datadog, Inc., 620 8th Avenue, 45th Floor, New York, NY 10018, USA. Datadog is a monitoring and security platform for cloud applications that is used to monitor the performance of IT systems, analyze errors, and ensure security. As part of the integration of Datadog, personal data such as IP addresses, usage behavior, device type, operating system, browser version, and geographic locations may be processed. This information is used to analyze website usage, improve functionality, and identify security issues. Datadog also uses cookies to track user activity and ensure the quality of its services.

We only process personal data for as long as necessary. Once the purpose of data processing has been fulfilled, the data is blocked and deleted in accordance with the standards of the local deletion concept, unless legal regulations prevent deletion. If sets a cookie on your device, it will be automatically deleted after the storage period has expired, unless you have already deleted it yourself before the end of this period.

Purpose of processing

The third-party product Datadog is suitable for us to monitor and improve the performance and security of our IT infrastructure. It helps us to detect system failures and security issues at an early stage, ensure a stable user experience, and increase the efficiency of our online services.

Legal basis

We require your consent to use the tool, which constitutes the legal basis pursuant to Section 25 (1) TDDDGD and Art. 6 (1) lit. a) GDPR (consent). We obtain this consent through our consent tool described which is why we refer to Art. 6 (1) (f) GDPR (legitimate interest).

Nevertheless, we only use this tool if you have given us your consent to do so. Data transfer to the USA is based on the standard contractual clauses of the EU Commission. Details can be found here: https://eur-lex.europa.eu/eli/dec_impl/2021/914/oj?locale=de. For more information on the handling of personal data, please refer to Datadog's privacy policy:

<https://www.datadoghq.com/legal/privacy/>.

Right to object

In principle, you always have the option of managing the setting, administration, and deletion of cookies in your browser according to your preferences and knowledge. For example, if you do not want this tool to set cookies and collect information about you and, if applicable, your behavior, you can deactivate the setting of cookies in your browser settings at any time. However, in individual cases, this may mean that various functions (such as shopping carts) on the websites you visit may no longer work as you wish.

As of: October 2, 2025