

Data protection

Name and contact of the controller pursuant to Article 4(7) GDPR

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Data protection officer

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Security and protection of your personal data

We consider it our primary task to safeguard the confidentiality of the personal data you provide and protect it from unauthorised access. We therefore apply the utmost care and state of the art security standards to ensure maximum protection of your personal data.

As a company under private law, we are subject to the provisions of the European General Data Protection Regulation (GDPR) and the German Federal Data Protection Act ("Bundesdatenschutzgesetz", BDSG). We have taken technical and organisational measures to ensure that these data protection regulations are observed both by us and by our external service providers.

Definitions

The legislator requires that personal data be processed in a lawful manner, in good faith and in a manner that is comprehensible to the data subject concerned ("lawfulness, processing in good faith, transparency"). In order to ensure this, we have provided an explanation below of specific legal terms which are also used in this Privacy Policy:

1. Personal data

"Personal data" means any information relating to an identified or identifiable natural person ("data subject"); an identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person.

2. 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, organisation, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction.

3. Restriction of processing

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

4. Profiling

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

5. Pseudonymisation

"Pseudonymisation" means 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 organisational measures to ensure that the personal data are not attributed to an identified or identifiable natural person.

6. Filing system

"Filing system" means any structured set of personal data which are accessible according to specific criteria, whether centralised, decentralised or dispersed on a functional or geographical basis.

7. Controller

"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.

8. Processor

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

9. Recipient

"Recipient" means a natural or legal person, public authority, agency or another body, to which the 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; the processing of those data by those public authorities shall be in compliance with the applicable data protection rules according to the purposes of the processing.

10. Third party

"Third party" means a 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 authorised to process personal data.

11. 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.

Lawfulness of processing

The processing of personal data shall be lawful only if and to the extent that there is a legal basis for doing so. Pursuant to points (a) - (f) of Article 6(1) GDPR, the legal basis for processing may be as follows:

- a. the data subject has given consent to the processing of his or her personal data for one or more specific purposes;
- b. processing is necessary for the performance of a contract to which the data subject is party or in order to take steps at the request of the data subject prior to entering into a contract;
- c. processing is necessary for compliance with a legal obligation to which the controller is subject;
- d. processing is necessary in order to protect the vital interests of the data subject or of another natural person;
- e. 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;
- f. processing is necessary for the purposes of the legitimate interests pursued by the controller or by a third party, except where such interests are overridden by the interests or fundamental rights and freedoms of the data subject which require protection of personal data, in particular where the data subject is a child.

Information about the collection of personal data

(1) In the following we provide information about the collection of personal data when you use our website. Personal data includes names, addresses, email addresses, user behaviour, etc.

(2) If you contact us by email or via a contact form, the data you provide (your email address and, if applicable, your name and your telephone number) will be stored by us in order to answer your questions. We delete the data arising in this context once it no longer needs to be stored, or processing is restricted if statutory retention obligations exist.

Collection of personal data when you visit our website

When using the website for information purposes only, i.e. if you do not register or otherwise provide us with information, we only collect the personal data that your browser transmits to our server. If you wish to view our website, we collect the following data, which is technically necessary for us to display our website to you as well as guarantee stability and security (the legal basis for this is point (f), sentence 1 of Article 6(1) GDPR):

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

Use of cookies

(1) In addition to the aforementioned data, cookies are stored on your computer when you use our website. Cookies are small text files that are stored on your hard disk according to the browser you use and through which certain information flows to the place that sets the cookie. Cookies cannot run programs or transmit viruses to your computer. They serve to make the website more user friendly and effective overall.

(2) This website uses the following types of cookies, the scope and function of which are explained below:

- Transient cookies (see a.)
- Persistent cookies (see b.)

a. Transient cookies are automatically deleted when you close your browser. This includes session cookies in particular. These store a "session ID", with which different requests from your browser can be associated with the common session. This will allow your computer to be recognised when you return to our website. Session cookies are deleted when you log out or close your browser.

- b. Persistent cookies are automatically deleted after a specified period, which may vary depending on the cookie. You can delete cookies at any time in the security settings of your browser.
- c. You can configure your browser settings according to your preferences and refuse the acceptance of third party cookies or all cookies, for example. "Third party cookies" are cookies set by a third party, therefore not by the actual website you are currently visiting. Please note that you may not be able to use all functions of this website if you disable cookies.

Further functions and features of our website

- (1) In addition to the purely informational use of our website, we offer various services which you can use if you wish. As a rule, you must provide further personal data for this, which we use to provide the respective service and to which the aforementioned data processing principles apply.
- (2) In some cases, we use external service providers to process your data. They have been carefully selected and commissioned by us, are bound by our instructions and are subject to regular checks.
- (3) Furthermore, we may pass on your personal data to third parties if we offer participation in promotions, competitions, conclusion of contracts or similar services in conjunction with partners. More information can be obtained by providing your personal data, or see the description of the offering below.
- (4) If our service providers or partners are based in a country outside the European Economic Area (EEA), we will inform you of the consequences of this circumstance in the description of the offering.

Children

Our offering is fundamentally intended for adults. People under the age of 18 should not transmit any personal data to us without the consent of their parents or legal guardians.

Rights of the data subject

(1) Revocation of consent

Where the processing of personal data is based on giving consent, you have the right to revoke your consent at any time. The revocation of consent shall not affect

the legality of processing carried out between the giving of consent and revocation. You can contact us at any time to exercise your right of revocation.

(2) Right to confirmation

You shall have the right to obtain from the controller confirmation as to whether we are processing personal data concerning you. You can request confirmation at any time using the contact details above.

(3) Right of access

If personal data are processed, you can request information about this personal data and about the following information at any time:

- a. the purposes of the processing;
- b. the categories of personal data concerned;
- c. the recipients or categories of recipient to whom the personal data have been or will be disclosed, in particular recipients in third countries or international organisations;
- d. where possible, the envisaged period for which the personal data will be stored, or, if not possible, the criteria used to determine that period;
- e. the existence of the right to request from the controller rectification or erasure of personal data or restriction of processing of personal data concerning the data subject or to object to such processing;
- f. the right to lodge a complaint with a supervisory authority;
- g. where the personal data are not collected from the data subject, any available information as to their source;
- h. the existence of automated decision-making, including profiling, referred to in Article 22(1) and (4) 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.

Where personal data are transferred to a third country or to an international organisation, you shall have the right to be informed of the appropriate safeguards pursuant to Article 46 GDPR relating to the transfer. We shall provide a copy of the personal data undergoing processing. For any further copies requested by you, we may charge a reasonable fee based on administrative costs. Where you make the request by electronic means, and unless otherwise requested by you, the information shall be provided in a commonly used electronic form. The right to obtain a copy referred to in paragraph 3 shall not adversely affect the rights and freedoms of others.

(4) Right to rectification

You shall have the right to obtain from us without undue delay the rectification of inaccurate personal data concerning yourself. Taking into account the purposes of the processing, you shall have the right to have incomplete personal data completed, including by means of providing a supplementary statement.

(5) Right to erasure ("right to be forgotten")

You shall have the right to obtain from the controller the erasure of personal data concerning yourself without undue delay and the controller shall have the obligation to erase personal data without undue delay where one of the following grounds applies:

- a. the personal data are no longer necessary in relation to the purposes for which they were collected or otherwise processed;
- b. the data subject withdraws consent on which the processing is based according to point (a) of Article 6(1), or point (a) of Article 9(2) GDPR, and where there is no other legal ground for the processing;
- c. the data subject objects to the processing pursuant to Article 21(1) GDPR and there are no overriding legitimate grounds for the processing, or the data subject objects to the processing pursuant to Article 21(2) GDPR;
- d. the personal data have been unlawfully processed;
- e. the personal data have to be erased for compliance with a legal obligation in Union or Member State law to which the controller is subject;
- f. the personal data have been collected in relation to the offer of information society services referred to in Article 8(1) GDPR.

Where the controller has made the personal data public and is obliged pursuant to paragraph 1 to erase the personal data, the controller, taking account of available technology and the cost of implementation, shall take reasonable steps, including technical measures, to inform controllers which are processing the personal data that the data subject has requested the erasure by such controllers of any links to, or copy or replication of, those personal data.

The right to erasure ("right to be forgotten") shall not apply to the extent that processing is necessary:

- for exercising the right of freedom of expression and information;
- for compliance with a legal obligation which requires processing by Union or Member State law to which the controller is subject or for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller;
- for reasons of public interest in the area of public health in accordance with points (h) and (i) of Article 9(2) as well as Article 9(3) GDPR;
- for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes in accordance with Article 89(1) GDPR in so far as the right referred to in paragraph 1 is likely to render impossible or seriously impair the achievement of the objectives of that processing; or □
for the establishment, exercise or defence of legal claims.

(6) Right to restriction of processing

You shall have the right to obtain from us restriction of processing of your personal data where one of the following applies:

- a. 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;
- b. the processing is unlawful and the data subject opposes the erasure of the personal data and requests the restriction of their use instead;
- c. the controller no longer needs the personal data for the purposes of the processing, but they are required by the data subject for the establishment, exercise or defence of legal claims; or
- d. the data subject has objected to processing pursuant to Article 21(1) GDPR pending the verification whether the legitimate grounds of the controller override those of the data subject.

Where processing has been restricted pursuant to the aforementioned requirements, such personal data shall, with the exception of storage, only be processed with the data subject's consent or for the establishment, exercise or defence of legal claims or for the protection of the rights of another natural or legal person or for reasons of important public interest of the Union or of a Member State.

In order to exercise the right to restriction of processing, the data subject may contact us at any time using the contact details provided above.

(7) Right to data portability

You shall have the right to receive the personal data concerning yourself, which you have provided to us, in a structured, commonly used and machine-readable format and have the right to transmit those data to another controller without hindrance from the controller to which the personal data have been provided, where:

- a. the processing is based on consent pursuant to point (a) of Article 6(1) or point (a) of Article 9(2) or on a contract pursuant to point (b) of Article 6(1) GDPR; and
- b. the processing is carried out by automated means.

In exercising your right to data portability subject to paragraph 1, you shall have the right to have the personal data transmitted directly from one controller to another, where technically feasible. The exercise of the right to data portability shall be without prejudice to the right to erasure ("right to be forgotten"). That right shall not apply to processing necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller.

(8) Right to object

You shall have the right to object, on grounds relating to your particular situation, at any time to processing of personal data concerning yourself which is based on point (e) or (f) of Article 6(1) GDPR, including profiling based on those provisions. The controller shall no longer process the personal data unless the controller demonstrates compelling legitimate grounds for the processing which override the interests, rights and freedoms of the data subject or for the establishment, exercise or defence of legal claims.

Where personal data are processed for direct marketing purposes, you shall have the right to object at any time to processing of personal data concerning yourself for such marketing, which includes profiling to the extent that it is related to such direct marketing. Where you object to processing for direct marketing purposes, the personal data shall no longer be processed for such purposes.

In the context of the use of information society services, and notwithstanding Directive 2002/58/EC, you may exercise your right to object by automated means using technical specifications.

Where personal data are processed for scientific or historical research purposes or statistical purposes pursuant to Article 89(1), you, on grounds relating to your particular situation, shall have the right to object to processing of personal data concerning yourself, unless the processing is necessary for the performance of a task carried out for reasons of public interest.

You can exercise your right to object at any time by contacting the relevant controller.

(9) Automated individual decision-making, including profiling

You shall have the right not to be subject to a decision based solely on automated processing, including profiling, which produces legal effects concerning yourself or similarly significantly affects you. This shall not apply if the decision:

- a. is necessary for entering into, or performance of, a contract between the data subject and a data controller;
- b. is authorised by Union or Member State law to which the controller is subject and which also lays down suitable measures to safeguard the data subject's rights and freedoms and legitimate interests; or
- c. is based on the data subject's explicit consent.

The data controller shall implement suitable measures to safeguard the data subject's rights and freedoms and legitimate interests, 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.

The data subject can exercise this right at any time by contacting the relevant controller.

(10) Right to lodge a complaint with a supervisory authority

Furthermore, without prejudice to any other administrative or judicial remedy, you shall have the right to lodge a complaint with a supervisory authority, in particular in the Member State of your habitual residence, place of work or place of the alleged infringement if you consider that the processing of personal data relating to yourself infringes this Regulation.

(11) Right to an effective judicial remedy

Without prejudice to any available administrative or non-judicial remedy, including the right to lodge a complaint with a supervisory authority pursuant to Article 77 GDPR, you shall have the right to an effective judicial remedy where you consider that your rights under this Regulation have been infringed as a result of the processing of your personal data in non-compliance with this Regulation.

Integration of Google Maps

- (1) We use Google Maps on this website to visually display geographic information and create directions. Google Maps is a map service operated by Google Ireland Limited, Google Building Gordon House, 4 Barrow Street, Dublin, D04 E5W5, Ireland ("Google").
- (2) When you use Google Maps, Google collects information about your use of the Google Maps functions, including your IP address. We cannot exclude the possibility that the information collected may also be transmitted to and stored on a Google server in a third country, in particular on a server of Google's parent company, Google LLC, based in 1600 Amphitheatre Parkway, Mountain View, California, USA. Google LLC is certified under the "EU-US Privacy Shield" (available at <https://www.privacyshield.gov/list> under the search term "Google"). The "Privacy Shield" is an agreement between the European Union (EU) and the USA that is intended to ensure compliance with European data protection standards in the USA.
- (3) If you are signed in to your Google Account, Google may add the information processed to your account and treat it as personal information, depending on your account preferences, see in particular <https://www.google.de/policies/privacy/partners/> .

You have the option to disable the Google Maps service and thus prevent the transfer of data to Google by deactivating JavaScript in your browser. However, we would like to point out that in this case you will not be able to use the map display.

(4) Enabling visual representation constitutes a legitimate interest within the meaning of the relevant legal basis of Art. 6 para. 1 lit. f DSGVO.

Further information on the terms of use of Google Maps and data processing by Google can be found on Google's website, for example at:

- https://www.google.com/intl/de_en/help/terms_maps.html (Terms of use for Google Maps)
- <https://policies.google.com/privacy> (Privacy policy of Google)

Use of YouTube

We have embedded videos from YouTube (YouTube, LLC, 901 Cherry Ave., San Bruno, CA 94066, USA) in "extended privacy mode" on our website. When you view the video, your IP address is forwarded to YouTube's servers. YouTube is thus informed that our website has been visited with your IP address. If you are also logged in to YouTube with the browser you use for this page, the name of the account will also be forwarded. This enables YouTube to assign the visit to this website to your user account. We are not aware of the information collected in this way and how it is used.

YouTube LLC, a subsidiary of Google LLC, headquartered in 1600 Amphitheatre Parkway, Mountain View, California, USA, is certified under the "EU-US Privacy Shield" (available at <https://www.privacyshield.gov/list> under the search term "Google"). The "Privacy Shield" is an agreement between the European Union (EU) and the USA that is intended to ensure compliance with European data protection standards in the USA.

If you're signed in to your YouTube or Google Account, Google may add the processed information to your account and treat it as personal information, depending on your account preferences, in particular <https://www.google.de/policies/privacy/partners/>.

We embed YouTube so that you can watch videos directly on our website. By including external videos, we relieve our servers and can use resources for other purposes, which can increase the stability of our servers, among other things. This represents a legitimate interest within the meaning of the relevant legal basis of Art. 6 para. 1 lit. f DSGVO.

Further information on data processing by Google can be found at <https://policies.google.com/privacy>.

Use of Google Web Fonts

We use web fonts, a service operated by Google Ireland Limited, Google Building Gordon House, 4 Barrow Street, Dublin, D04 E5W5, Ireland ("Google"), to display fonts in a consistent manner.

The integration of the Web Fonts takes place via an interface ("API") to the Google services. For this purpose, the browser you are using must connect to Google's servers. This will enable Google to know that your IP address has been used to access our website.

It cannot be excluded that the information collected may also be transmitted to and stored on a Google server in a third country, in particular on a server of Google's parent company, Google LLC, located at 1600 Amphitheatre Parkway, Mountain View, California, USA. Google LLC is certified under the "EU-US Privacy Shield" (available at <https://www.privacyshield.gov/list> under the search term "Google"). The "Privacy Shield" is an agreement between the European Union (EU) and the USA that is intended to ensure compliance with European data protection standards in the USA.

If you're signed in to your Google Account, Google may add the information processed to your account depending on your account preferences and treat it as personally identifiable information, including but not limited to <https://www.google.de/policies/privacy/partners/>.

The use of Google Web Fonts is in the interest of a consistent and appealing presentation of our online services. This constitutes a legitimate interest within the meaning of the relevant legal basis of Art. 6 para. 1 lit. f DS-GVO.

Further information on data processing by Google can be found at:

- <https://developers.google.com/fonts/faq>

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

Use of Google Analytics

(1) This website uses Google Analytics, a web analysis service of Google Ireland Limited ("Google"). Google Analytics uses "cookies", which are text files stored on your computer to help the website analyse how you use the site. The information generated by the cookie about your use of this website is usually transferred to a Google server in the USA and stored there. However, if IP anonymisation is activated on this website, Google will first truncate your IP address within Member States of the European Union or in other states party to the Agreement on the European Economic Area. Only in exceptional cases will the full IP address be transmitted to a Google server in the USA and truncated there. On behalf of the

operator of this website, Google will use this information to evaluate your use of the website, to compile reports on website activity and to provide the website operator with further services associated with website and internet use.

(2) The IP address transmitted by your browser in relation to Google Analytics is not merged with other Google data.

(3) You can prevent the use of cookies by selecting the appropriate settings on your browser, however please note that if you do this you may not be able to use the full functionality of this website. You can also prevent Google from collecting and processing the data generated by the cookie and relating to your use of the website (including your IP address), by downloading and installing the browser plug-in available under the following link: tools.google.com/dlpage/gaoptout.

As an alternative to the browser add-on, in particular, in the case of browsers on mobile end devices, you can also prevent the collection of data by Google Analytics by clicking the following [link](#). An opt-out cookie will be placed which will prevent the future collection of your data when visiting this website. The opt-out cookie is only valid in that browser and only for our website and will be set on your device. If you delete the cookies in that browser, you must set the opt-out cookie again.

(4) This website uses Google Analytics with the extension "_anonymizeIp()". As a result, IP addresses are further processed in abbreviated form, which ensures that you cannot be personally identified. Where data collected about you would enable you to be personally identified, it will be excluded immediately and the personal data will be deleted immediately.

(5) We use Google Analytics to analyse and regularly improve the use of our website. Using these statistics, we can improve our offering and make it more interesting for you as a user. For the exceptional cases in which personal data are transferred to the USA, Google complies with the EU-US Privacy Shield, <https://www.privacyshield.gov/EU-US-Framework>. The legal basis for the use of Google Analytics is point (f), sentence 1 of Article 6, (1) GDPR.

(6) Information about the third party provider: Google Dublin, Google Ireland Ltd., Gordon House, Barrow Street, Dublin 4, Ireland, Fax: +353 (1) 436?1001. User conditions: <https://www.google.com/analytics/terms/gb.html>, overview of data protection: <https://support.google.com/analytics/answer/6004245?hl=en>, and privacy policy: <http://www.google.de/intl/de/policies/privacy>.

(7) This website also uses Google Analytics for cross-device analysis of visitor traffic that is carried out via a user ID. You can deactivate cross-device analysis of your usage in your customer account under "My data", "Personal data".