

Privacy Policy

Responsible for the processing of data is:

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Thank you for visiting our website. Protection of your privacy is very important to us. Below you will find extensive information about how we handle your data.

1. Access data and hosting

You may visit our website without revealing any personal information. With every visit on the website, the web server stores automatically only a so-called server log file which contains e.g. the name of the requested file, your IP address, the date and time of the request, the volume of data transferred and the requesting provider (access data), and documents the request.

These access data are analysed exclusively for the purpose of ensuring the smooth operation of the website and improving our offer. This serves according to Art. 6 (1) 1 lit f GDPR the protection of our legitimate interests in the proper presentation of our offer that are overriding in the process of balancing of interests. All access data are deleted no later than seven days after the end of your visit on our website.

Third-party hosting services

Data are also processed by a third-party provider that we have engaged to render hosting and website presentation services on our behalf. This provider processes on its servers all data that are collected in the manner specified below when you visit our website or fill in forms made available for this purpose in our website. Data are processed on other servers only in the scope described.

This service provider is based in an EU or EEA member state.

2. Data collection and use for processing the contract

We collect personal data that you voluntarily submit to us when you place an order or contact us (e.g. via contact form or by email). Mandatory fields are marked as such because we absolutely need those data to perform the contract or process your contact request and you would otherwise not be able to complete your order or send the contact request. It is evident in each input form what data are collected. We use the data that you disclose to us to perform the contract and process your enquiries according to Art. 6 (1) 1 lit. b) GDPR. As far as you have given your consent according to Art. 6 (1) 1 lit. a) GDPR by creating Your customer account, we use Your data for the purpose of opening the customer account. Upon completion of the contract or deletion of your customer account, any further processing of your data will be restricted, and your data will be deleted upon expiry of the retention period applicable under relevant regulations, unless you expressly consent to the further use of your data or we reserve the right to further use your personal data in the scope and manner permitted by law, of which we inform you in this notice. Your customer account can be deleted at any time. For this purpose you can either send a message to the contact option specified below or use the relevant function available in the customer account.

3. Transfer of data

Product registration

For the purposes of product registration, which is required to validate the guarantee and thus comply with contract, the following data will be saved by us: title, first name, last name, email address, smartphone brand, smartphone model and IMEI. The data you provide is required for verification of any guarantee claim you may make (see guarantee regulations). Without this data, any damage will not be covered by the guarantee. Your data will not be shared with any third party, except with: processing service partners for the purposes of verifying your product registration; processing service partners for the purposes of managing the guarantee in the event of damage; transport and despatch operators for delivery purposes in the event of damage; and our hosting and IT partners, who are responsible for the operation, support and administration of the website.

Product registration data will be saved until expiry of the guarantee period plus three months (820 days). Thereafter personal data will be anonymised.

Guarantee processing

For the purposes of guarantee processing (which is required for compliance with contract regarding guarantee claims), the following data will be saved by us: title, first name, last name, email address, smartphone brand, smartphone model and IMEI

and information on damage and cause thereof. The data you provide is required for verification of any guarantee claim you may make (see guarantee regulations). Without this data, any damage will not be covered by the guarantee. Your data will not be shared with any third party, except with: processing service partners for the purposes of verifying your guarantee claim; processing service partners for the purposes of processing the guarantee in the event of damage; shipping providers and despatch operators for delivery purposes in the event of damage; and our hosting and IT partners, who are responsible for the operation, support and administration of the website.

In the event of claim under guarantee, data will be saved until expiry of any claim plus three months (820 days from occurrence of guarantee event).

We disclose your data to the shipping company in the scope required for the delivery of the ordered goods according to Art. 6 (1) 1 lit. b GDPR.

Disclosure of data to a shipping provider

For the purposes of processing the guarantee in the event of damage, you have given your express consent to us doing so, we disclose your e-mail address and phone number to the selected shipping provider based on that consent according to Art. 6 (1) 1 lit. a GDPR, in order to enable the shipping provider to contact you to advise you of the delivery or agree with you the delivery details.

Data transfer for payment of the money back guarantee

If you use the 100 EUR Money Back Guarantee, payment will be processed through Skrill Ltd., Floor 27, 25 Canada Square, London, E14 5LQ, England, to whom we will transfer your e-mail as part of the money transfer process. The transfer of your data is exclusively for the purpose of money transfer with the payment service provider Skrill Ltd. To be eligible for withdrawal, you must subsequently register at Skrill.com (<https://www.skrill.com/en/footer/privacypolicy/>).

4. Email newsletter and postal advertisement

E-mail advertising if you subscribe to the newsletter

If you subscribe to our newsletter, we will regularly send you our e-mail newsletter based on your consent according to Art. 6 (1) 1 lit a GDPR, using the data required or disclosed by you separately for this purpose.

You may unsubscribe from the newsletter service at any time. For this purpose you can either send a message to the contact option specified below or use the opt-out link in the newsletter. Upon unsubscription, we will delete your email address unless you have expressly consented to the further use of your data or we reserve the right to further use your personal data in the scope and manner permitted by the law, of which we inform you in this notice.

The newsletter is sent to you by our service provider who processes data on our behalf and to whom we disclose your email address.

This service provider is based in an EU or EEA member state.

Postal advertising and your right to opt out

Unless you have not opted-out or you are a consumer who consumer has his habitual residence in Spain, we reserve the right to use your first and last name and your postal address for our advertising purposes, e.g. for sending interesting offers and information about our products by post. This serves the protection of our legitimate interests in promoting and advertising our products to customers according to Art. 6 (1) 1 lit. f GDPR that are overriding in the process of balancing of interests.

The advertisements are sent to you by our service provider who processes data on our behalf and to whom we disclose your data for this purpose.

You can opt out of the storage and use of your data for these purposes at any time by sending a message to the contact option specified below.

5. Cookies and web-analysis

To improve the user experience on our website and enable you to use its certain features in order to show suitable products or conduct market research, some pages of this website use the so-called cookies. This serves the protection of our legitimate interests in the optimised presentation of our offer according to Art. 6 (1) 1 lit a GDPR that are overriding in the process of balancing of interests. A cookie is a small text file which is stored automatically on your end device. Some of the cookies we use are deleted after you close the browser session, i.e. when you close the browser (that's the so-called session cookies). Other cookies are stored in your end-user device and enable us to recognise your browser when you visit us again (persistent cookies). To check the cookie storage period, you can use the Overview function in the cookie settings of your web browser. You can configure your browser for it to inform you whenever a page uses cookies and decide on a case-by-case basis whether to accept or reject the cookies on a given website or generally. Every browser has a different policy for managing the cookie settings. The browser's policy is described in the Help menu of every browser and explains how you can change your cookie settings. To find out how to change the settings in your browser, see the links below:

Internet Explorer™:

<https://support.microsoft.com/en-gb/help/17442/windows-internet-explorer-delete-manage-cookies>

Safari™: https://support.apple.com/kb/PH21411?locale=de_DE&viewlocale=en_US

Chrome™: <https://support.google.com/chrome/answer/95647?hl=en&hlrm=en>

Firefox™:

<https://support.mozilla.org/en-US/kb/enable-and-disable-cookies-website-preferences>

Opera™ : <http://help.opera.com/Windows/10.20/en/cookies.html>

Please note that disabling cookies may limit your access to some features of our website.

Using of Google (Universal) Analytics for web analytics

Insofar as you have given your consent according to Art. 6 (1) 1 lit a GDPR, this website uses Google (Universal) Analytics, a web analytics service provided by Google LLC (www.google.com) for the purpose of website analytics. Google (Universal) Analytics uses methods, like e.g. cookies, that enable an analysis of your use of the website. The information collected automatically by cookies about your use of this website are as a rule transmitted to and stored on a Google server in the United States. At the same time, as IP anonymisation is enabled on this website, the IP address will be shortened before being transmitted within the area of member states of the European Union or other parties to the Agreement on the European Economic Area. Only in exceptional cases, the full IP address will be sent to a Google server in the USA and shortened there. Generally, Google does not associate the anonymised IP address, transmitted from your browser through Google Analytics, with any other data held by Google.

Google LLC is headquartered in the USA and is certified to the EU-US-Privacy Shield. You will see the up-to-date certificate [here](#). Based on this agreement between the USA and the European Commission, the latter has recognised entities certified to the Privacy Shield as those ensuring an adequate level of data protection.

You may revoke your consent at any time with future effect by downloading and installing the browser plug that is available at the following link:
<http://tools.google.com/dlpage/gaoptout?hl=de>. This prevents the collection of data generated by the cookie and related to your use of the website (including your IP address) to Google and the processing of this data by Google.

Alternatively to the browser plugin, you may click **this link**, to prevent Google Analytics from recording your data on this website in the future. In this process, an opt-out cookie will be stored on your end-user device. If you clear your cookies, you will be asked to provide your consent again.

Google reCAPTCHA

To protect against misuse of our web forms and spam, we use the Google reCAPTCHA service of Google LLC, 1600 Amphitheatre Parkway, Mountain View, CA 94043, USA (hereinafter: Google) within the scope of some forms on this website. By checking a manual entry, this service prevents automated software (so-called bots) from carrying out abusive activities on the website. In accordance with Art. 6 para. 1 sentence 1 f GDPR, this serves to protect our legitimate interests in the protection of our website from misuse as well as in a trouble-free presentation of our online presence that are overriding in the balancing of interests.

Google reCAPTCHA uses a code integrated into the website, a so-called JavaScript, as part of the verification methods that enable an analysis of your use of the website, such as cookies. The automatically collected information about your use of this website including your IP address is usually transmitted to a Google server in the USA and stored there. In addition, other cookies stored by Google services in your browser are evaluated by Google reCAPTCHA.

No personal data is read out or saved from the input fields of the respective form.

Google is certified under the EU-US Privacy Shield. A current certificate can be viewed [here](#). As a result of this agreement between the US and the European Commission, the latter has established an adequate level of data protection for companies certified under the Privacy Shield.

You can prevent Google from collecting the data generated by the JavaScript or the cookie and relating to your use of the website (including your IP address) and from processing this data by preventing the execution of JavaScript or the setting of cookies in your browser settings. Please note that this may limit the functionality of our website for your use.

For more information about Google's privacy policy, click [here](#).

Google Fonts

This website contains the script code "Google Fonts" of Google LLC, 1600 Amphitheatre Parkway, Mountain View, CA 94043, USA (hereinafter: Google). This serves to protect our legitimate interests in a uniform presentation of the contents on our website in accordance with Art. 6 para. 1 lit. f) GDPR.

This will establish a connection between the browser you are using and Google's servers. This gives Google knowledge that our website has been accessed via your IP address.

Google is certified under the EU-US Privacy Shield. A current certificate can be viewed [here](#). As a result of this agreement between the US and the European Commission, the latter has established an adequate level of data protection for companies certified under the Privacy Shield.

Further information about data processing by Google can be found in **Google's privacy policy**.

Google Maps

This website uses "Google Maps", a service provided by Google Inc. (1600 Amphitheatre Parkway Mountain View, CA 94043, USA), in order to show where HIPROTEC stores are located. By using this website you declare your agreement that data that has been automatically gathered or inputted by you can be captured, processed and used by Google and any of its representatives or third parties.

Conditions of use for Google Maps can be found at
https://www.google.com/intl/en_en/help/terms_maps.html.

Our online presence on Facebook, Google, Instagram

Our presence on social networks and platforms serves a better, active communication with our customers and interested parties. We inform there about our products and current special offers.

When you visit our websites on social media, your data may be automatically collected and stored for market research and advertising purposes. So-called usage profiles are created from these data using pseudonyms. These can be used, for example, to place advertisements inside and outside the platforms that presumably correspond to your interests. For this purpose, cookies are usually used on your terminal. The visitor behaviour and the interests of the users are stored in these cookies. This serves in accordance with Art. 6 para. 1 lit. f GDPR to protect our legitimate interest in an optimised presentation of our offer and effective communication with customers and interested parties that are overriding in the balancing of interests. If you are asked by the respective social media platform operators for a consent into the data processing, e.g. with the help of a checkbox, the legal basis of data processing is Art. 6 para. 1 lit. f GDPR.

If the aforementioned social media platforms are headquartered in the USA, the following applies: The European Commission has adopted a decision on appropriateness for the USA. This goes back to the EU-US Privacy Shield. A current certificate for the respective company can be viewed [here](#)

For detailed information on the processing and use of the data by the providers on their pages as well as a contact option and your rights and setting options for the protection of your privacy, in particular opt-out options, please refer to the providers' data protection information linked below. If you still need help, you can contact us.

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

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

Instagram: <http://instagram.com/about/legal/privacy/>

6. Contact possibilities and your rights

Being the data subject, you have the following rights according to:

- art. 15 GDPR, the right to obtain information about your personal data which we process, within the scope described therein;
- art. 16 GDPR, the right to immediately demand rectification of incorrect or completion of your personal data stored by us;
- art. 17 GDPR, the right to request erasure of your personal data stored with us, unless further processing is required
- - to exercise the right of freedom of expression and information;
- - or compliance with a legal obligation;

- - for reasons of public interest or
- - for establishing, exercising or defending legal claims;
- erforderlich ist;
- art. 18 GDPR, the right to request restriction of processing of your personal data, insofar as
 - - the accuracy of the data is contested by you;
 - - the processing is unlawful, but you refuse their erasure;
 - - we no longer need the data, but you need it to establish, exercise or defend legal claims, or
- - you have lodged an objection to the processing in accordance with art. 21 GDPR;
- art. 20 GDPR, the right to receive your personal data that you have provided to us in a structured, commonly used and machine-readable format or to request its transmission to another controller;
- art. 77 GDPR, the right to complain to a supervisory authority . As a rule, you can contact the supervisory authority at your habitual place of residence or workplace or at our company headquarters.

If you have any questions about how we collect, process or use your personal data, want to enquire about, correct, restrict or delete your data, or withdraw any consents you have given, or opt-out of any particular data use, please contact us directly using the contact data provided in our site notice.

Right to object

If we process personal data as described above to protect our legitimate interests that are overriding in the process of balancing of interests, you may object to such data processing with future effect. If your data are processed for direct marketing purposes, you may exercise this right at any time as described above. If your data are processed for other purposes, you have the right to object only on grounds relating to your particular situation.

After you have exercised your right to object, we will no longer process your personal data for such purposes unless we can demonstrate compelling legitimate grounds for the processing which override your interests, rights and freedoms or for the establishment, exercise or defence of legal claims.

This does not apply to the processing of personal data for direct marketing purposes. In such a case we will no longer process your personal data for such purposes.

Revisions to this policy

This data protection statement may be updated from time to time. It can at any time be accessed and printed out at <https://www.hiprotec.ch>. Amendments requiring our customers' permission will not come into effect until permission is obtained.

*The **Privacy Policy** has been prepared with the **Trusted Shops'** Legal Text Generator in cooperation with **Wilde Beuger Solmecke Rechtsanwälte**.*

This data protection statement is dated 08.11.2018.