

Privacy Policy

The following privacy policy applies to the use of our online home page offers <https://www.ibhsoftec.com/> (hereinafter referred to as "Website").

We attach great importance to privacy. The collection and processing of your personal data is carried out in compliance with the applicable data protection regulations, in particular the General Data Protection Regulation (GDPR).

1 Responsibility person

Responsible for the collection, processing and use of your personal data within the meaning Article 4 No.7 EU GDPR is:

Andreas Schulz

IBHsoftec GmbH, Turmstr. 77, 64760 Oberzent / Beerfelden

Tel. +49 6068 3001, Fax +49 6068 3074

info@ibhsoftec.com

If you wish to object to the collection, processing or use of your data by us in accordance with this Privacy Policy as a whole or for individual measures, you can address your objection to the person responsible.

You can save and print this privacy policy at any time.

2 General purposes of processing

Processing of personal data in connection with your use of our websites, applications and online platforms, data categories, purpose of processing and legal basis.

As part of your use of the IBHsoftec website, applications or online tools (each "IBHsoftec Online Offer"), IBHsoftec processes the following personal data:

Personal data that you enter during the IBHsoftec online service request (such as during registration, requests to contact us or in the context of participation in surveys, etc.), such as: First and surname, e-mail address, telephone number, information provided as part of a support request, comments or forum posts, and information that is automatically sent to us from your web browser or device, such as: their IP address, device type, browser type, previously visited website, visited subpages or date and time of the respective visitor request.

Your personal data is processed for the following purposes:

To enable you to use the services and features of the IBHsoftec Online Services to determine your identity and to enable user authentication to process your request and to enforce our Terms of Use, assert or defend legal claims, and fraudulent and similar Protect and stop actions, including attacks on our IT infrastructure.

The processing of personal data is necessary to achieve the stated purposes. Unless expressly stated otherwise in the collection of personal data, the legal basis for data processing is:

The performance and fulfillment of a contract with you (Article 6, EU GDPR „Lawfulness of processing" of the General Data Protection Regulation), the performance of legal obligations to which IBHsoftec is subject (Article 6 (1) (c) of the General Data Protection Regulation) or the preservation of legitimate interests of IBHsoftec (Article 6 (1) (f) of the General Data Protection Regulation).

The legitimate interest of IBHsoftec lies in the processing of your personal data for the purpose of offering and operating the IBHsoftec Online Offers.

In some cases, we expressly request your consent to the processing of your personal data.

In this case, the legal basis for the processing of personal data is the consent you have given (Article 6 (1) (a) of the General Data Protection Regulation).

3 What data we use and because

3.1 Hosting

We use hosting services to provide the following services: infrastructure and platform services, computing capacity, storage and database services, security and technical maintenance services we use to operate the site.

In doing so we, or our hosting provider, process stock data, contact data, content data, contract data, usage data, meta and communication data of customers, interested parties and visitors of this website based on our legitimate interests in an efficient and secure provision of our website in accordance with Article 6 paragraph 1 page 1 (f) GDPR in conjunction with Article 28 GDPR.

3.2 Access Data

We collect information about you if you use the website. We automatically collect information about your usage and interaction with us and register information about your computer or mobile device. We collect, store and use data about every access to our website (so-called server log files). Access data includes:

- Name and URL of the retrieved file
- Date and time of the call
- transferred amount of data
- message about successful retrieval (HTTP response code)
- browser type and browser version
- Operating system
- Referred URL (i.e. the previously visited page)
- Websites that are accessed by the user's system through our website
- Internet service provider of the user

We use this log data without assignment to you personally or other profiling for statistical evaluations for the operation, security and the optimization of our website, but also for the anonymous recording of the number of visitors to our website (traffic) and the extent and nature of the use of our website and services, as well as for billing purposes, to measure the number of clicks received from cooperation partners. Based on this information, we can provide personalized and location-based content, analyze traffic, troubleshoot and improve our services.

This is also our legitimate interest in accordance with Article 6 paragraph 1 page 1 (f) GDPR

We reserve the right to retrospectively review the log data if, on the basis of concrete evidence, there is a legitimate suspicion of unlawful use. We store IP addresses in the log files for a limited period of time, if this is necessary for security purposes or for the provision of services or the billing of a service, e.g. if you use one of our offers. After termination of the order process or after receipt of payment, we will delete the IP address if it is no longer required for security purposes. We store IP addresses even if we have a specific suspicion of a crime in connection with the use of our website. In addition, as part of your account, we save the date of your last visit (e.g., when registering, login, clicking links, etc.).

3.3 Cookies

We use “session cookies” to optimize our website. A session cookie is a small text file that is sent by the respective servers when visiting a website and then stored on your hard disk. This file as such contains a session ID, with which various requests from your browser can be assigned to the common shared session. This will allow your computer to be recognized when you return to our website. These cookies are deleted after you close your browser. These cookies are deleted after you close your browser. They for example are used that you can use the shopping cart feature across multiple pages. We also use a small amount of persistent cookies (also small text files stored on your device) that remain on your device and allow us to recognize your browser the next time you visit it. These cookies are stored on your hard drive and delete themselves after the given time. Their lifespan is 1 month to 10 years. This will enable us to present our offer in a more user-friendly, effective and secure way, and to show you, for example, information tailored to your interests on the page.

Our legitimate interest in the use of cookies in accordance with Article 6 paragraph 1 page 1 (f) GDPR is to make our website more user-friendly, effective and secure.

The cookies store about the following data and information:

- Log-in information
- Language settings
- entered search terms
- Information about the number of visits to our website and use of individual features of our website.

If the cookie is activated, it will be assigned an identification number and no assignment of your personal data to this identification number will be made. If the cookie is activated, it will be assigned an identification number and no assignment of your personal data to this identification number will be made. Your name, IP address or similar data that would allow

the cookie to be associated with you will not be included in the cookie. Based on the cookie technology, we only receive pseudonymous information, for example, which pages of our shop were visited, which products were viewed, etc.

You can set your browser so that you are informed in advance about the setting of cookies and can decide on a case-by-case basis whether you exclude the acceptance of cookies for specific cases or in general, or that cookies are completely prevented. This may limit the functionality of the website.

3.4 Data to fulfill our contractual obligations

We process personal data that we need to fulfill our contractual obligations, such as name, address, e-mail address, ordered products, billing and payment data. The collection of this data is required for the conclusion of the contract.

The deletion of the data takes place after expiry of the warranty periods and legal retention periods. Any data associated with a user account (see below) will in any case be retained for the time this account is maintained.

The legal basis for the processing of this data is Article 6 paragraph 1 page 1 (b) GDPR, because this data is needed so that we can fulfill our contractual obligations to you.

3.5 User Account

You can create a user account on our website. If you wish to do so, we need the personal data requested during the login. Later logins will only require your email or username and the password you have selected.

For the new registration we collect master data (e.g. name, address), communication data (e.g. e-mail address) and payment data (bank details) as well as access data (user name and password).

To ensure your proper registration and to prevent unauthorized log-ins by third parties, you will receive an activation link by e-mail after your registration in order to activate your account. Only if the registration has been completed (activated by you via e-mail link), we will permanently store the data transmitted by you in our system.

You can have a once created user account deleted from us at any time, without any costs other than the transmission costs according to the basic rates. A text form message to the contact details referred to in point 1 (e.g. e-mail, fax, letter) is sufficient. We will then delete your stored personal data, as far as we do not have to save them for the processing of orders or due to legal storage requirements.

The legal basis for the processing of this data is your consent in accordance with Article 6 paragraph 1 page 1 a) GDPR.

3.6 Newsletter

To subscribe to the newsletter, we need the data requested in the newsletter registration process. The newsletter registration will be logged. After registering, you will receive a message at the specified email address, asking you to confirm the registration ("Double Opt-in"). This is necessary to ensure that third parties cannot register with your email address.

You can always revoke your consent to receive the newsletter and thus unsubscribe from the newsletter.

We save the registration data as long as they are needed for sending the newsletter. The logging of the registration and the shipping address are stored as long as there was an interest in the proof of the originally given consent, as a rule, these are the limitation periods for civil claims, thus a maximum of three years.

Legal basis for sending the newsletter is your consent according with Article 6 paragraph 1 page 1 a) GDPR a) in conjunction with Article 7 GDPR in conjunction with Paragraph 7 section (2) no. 3 UWG (German act against unfair competition). Legal basis for logging the application is our legitimate interest in proving that the shipment was made with your consent.

You can cancel the registration at any time, without incurring any costs other than the transmission costs according to the basic rates. A text form message to the contact details referred to in point 1 (e.g. e-mail, fax, letter) is sufficient. Of course, you will also find in every newsletter an unsubscribe link.

3.7 Product recommendations

Regardless of the newsletter, we will send you regular product recommendations by e-mail. In this way, we will provide you with information about products from our offering that you may be interested in based on your recent purchases of goods or services from us. We comply strictly with the legal requirements. You can object to this at any time without incurring any costs other than the transmission costs according to the basic tariffs. A text form message to the contact details referred to in point 1 (e.g. e-mail, fax, letter) is sufficient. Of course, you will also find in every newsletter an unsubscribe link.

The legal basis for this is the statutory permission according with Article 6 paragraph 1 page 1 f) GDPR a) in conjunction with Paragraph 7 section 3 UWG (German act against unfair competition).

3.8 E-Mail contact

When you contact us (e.g. via contact form or e-mail), we process your details for the processing of the request as well as for the case that follow-up questions arise.

If the data processing takes place for the execution of pre-contractual measures, which take place upon your request, or, if you are already our customer, for the execution of the contract, the legal basis for this data processing is Article 6 paragraph 1 page 1 b) GDPR.

We only process further personal data if you consent to it (Article 6 paragraph 1 page 1 f) GDPR). A legitimate interest lies for example, responding to your email.

4 Google Analytics

We use Google Analytics, a web analytics service provided by Google Inc. ("Google"). Google Analytics uses so-called "cookies", text files that are stored on your computer and that allow an analysis of the use of the website by you. The information generated by the cookie about the use of this website by the site visitors are usually transmitted to a Google server in the USA and stored there.

This is also our legitimate interest in accordance with Article 6 paragraph 1 page 1 f) GDPR.

Google has submitted to the Privacy Shield Agreement between the European Union and the United States and has become certified. As a result, Google agrees to comply with the standards and regulations of European data protection law. You can find further information in the following linked entry:

<https://www.privacyshield.gov/participant?id=a2zt000000001L5AAI&status=Active>.

We have activated IP anonymization on this website (*anonymizeIp*). As a result, your IP address will be truncated by Google beforehand within member states of the European Union or in other contracting states of the Agreement on the European Economic Area. Only in exceptional cases will the full IP address be sent to a Google server in the US and shortened there. Google will use this information on our behalf to evaluate your use of the website, to compile reports on website activity, and to provide us with other services related to website activity and internet usage.

The IP address provided by Google Analytics transmitted by your browser will not be merged with other Google data. You can prevent the storage of cookies by a corresponding setting of your browser software, however, please note that if you do this, you may not be able to use all the features of this website to the fullest extent possible.

In addition, you can prevent the transmission of the 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 by downloading the browser plug-in available under the following link and install: <http://tools.google.com/dlpage/gaoptout?hl=de>.

As an alternative to the browser plug-in or within browsers on mobile devices, you can click on the following link to set an opt-out cookie that will prevent Google Analytics from entering this site in the future (this opt-out cookie only works in this browser and only for this domain. If deleting the cookies in your browser, you must click this link again):

[\[Disable Google Analytics\]](#)

5 Storage Duration

Unless specifically stated, we store personal data only as long as necessary to fulfill the purposes pursued.

In some cases, the legislator provides for the retention of personal data, for example in tax or commercial law. In these cases, the data will be stored by us only for these legal purposes, but not otherwise processed and deleted after expiration of the statutory retention period.

6 Your Rights as someone being affected by any of the Data Processing

Under applicable law, you have various rights about the handling of your personalized data. If you would like to assert these rights, please send your request by e-mail or by post with a clear identification of your person to the address specified in section 1.

Below is an overview of your rights.

6.1 Right to confirmation and information

You have the right to get a clear information about the processing of your personal data.

In detail:

You have the right at any time to obtain confirmation from us as to whether personal data relating to you is being processed. If this is the case, you have the right to get a free information about your stored personal data and to receive a copy of this data.

Furthermore, there is a right to the following information:

1. the processing purposes;
2. the categories of personal data being processed;
3. the recipients or categories of recipients to whom the personal data have been disclosed or are still being disclosed, in particular to recipients in third countries or to international organizations;
4. if possible, the planned duration for which the personal data are stored or, if this is not possible, the criteria for determining that duration;
5. the right of rectification or erasure of personal data concerning you or restriction of processing by the controller or a right to object to such processing;
6. the existence of a right of appeal to a supervisory authority;
7. if the personal data is not collected at yourself, all available information about the source of the data;
8. the existence of automated decision-making including profiling in accordance with Article 22 (1) and (4) GDPR and - at least in these cases - meaningful information about the logic involved, as well as the implications and intended effects of such processing for you.

If personal data are transmitted to a third country or to an international organization, you have the right to be informed about the appropriate guarantees under Article 46 GDPR in connection with the transfer.

6.2 Right to rectification

You have the right to demand that we correct and, if necessary, complete your personal data.

In Detail:

You have the right to demand immediate correction of incorrect personal data concerning you. Taking into account the purposes of processing, you have the right to request the completion of incomplete personal data, including by means of a supplementary statement.

6.3 Right to be deleted ("Right to be forgotten")

In a few cases, we are required to delete your personal data information.

In Detail:

According to Article 17 (1) GDPR, you have the right to ask us to delete your personal data without delay and we are obliged to delete your personal data immediately if one of the following reasons applies:

1. The personal data are no longer necessary for the purposes for which they were collected or otherwise processed.
2. You revoke your consent, on which the processing was based on Article 6 paragraph 1 page 1 a) GDPR or Article 9 paragraph 2 a) GDPR, and there is no other legal basis for the processing.
3. You object to the processing in accordance with Article 21 6 paragraph 1 GDPR, and there are no prior justifiable grounds for the processing, or they object to the processing pursuant to Article 21 paragraph 2 GDPR.
4. The personal data were processed unlawfully.
5. The deletion of personal data is required to fulfill a legal obligation under European Union or of it Member State law to which we are subject.
6. The personal data were collected in relation to information society services offered pursuant to Article 8 (1) GDPR.

If we have made the personal data publicly available and if we are required to delete it in accordance with Article 17 (1) GDPR, we shall respond appropriately, including technical means, to do so, considering the available technology and the costs of implementation. The persons responsible for the processing of personal data will be informed that you have requested the deletion of all links to this personal data or of copies or replications of this personal data.

6.4 Right to restriction of processing

In a few cases, you have the rights to request that we restrict the processing of your personal information.

In detail:

You have the right to require us to restrict processing if any of the following conditions apply:

1. the accuracy of your personal information is contested by you, and in fact this for a period that allows us to verify the accuracy of your personal information,
2. the processing is unlawful, and you have refused to delete the personal data and have instead requested the restriction of the use of your personal data;
3. We no longer need your personal information for processing purposes, but you do need the information to assert, exercise or defend your rights,

or

4. you have objected to the processing under Article 21 (1) of the GDPR, as long as it is not certain that the legitimate reasons of our company outweigh against yours.

6.5 Right to Data Portability

You have the right to receive personal data relating to you in a machine-readable manner, to transmit or to have it transmitted by us.

In detail:

You have the right to receive the Personal Data relating to you provided to us in a structured, common, and machine-readable format, also you have the right to transfer this information to another person without any hindrance by us, provided that:

1. the processing is based on a consent pursuant to Article 6 (1) sentence 1 a) GDPR or Article 9 (2) (a) GDPR or on a contract in accordance with Article 6 (1) sentence 1 (b) GDPR, and
2. the processing is done using automated procedures.

In exercising your right to data portability in accordance with paragraph 1, you have the right to obtain that the personal data are transmitted directly by us to another person responsible, as far as this is technically feasible.

6.6 Right to Object

You have the right to object to the lawful processing of your personal data by us if this is based on your situation and if our interests in processing do not prevail.

In detail:

You have the right to object at any time to the processing of personal data concerning you pursuant to Article 6 (1) sentence 1 (e) or (f) GDPR for reasons arising from your situation; this also applies to profiling based on these provisions. We no longer process personal information, unless we can demonstrate compelling legitimate grounds for processing that outweigh your interests, rights and freedoms, or the processing is for the purposes of asserting, exercising, or defending legal claims. If personal data are processed by us to operate direct mail, you have the right to object at any time to the processing of personal

data concerning you for the purpose of such advertising; this also applies to profiling insofar as it is associated with such direct mail.

You have the right, for reasons arising from your situation, to object to the processing of personal data concerning you for scientific or historical research purposes or for statistical purposes under Article 89 (1) GDPR, unless the processing is necessary to fulfill a public interest task.

6.7 Automated decisions including Profiling

You have the right not to accept a decision based on, automated processing - including profiling -, which has a legal effect on you or significantly affects you in a similar way.

There is no automated decision-making based on personal data collected.

6.8 Right to Revoke a Data Protection based Consent

You have the right to revoke your consent to the processing of personal data at any time.

6.9 Right to complain to a supervisory authority

You have the right to complain to a supervisory authority, in the Member State of your place of residence, your place of work or the place of the alleged infringement, if you believe that the processing of your personal data is unlawful.

7 Data Security

We make every effort to ensure the security of your data within the framework of applicable data protection laws and technical possibilities.

Your personal data will be transmitted encrypted with us. This applies to your orders and also to the customer login. We use the SSL (Secure Socket Layer) coding system but point out that data transmission over the Internet (for example, when communicating by email) may be vulnerable. A complete protection of the data from access by third parties is not possible.

To safeguard your data, we maintain technical and organizational security measures in accordance with Article 32 GDPR, which we always adapt to state-of-the-art technology.

We also do not warrant that our offer will be available at specific times; Disturbances, interruptions or failures cannot be excluded. The servers we use are regularly backed up carefully.

8 Disclosure of data to third parties, no data transfer to non-EU countries

Basically, we only use your personal data within our company.

If and to the extent that we engage third parties in the performance of contracts (such as logistics service providers), they will only receive personal data to the extent that the transmission is required for the corresponding service.

If we outsource certain parts of the data processing ("order processing"), we contractually obligate processors to use personal data only in accordance with the requirements of data protection laws and to ensure the protection of the data subject's rights.

Data transmission to agencies or persons outside the EU outside of the case referred to in paragraph 4 does not take place and is not planned.

9 Data Protection Officer

If you have any questions or concerns about privacy, please contact our data protection officer:

See Point 1.