

DATA PROTECTION DECLARATION

We would like to inform you on the processing of personal data within the framework of the General Data Protection Regulation (GDPR), of the Data Protection Act (Datenschutzgesetz, DSG) as well as of the Telecommunications Act (Telekommunikationsgesetz, TKG) here. You can contact us at any time in case you need further information. Our contact details can be found at the end of this data protection declaration.

1. General information on personal data

- 1.1. Personal data include all data that contain information on personal or factual circumstances, such as name, address, e-mail address, telephone number, date of birth, age, sex, video recordings, photos, etc.
- 1.2. We only collect, process and use personal data if this is necessary for contract performance or due to a legal obligation, or if those data are voluntarily provided to us. For any further data processing operations we will obtain your consent prior to data processing. If our legitimate interest in data processing prevails, the data will, under certain circumstances, also be processed without your consent. We will use the data provided to us in particular for the purpose of contract performance, contract initiation, fulfilment of legal duties, etc.
- 1.3. As a rule, we will collect the data directly from you. Within the framework of contract conclusion it may, however, be the case that we will collect data from third parties.
- 1.4. We clarify that the provision of personal data is partly required by law (e.g. tax laws) or may result from contractual regulations (e.g. information on the contracting partner). Failure to provide personal data would have the consequence that the contract could not be concluded.

2. Specific cases of data processing performed by Durst:

We process personal data in particular in the following events:

2.1. Order process:

We collect data during the order process/contract conclusion in order to process and execute the order, in particular name, e-mail address, telephone number and business address of the person placing the order.

2.2. Remote support:

Our software makes it possible for us to access the screen of the client through remote support, enabling us therefore to directly solve technical problems of the printer without having to be present on site.

Within the framework of this remote support, we provide the following services:

- a. Remote support (operating software and hardware): the screen is mirrored and mouse control is transferred;
- b. Installing updates / bug fixes;
- c. Analysis of log files for troubleshooting (may also be copied)

3. Rights

- 3.1. You or your employee have the right to obtain information on the personal data stored, as well as the right to rectification, to data transmission, to object, to restriction of processing as well as to blocking or erasure of incorrect or, respectively, unlawfully processed data within the framework of the provisions of the GDPR. You have the right to revoke your consent at any time.
- 3.2. If you or your employees think that our processing of personal data violates the applicable data protection law, there is the possibility to file a complaint with the competent regulatory authority.

4. Data security

- 4.1. Personal data are protected by respective organisational and technical measures. These precautionary measures concern in particular the protection against unauthorised, illegal or also random access, loss, processing, use and manipulation.
- 4.2. However, we do not assume liability in any way for the disclosure of information due to errors occurring during data transmission not caused by us and/or unauthorised access by third parties.

5. Transfer of data to third parties

- 5.1. In order to fulfil our contractual or statutory duties it might be necessary to transfer the data to processors or to other recipients, such as in particular to authorities. Processors process the personal data as instructed and only to the extent that is necessary for fulfilling these tasks. Our processors are for example external IT service providers, etc.
- 5.2. We only transfer your data to other recipients if we have been given approval for data transfer, if transferring the data is necessary for contract conclusion or contract performance, or if we are required by law to transfer data.

6. Storage of data

- 6.1. We only store the data for as long as required for performing our contractual or statutory obligations. We are, for example, obliged to keep our accounting records for a duration of 7 years from the end of the respective calendar year. Within the framework of storing the data, we will ensure that the data are only used to the extent needed for the aforementioned purposes.
- 6.2. Our duties concerning the erasure of data in the event that you exercise your right to erasure pursuant to Art. 17 of the GDPR are not affected by the previous paragraphs.

7. Newsletter

- 7.1. Any dispatch of the newsletter takes place with your consent or a legal permission. The data are used for the purpose of sending advertisements. The data are deleted as soon as you revoke your consent to receiving the newsletter.
- 7.2. For dispatching the newsletter, we need your confirmation that you are the owner of the e-mail address (so-called double opt-in). This confirmation is necessary to ensure that you have really registered for the newsletter. The registrations for the newsletter are recorded in order to be able to prove the registration process. This includes storing the time of registration and confirmation on the hand, as well as the IP address on the other hand. Likewise, changes to your data stored with the dispatch service provider are also registered. You can cancel the subscription at any time by using the unsubscribe option provided for in the newsletter.
- 7.3. Using the dispatch service provider as well as carrying out analyses are based on our legitimate interests pursuant to Art. 6 par. 1 lit. f of the GDPR in order to establish a user-friendly as well as secure newsletter system.



8. Contact details:

DURST Professional Services GmbH
registered with the Commercial Register of Bozen
REA-number: BZ – 218994
Julius-Durst-Straße 4
39042 Brixen, Italy

Brixen in May 2019