

DATA PROTECTION STATEMENT OF SCHRACK TECHNIK GMBH

1. ABOUT US

We, the Schrack Technik GmbH (also “we” or “Schrack” for short), take data protection very seriously and respect your privacy. We collect, process and use your personal data only with your consent or if there is another legal basis to do so in accordance with the GDPR and the Austrian Federal Act Concerning the Protection of Personal Data 2000 (Datenschutzgesetz 2000 – DSG 2000; Federal Law Gazette I No. 165/1999); all in compliance with the regulations regarding data protection and the civil law. Personal data are only collected to the extent which is actually necessary to (i) conduct and process our business relationship, (ii) offer products and services (in particular the processing of data for strengthening the customer relationship and for marketing purposes), or (iii) ensure IT security or to which you have provided them to us of your own accord.

2. WHAT KIND OF DATA DO WE PROCESS

You provide us with personal data every time you interact with us using one of our sales channels, e.g. when you input your data while creating a Schrack Customer Account or when you contact us with a question. We receive some data, because we store information about how you use our websites and applications. We use technologies such as cookies to do so.

We process the following personal data:

Personal identification: e.g. your first and last name, gender, your signature.

Contact data: e.g. your business email address, business mailing address, business phone number, and other similar contact details such as your shipping address.

User account data: e.g. your account creation date, your account number, your username, passwords and security information used for authentication and account access.

Details of your contract: if you conclude a contract with us, we store the necessary data to maintain our business relationship.

Financial data: necessary data to process your payments when you buy from us, such as your bank details or your credit card data. Credit card numbers, valid-thru date and the security code associated with your payment method are processed by our payment processors. If you apply for a credit line, we will process your data to evaluate your creditworthiness rating and your credit limits obtained from rating agencies.

Purchases: e.g. data about quotations you request from us, orders you place, and purchases you acquire. If you have an account with us, we also store data about your account balance and any overdue payments.

Location data: data about your location for delivery purposes and for the management of your contact details.

Your interactions with us: the content of your messages, emails, letters, or telephone calls to us, such as feedback and product reviews, or questions and information you submit to our customer service. When you contact us by phone, the calls may be recorded to improve our customer relationship.

Video surveillance (CCTV): when you enter our offices or other Schrack buildings, our security cameras may make recordings of you. Some of our CCTV installations are operated by Schrack directly, other cameras are operated and monitored by third parties. We will delete CCTV recordings on a regular basis, unless such recordings are used to investigate an alleged criminal act or other incident.

Data about your mobile device: e.g. the ID of your mobile device as well as information about your usage behaviour. This information is used to send you personalised offers by email, text message (SMS), or push notification. If you are using the Schrack Services, you can receive push notifications about the order status, delivery status information, or news about special offers. Push notifications will reach you even if the app is not opened. As with other apps you can deactivate the receipt of push notifications in your smartphone settings. You will still be able to receive notifications when the app is opened.

3. WHY WE NEED YOUR DATA

We use your personal data to maintain our business relationship with you. This includes:

Processing for fulfilment of a contract

Improvement of our products and services

Data processing and analysis for marketing purposes (e.g. directories, newsletters, direct marketing, profiling)

Compliance with legal provisions

Legal disputes

Security measures (safeguarding against fraudulent activities; IT security ...)

4. TRANSFER OF YOUR DATA AND OUR RELATIONSHIP WITH OTHER PARTIES

To be able to complete your order and/or a better user experience it may be necessary or required by law, to transfer your data to third parties (e.g. service providers which we employ and to which we make available data, etc.), or courts or public authorities. The transfer of your data will be done exclusively in accordance with the GDPR, in particular to complete your order, your user experience or based on your prior consent. We use the following third-party vendors:

- Google Inc.
 - o Google Ads
 - o Youtube
 - o Google Maps
 - o Google Analytics
- Microsoft Advertising
- Meta (Facebook, Instagram, Whats App)
- LinkedIn
- Xing
- TikTok
- Eyepin
- Permagroup

5. GOOGLE ANALYTICS 4 (GA4)

Data collection: GA4 is an analysis tool from Google that collects and processes data about website usage in order to provide website operators with insights into the behavior of their users.

Purpose of data processing: The information collected by GA4 is used to analyze the use of the website, create reports on website activity and provide other services related to website use and internet use.

Storage and protection: The data collected are stored on Google servers. Google has implemented measures to protect the data collected and adheres to data protection standards.

What data is stored by Google Analytics: GA creates a random, unique ID associated with your browser cookie using a tracking code. This is how GA recognizes you as a new user and you are assigned a user ID. The next time you visit our site, you will be recognized as a “returning” user. All collected data is stored together with this user ID. This makes it possible to evaluate pseudonymous user profiles.

Right to object: Users have the right to object to data collection by GA4.

6. COOKIES

A cookie is a small file stored on your computer when you visit a website. It is designed specifically to record data about how you move through the website and to provide you with personalised services. Cookies on your computer are managed by your internet browser.

We use cookies to help you to navigate our websites efficiently and to perform certain functions, including website traffic analyses. Cookies can identify you when you log on the next time and offer you content tailored to your preferences and interest. Some cookies may collect personal information, including information you disclose, such as your username, or when cookies track you to display more relevant advertising content.

Like most websites, this website also uses cookies which can be classified into the following categories:

Absolutely necessary cookies: these are cookies that are essential for our website to function correctly.

Functionality cookies: these cookies are used to improve and simplify your user experience. For example, they can store data about the choices you made earlier or your password

Analytics and performance cookies: these are used for internal purposes to help us deliver an improved user experience to you, for example to study the performance of a website or to test different design ideas for the website. We often work with third party research companies to perform these services for you, so these cookies may be created by a third party.

Targeting and advertising cookies: these cookies are used to show you relevant and tailored content (including advertising content) and also to evaluate the effectiveness of that content. This content may be provided on our websites or on a third-party website. We often work with third parties to provide this content, so some of these cookies may be created by a third party.

7. ANALYSIS OF USER BEHAVIOUR

We use the web analysis tool Permaleads from Permigroup to analyze website usage and identify the business IP address for marketing purposes. The use of this service requires that data about visitor behavior (e.g. IP address, time of access, click behavior, browser request, etc.) is transmitted directly to Permigroup's analysis servers and made exclusively available to us. The data collected is treated as strictly confidential and is neither sold nor passed on to third parties.

8. STORAGE (RETENTION) OF YOUR DATA

We will store data no longer than is necessary to fulfil the purpose on hand, in particular to fulfil our contractual or legal obligations and to defend against any liability claims (e.g. 7 years acc. to Austrian Federal Tax Code, Bundesabgabenordnung (BAO) or Austrian Company Code, Unternehmensgesetzbuch (UGB), etc).

9. YOUR RIGHTS

You can exercise any of your rights as a data subject. You have the following rights:

Information (Art. 15 GDPR): You have the right to know whether we are processing personal data about you. Receive a copy of the personal data we process about you, together with other information about how we process it;

Request for rectification (Art. 16 GDPR) of incorrect personal data or completion of incomplete personal data;

Objection to the use of your personal data for certain purposes (e.g. marketing purposes)

Restriction (Art. 18 GDPR): You have the right to request us to restrict the processing of your personal data in some circumstances;

Erasure of your personal data (Art. 17 GDPR);

Portability (Art. 20 GDPR): Where applicable, you have the right to obtain a copy of the personal data you have provided to us or to have one provided to another company (in machine-readable format)

You are always welcome to contact our **Data Protection Officer** listed in section 8. In addition, you have the right to file a complaint with: Österreichische Datenschutzbehörde, 1030 Wien, Barichgasse 40-42.

10. HOW YOU CAN EXERCISE YOUR RIGHTS

If you have questions or requests regarding the processing of your personal data, please contact:

Name:	Schrack Technik GmbH
Mail address	Seybelgasse 13, 1230 Vienna, Austria
Telephone number:	+43 (01) 866 85 ext. 5900
Email address:	info(at)schrack.com
Website:	https://www.schrack.com

Alternatively, you are welcome to contact our data protection officer:

Mag. Daniela Gneist (datenschutz@schrack.com)

11. MODIFICATIONS OF THIS DATA PROTECTION STATEMENT

Please bear in mind that we may update this Data Protection Statement at any time. When you visit our website or use our services, the then current version of the Data Protection Statement applies.

Last updated: 5th of August 2025

Please note that this is a translation for information purposes only – in case of any discrepancies between this version and the German, the German version shall prevail. Only the German version is legally binding.