

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), (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 user name, 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.

Project data: data about your projects, the components used there and relevant additional information.

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 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 or based on your prior consent. We use the following third-party vendors:

- Google Analytics
- New Relic
- Facebook/Instagram
- Azure Application Insights

5. 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).

6. 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, 1080 Wien, Wickenburggasse 8-10.

7. 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 interests. Some cookies may collect personal information, including information you disclose, such as your user name, 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.

7.1 Google Ads Remarketing

This is a remarketing service.

Data processor

Google Ireland Limited
Google Building Gordon House, 4 Barrow St, Dublin, D04 E5W5, Ireland

Data processing purposes

This list represents the purposes of data collection and processing.

- Remarketing

Technologies used

- Cookies

Data collected

This list contains all (personal) data collected during or through the use of the service.

- Duration of visit
- IP address
- Pages visited
- Content in which the user is interested
- Website use

Legal basis

The following is the required legal basis for the processing of data

- Art. 6 para. 1 p. 1 (a) GDPR

Location of processing

European Union

Retention period

The retention period is the period of time during which the collected data is stored for processing. The data must be deleted as soon as they are no longer needed for the specified processing purposes.

The data will be deleted as soon as they are no longer needed for the processing purposes.

Data recipient

- Google Ireland Limited
- Google LLC
- Alphabet Inc.

Data protection officer of the processing company

Below you will find the email address of the data protection officer of the processing company.

<https://support.google.com/policies/troubleshooter/7575787?hl=en>

Disclosure to third countries

This service can forward the collected data to another country. Please note that this service may transfer data to outside the European Union and the European Economic Area and to a country that does not provide an adequate level of data protection. If the data is transferred to the US, there is a risk that your data may be processed by US authorities for control and monitoring purposes without you potentially having any legal recourse. Below is a list of the countries to which the data is transferred. This can be the case for various purposes, e.g. for storage or processing.

United States of America, Singapore, Taiwan, Chile

Click here to read the data processor's privacy policy <https://policies.google.com/privacy?hl=en>

Click here to revoke on all domains of the processing company

<https://safety.google/privacy/privacy-controls/>

Click here to read the cookie policy of the data processor

<https://policies.google.com/technologies/cookies?hl=en>

Storage time

Below is the longest potential storage time on a device set when using the cookie storage method and when using other methods.

- Maximum limit for the storage of cookies: 1 year

7.2 Google Ads Conversion Tracking

This is a conversion tracking service.

Data processor

Google Ireland Limited

Google Building Gordon House, 4 Barrow St, Dublin, D04 E5W5, Ireland

Data processing purposes

This list represents the purposes of data collection and processing.

- Advertising
- Conversion tracking
- Analysis

Technologies used

- Cookies
- Pixel
- Web beacons

Data collected

This list contains all (personal) data collected during or through the use of the service.

- Browser language
- Browser type
- Ads clicked
- Cookie ID
- Cookie information
- Date and time of the visit
- IP address
- Referrer URL
- Usage data
- Web enquiry

Legal basis

The following is the required legal basis for the processing of data

- Art. 6 para. 1 p. 1 (a) GDPR

Location of processing

European Union

Retention period

The retention period is the period of time during which the collected data is stored for processing. The data must be deleted as soon as they are no longer needed for the specified processing purposes.

The data will be deleted as soon as they are no longer needed for the processing purposes.

Data recipient

- Google Ireland Limited
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Storage time

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- Maximum limit for the storage of cookies: 1 year

8. 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:
Daniela Eminger (datenschutz@schrack.com)

9. 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: 16 July, 2021

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