

Data Privacy

1. Office responsible

The office responsible within the meaning of the Federal Data Protection Act is

Flexschlauch Produktions GmbH
Reepschlägerstrasse 10b
D- 23556 Lübeck

Tel.: +49 451 - 899 94 01
Fax: +49 451 - 899 94 40
E-mail: info@flexschlauch-luebeck.de

2. General provisions

Flexschlauch Produktions GmbH feels obliged to protect the personal rights of anyone whose personal data is processed at its company. Your personal data (form of address, name, address, e-mail address, telephone number, bank details, credit card number) will only be processed by us in accordance with the provisions of the Federal Data Protection Act (*BDSG*). The provisions below inform you about the nature, scope and purpose of gathering, processing and using personal data. This data privacy statement only relates to our web pages. Should you be redirected to other pages via links on our pages, please inform yourself there about the respective handling of your data by that site.

3. Master data

(1) In so far as is necessary for establishing, designing the content of or altering the contractual relationship, your personal data (master data) will exclusively be used to fulfil the contract. That means, for example, that, in order to deliver the goods, your name and address need to be passed on to the suppliers of the goods. Please note the use of your e-mail address within the scope of the notes in Clause 11 below

(2) Without your explicit consent or without any statutory basis, your personal data will not be passed on to any third parties outside the scope of fulfilling the contract.

4. Use of our web shop

(1) If you would like to order anything in our web shop, you have the choice whether you enter your data that is necessary for said order once only or whether you would like to set up a customer account, where your data will be saved for any subsequent further purchases. If you do not set up a customer account, we store your data for the purpose of fulfilling the contract, and delete it once we are no longer legally obliged to store it. Obligatory details required for fulfilling the contracts are

marked separately. Any further details are voluntary. When you set up a customer account, the data given by you will be saved until you revoke your consent. You can always delete the account in the customer area.

(2) We will use the data given by you to process your order. For that purpose, we will pass on your address details to a logistics company commissioned by us, specifically named in our General Terms and Conditions of Business for the web shop, and, if necessary, pass on your payment details to the payment service provider specified below, namely Computop. We will delete this data once your order has been processed and the storage periods stipulated under fiscal and commercial law have expired.

(3) In order to prevent unauthorised accessing of your personal data, in particular financial data, by third parties, the ordering process will be encrypted using SSL technology.

5. Data security

We maintain up-to-date technical measures to guarantee data security, in particular to protect your personal data from the risks of data transmission, as well as from being obtained by third parties. The latter are always adapted accordingly in accordance with the state of the art.

6. Credit assessment

Should we deliver to you in advance of payment, e.g. by offering you payment on account, we will, if applicable, obtain a credit report on you from the following company: Creditreform Boniversum GmbH, Hellersbergerstrasse 11, D-41460 Neuss, Tel. (+49) 800 1266446. We will, for that purpose, pass on your personal data to said company (e.g. your name and address). Based on statistical procedures, a check is run on how high the risk of payment default is. We make concluding the purchase agreement dependent upon the result of the credit check.

7. Payment

(1) If you pay by Mastercard, Visa, American Express, PayPal or *Sofortüberweisung* (immediate bank transfer), Flexschlauch uses a service provider, which takes on the task of handling the payment for your orders, to process your payment data.

(2) We do not process any account information or credit card data. Our service provider is Computop Wirtschaftsinformatik GmbH, Schwarzenbergstr. 4, D-96050 Bamberg (hereinafter referred to as "Computop"). Computop is certified in accordance with the Payment Card Industry (PCI) Data Security Standard of the credit card industry.

(3) Once you have placed an order subject to a fee, we hand over the following information to Computop for the purpose of carrying out and handling the agreement concluded with you: amount

of the invoice, name, address, e-mail address, credit card number, cardholder, expiry date, card validation code (CSV), individual items included in the order and the unit prices of the items. You can obtain further information on data privacy at Computop at <https://de.computop.com/datenschutz/>.

8. Google Tag Manager

We use the Google Tag Manager. Website tags can be managed through this service, via an interface. The Google Tag Manager only implements tags. That means: no cookies are deployed, and no personal data is gathered, either. The Google Tag Manager activates other tags, which, in turn, may gather data. The Google Tag Manager does not, however, access this data. Should tags have been deactivated at domain or cookie level, such deactivation will remain enabled for all tracking tags, if the latter are implemented via the Google Tag Manager.

9. Information and cookies

(1) In order to optimise our website, we deploy cookies. These are small text files that are stored in the RAM of your computer. These cookies are deleted again once your browser is closed. Other cookies remain on your PC (long-term cookies), and recognise your PC again when you next visit the site. In that way, we can enable you to have better access to our site.

(2) You can prevent cookies from being stored by selecting “Block cookies” in your browser settings. This may, however, lead to a limitation in the functions of our services.

10. Information

(1) Under the Federal Data Protection Act (*BDSG*), you have a right to be informed about your stored data, free of charge, as well as a right to have such data corrected, blocked or removed, if necessary. You can ask any questions you may have using the following e-mail address, for example: info@flexschlauch-luebeck.de

(2) If you have granted consent to the use of your data, you may revoke it at any time.