

Privacy Policy

Preamble

We, Convotherm Elektrogeräte GmbH (hereinafter referred to as "we"), as the operator of the website www.myconvotherm.com, take the protection of your personal and confidential data very seriously. We treat your personal data confidentially and in accordance with the statutory data protection regulations and with this Privacy Policy, in particular the German Federal Data Protection Act (*Bundesdatenschutzgesetz, BDSG*) ("BDSG") and the German Telecommunication Media Act (*Telemediengesetz, TMG*) ("TMG").

Collection and Use of Personal Data

Principally, you can visit our website without letting us know who you are.

We collect, process and use personal data (e.g. your name, email address, and , where applicable, your postal address) insofar as this is necessary for the establishment, structure in terms of content or the amendment of our legal relationship with you (inventory data), e.g. in order to fulfil our obligations arising from any agreements concluded between us.

We only collect, process and use personal data on the use of our websites (user data) if this is necessary to enable the user to make use of the service or for accounting purposes. User data in particular comprises features to identify the user, information on the start and end as well as the scope of the use, and information on the services used by the user.

Transfer of Data

We only transfer personal data to third parties if this is necessary within the framework of the execution of a contract, e.g. to the companies responsible for the delivery of the goods or the credit institution in charge of the payment processing. A transfer of data exceeding the aforementioned scope does not take place or does only take place if you granted your explicit consent or if the transfer is permitted pursuant to the BDSG. Your data will not be transferred to third parties without your explicit consent, e.g. for advertising purposes.

We transfer some personal data that we collect from you to third party data processors located in countries that are outside of the European Economic Area (EEA) within the scope described above. Where we do so we will ensure that your personal data is subject to the same level of protection as when processed within the EEA and that such transfers are fully compliant with data protection laws. In most cases our data processors are obliged to comply with the standard contractual clause which was approved for this purpose by the European Commission. Alternatively, some of our data processors based in the US have signed up to the Safe Harbor scheme overseen by the US Federal Trade Commission.

Data Processing on this Website

We automatically collect and store information in log files which your browser transmits to us automatically. This information includes:

- browser type/version
- current operating system
- referrer URL
- host name of the accessing computer
- time of the server request

This data is exclusively analysed for improving our services and our website, in particular in order to detect and remove defects of the website, to determine the user rate of the website and to carry out adjustments or improvements. This data cannot be allocated to individual persons. This data will not be brought together with other data sources (e.g. your name or IP address).

Cookies

The web pages partly use "cookies". These cookies serve the purpose of making our services more user-friendly, effective and secure. Cookies are small text files that are stored on your computer and saved by your browser. For the most part, the cookies that we use are "session cookies". These cookies are deleted automatically at the end of your visit of our website. Cookies do not damage your computer and do not contain any viruses. If you do not wish that we recognise your computer, you can prevent that cookies are stored on your computer by selecting "do not accept cookies" in the settings of your browser; however, please note that in this case you may not be able to use all the functions of the website to their full extent.

Use of Google Analytics

This website uses Google Analytics, a web analytics service provided by Google Inc. ("Google"). Google Analytics uses "cookies" which are text files stored on your computer to help the website analyse how you use the site. The information generated by the cookie about your use of this website is transmitted to and stored on a Google server in the United States. If the IP anonymization is activated on this website, however, Google will shorten your IP address within member states of the European Union and other contracting states to the Agreement on the European Economic Area prior to transmission. Only in exceptional cases will the full IP address be transmitted to a Google server in the United States and shortened there. On behalf of the operator of this website, Google will use this information for the purpose of evaluating your use of the website, compiling reports about website activities and providing other services associated with the use of the website and the Internet to the website operator. Google will not merge the IP address transmitted by your browser within the framework of Google Analytics with any other data held by Google. You may prevent cookies from being stored by selecting the respective settings on your browser software; however, please note that in this case you may not be able to use all the functions of this website to their full extent. In addition to that, you may prevent Google from collecting the data generated by the cookies and related to your use of the website (including your IP address) as well as from processing such data by downloading and installing the browser plug-in available at <http://tools.google.com/dlpage/gaoptout?hl=de>.

Further information on the terms of use or data protection can be found at <http://www.google.com/analytics/terms/de.html> or <http://www.google.com/intl/de/analytics/privacyoverview.html>. Please note that Google Analytics has been extended by the code "gat._anonymizeIp();" on this website to ensure an anonymized collection of IP addresses ("IP masking").

Right to Information

You may at any time and free of charge request information on the personal data we have stored, their origin and recipient as well as the purpose of the data processing and you have the right, if applicable, to request the correction and/or deletion and/or blocking of your data. Should you have any questions regarding personal data which are

are not addressed in this Privacy Policy, please do not hesitate to contact us via info@convotherm.de.