



1. Data privacy statement

1.1 Preface

In this statement we would like to explain, how, when and for which purpose we collect data, process and use it. We will line out, how our services work and how we safe-guard the protection of data specific to the individual.

We only collect, process and use individual-related data, after you have agreed or an applicable law allows us to do it.

1.2 Responsible body

Responsible body according to the data protection regulation (DSGVO) is:

Klostermann GmbH + Klostermann Service GmbH

Managing director: Wilhelm Nierhoff

Daimlerstr. 9

45891 Gelsenkirchen

For any general questions or suggestions regarding data protection issues, you can contact us any time at Tel.: +49.209.97095-0 or Mailto: datenschutz@klostermann-group.com.

1.3 Collection, processing and use of individual-related data

You can visit our website without giving any personal information or identification. We collect, save, amend or submit individual-related data or use it as a means to fulfill of our own business purposes, if necessary to justify, carry out or end a legal or comparable transaction, i.e.

- Name
- Email address
- Telephone number
- Objective or request
- And other documents that may contain individual-related data.

We collect, process and use this data in order to get in contact with you and review your request for information and/or quotation. On top of that we collect, process and use the following pieces of information in order to produce user statistics for our website and amend it, i.e.

- Visiting date of the URL, the visitor is on
- URL of the site, the visitor entered our site from
- Browser
- Operating system
- IP-address of visitor

1.4 Use of cookies

To amend the user experience of visitors of our online services and to enable certain functionalities, we use so-called “cookies” on some pages. They are minor text files that are saved on your system. Cookies will allow us to determine and track your preferences and identify you individually during your visit. After your visit most cookies used will be deleted from your hard drive (“session cookies”).



So-called “permanent cookies” (e.g. to identify you as a member via login) will remain on your system and enable us to recognize you upon your next visit.

Also some integrated third-party services may use cookies. Please inform yourself about their functionality and means of data processing on the website of the respective provider. Those services are being named in the further course of this statement.

You can disable the saving and use of cookies through the settings of your browser. Please consult your browser provider for instructions to do so. You can still enter our website after that, but certain services may be affected or disabled.

1.5 Website analysis

1.5.1 Social media

Asides from this website we also maintain accounts on different social media channels. If you are visiting any of those channels, individual-related data may be submitted to the respective provider. It is possible, that besides from saving the data you have entered yourself, this provider might collect, process and use additional information. On top of that the social media provider will eventually collect, process and use the most important information on properties of your EDP system, that you are visiting from, such as IP-address, type of processor, browser version with plug-ins. If you are logged in with your personal account of the respective social media channel while visiting, the provider can keep record of your visit. In case you don't want that to be possible, you must log out from your account prior to visiting our page.

If you want to learn more about purpose and amount of data collection by those social media providers and your personal rights related to this, please turn to the GTC section of the respective provider, i.e.:

Facebook

Google+ / YouTube

Twitter

1.5.2 Use of Facebook remarketing

This website uses the remarketing feature “custom audiences” by Facebook Inc. (“Facebook”). This feature serves to present visitors of the social media platform Facebook interest-based advertisement during their visit to the platform (“Facebook-Ads”). Therefore, the Facebook remarketing-tag was implemented on this website. Through this tag and its connection to Facebook's servers, Facebook will be able to designate your visit to our website to your personal Facebook account. For further information on data collection and use by Facebook, as well as for your rights and possibilities to protect you data privacy, please go to <https://www.facebook.com/about/privacy>. Alternatively you can disable the remarketing feature “custom audiences” on <https://www.facebook.com/settings/?tab=ads>. Therefore you must be logged-in to your Facebook account.

1.5.3 Embedded content

We also use embedded content (videos) on our website provided by YouTube LLC, 901 Cherry Ave., 94066 San Bruno, CA, USA, a company of Google Inc., Amphitheatre Parkway, 94043 Mountain View, CA, USA.

When you access a website with such embedded content, the website will connect with YouTube servers and the content will be shown on the website by message to you your browser. In this process the



YouTube server will acquire information, which of our websites you have visited. If you are logged-in to YouTube as a member, YouTube can designate this information to your personal account of their service. You can disable such a designation by signing off from YouTube prior to visiting our website.

1.5.4 Data security

We secure our website and other systems by means of technology and organization against loss, destruction, access, modification and spreading of your data by unauthorized persons. Despite regular checks a complete protection against all threats is not possible.

This website makes use of the industrial encryption standard SSL (Secure Sockets Layer) in some spaces to safeguard the confidentiality of your individual-related data on the internet.

1.5.5 Means of communication

1.5.5.1 Emails and forms

If you are contacting us via email, we will only use the submitted personal information to process your specific request. All given information will be treated confidentially.

1.5.5.2 Disclosure of individual-related data

Furthermore, we will not pass on personal data without your explicit consent, or if legal norms allow or oblige us to disclose that information (to law enforcement agencies or courts; public authorities that receive information based on relevant laws, e.g. social security institutions, tax offices etc.) or if we engage professionals bound by the duty of confidentiality to enforce our claims.

1.5.5.3 Amendments of privacy statement

Future changes of legal norms or internal processes can make it necessary to amend this data privacy statement. This version was last updated on May 15, 2018. We will keep you informed about any substantial change on our website.

1.5.5.4 Information, correction, deletion, blocking

Upon request you have the right to receive information about any personal data related to yourself that is stored on our servers free of charge. If that information should be incorrect, you have the right to have it amended. You are entitled to demand its cancellation or blocking at any time. Your person-related data will be deleted, if you withdraw your consent to have it saved or if the knowledge of this data is no longer required to fulfill the purpose for which it was stored. The deletion, however, takes place only after expiry of the time limits of tax and commercial regulations.

1.5.5.5 Contact person for data protection

For any questions related to collection, processing or use of your personal information data or to request information, correction, blocking or deletion of it, please contact our data protection officer:

Dipl. Ing. Frank Isfort

datenschutz@klostermann-group.com