

# Privacy policy

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## **1 Information about the collection of personal data and provider identification**

- 1.1 In the following section, we inform you about the collection of personal data when you use this website. Personal data includes all data that relates to you personally, such as your name, address, e-mail addresses and user behaviour.
- 1.2 The service provider in accordance with Section 13 of the German Telemedia Act (TMG) and the data controller according to the General Data Protection Regulation and the Federal Data Protection Act (BDSG) is S+S Regeltechnik GmbH, Thurn-und-Taxis-Str. 22, 90411 Nuremberg, Germany ("S+S"), Telephone: +49 (0) 911 51947 0, E-mail: mail@SplusS.de, refer to our legal notice for details.
- 1.3 We wish to inform you that the provision of personal data may in some cases be prescribed by law (e.g. tax regulations) or may arise due to contractual provisions (e.g. information about the contractual partner). From time to time, it may be necessary for a data subject to provide us with personal data, which we must subsequently process for the purpose of concluding a contract. For example, the data subject is obliged to provide us with personal data if our company concludes a contract with the data subject. The failure to provide the personal data would mean that the contract could not be concluded with the data subject.
- 1.4 Insofar as we obtain consent for processing your personal data, Art. 6 (1) letter (a) of the GDPR shall serve as the legal basis for the data processing. If the processing of personal data is required for the performance of a contract whose contractual party is the data subject, as is the case for processing operations, and if this processing is required for the provision of a service or return service, then such processing shall be conducted on the basis of Art. 6 (1) letter (b) of the GDPR. The same applies for processing operations that are necessary in order to carry out pre-contractual measures, for example, in the case of requests for services. If our company is subject to a legal obligation that necessitates the processing of personal data, for example, for fulfilling tax obligations, the processing is based on Art. 6 (1) letter (c) of the GDPR. Furthermore, Art. 6 (1) letter (f) of the GDPR shall be considered as the legal basis for data processing if the processing of your personal data is necessary to pursue a legitimate interest of our company or a third party where your interests, fundamental rights and freedoms do not require the protection of personal data.
- 1.5 We shall only use your personal information to provide the services you have requested. Insofar as external service providers are used by us within the scope of the provision of services, their access to the data shall also be exclusively for the purpose of the provision of services. We ensure compliance with the data protection specifications through technical and organisational measures and also oblige our external service providers to do so. Furthermore, we do not disclose the data to third parties without your express consent, especially not for advertising purposes.  
Your personal data shall only be disclosed if you yourself have consented to the data being disclosed or if we are entitled or obliged to do so on the basis of statutory provisions and/or official/court orders. In particular, this may involve the provision of information for the purposes of criminal prosecution, for the prevention of danger or for the enforcement of intellectual property rights.

## 2 Your rights

- 2.1 You have the right to request information from us at any time about the data we store about you, as well as its origin and the recipients or categories of recipients to whom this data is disclosed and about the purpose of its storage.
- 2.2 If necessary, you can request the rectification and/or erasure or blocking of your personal data. You can also request a restriction of processing and have the right to object. With regard to the personal data you have provided to us, you also have a right to data portability.
- 2.3 Please send all requests for information or objections to the processing of data by e-mail to Datenschutz(at)SplusS(dot)de or to the address listed under Section 1 Par. 2.

## 3 Revocation of consent

If you have given your consent to the use of data, you may withdraw this consent at any time with effect for the future. The revocation of consent shall not affect the lawfulness of the processing carried out on the basis of the consent until such revocation takes place.

## 4 Data security

We employ the latest technical measures to guarantee data security and, in particular, to protect your personal data against dangers when it is transmitted and to prevent its disclosure to third parties.

These measures are continuously updated to incorporate the latest technology.

## 5 Server log files

The provider of the website automatically collects and stores information that your browser sends to us automatically in server log files. This information includes: browser type/browser version, operating system used, referrer URL, host name of the accessing computer, time of the server request. This data is not associated with specific persons. This data is not aggregated with other data sources.

We reserve the right to carry out subsequent audits of this data if we become aware of concrete indications of illegal use.

## 6 Collection of personal data for informational use

- 6.1 If you merely use the website for information purposes, that is, if you do not log in, register or send us any other information in order to use the website, we do not collect any personal data except for the required data which the browser sends to us in order to facilitate your visit on the website. This includes:
  - Your IP address
  - The date and time of your access
  - The time-zone difference to Greenwich Mean Time (GMT)
  - The content of the request (specific page)
  - Access status/HTTP status code
  - The quantity of data transmitted
  - The website from which your request originated
  - Your browser
  - Your operating system and its interfaceThe language and version of the browser software.

We use this data to operate the online service, in particular to detect and eliminate errors, to determine the utilisation of the website and to make adjustments or improvements. These purposes also constitute our legitimate interest in data processing pursuant to Art. 6 (1) letter (f) of the GDPR, which is the legal basis for this processing.

## 7 Use of cookies

- 7.1 When you use the website, cookies are stored on your computer. Cookies are small text files that are stored on your hard drive. These cookies are associated with the browser you are using and provide the party setting the cookie (in this case, us) with specific information. Cookies cannot execute programs or install viruses on your computer. They are used to make our website more user-friendly and more effective overall. You can manage your cookie settings [here](#).
- 7.2 We use specific cookies that are technically necessary. These enable us to recognise your computer and make any pre-settings immediately available. Cookies help us to improve our website and to offer you a better and more user-friendly service. The use of cookies is also necessary to facilitate your use of our website. Some functions can only be offered to you through the use of cookies. This concerns the search, the contact form, the newsletter subscription form, the registration form, the application form, orders, the customer account and the shopping cart. It also satisfies our legitimate interest for the legal basis for the processing of data with the help of cookies pursuant to Art. 6 (1) letter (f) of the GDPR. Through these technically necessary cookies, we collect and store the following data:
- Language settings
  - Search settings
  - Contents of the contact form
  - Contents of the newsletter registration form
  - Contents of the registration form
  - Contents of the application form
  - Contents of the order form
  - Information for the identification or authentication of the user
  - Products in the shopping cart
- 7.3 This stored information is kept separate from any other data you may share with us. In particular, the data contained in the cookies is not linked to your other data.
- 7.4 We also use other cookies (so-called analysis cookies) on our website, which enable the analysis of your user behaviour. Your data collected with the help of cookies is pseudonymised so that it is no longer possible to associate the data with the respective user. We use analysis cookies to improve and optimise the quality of our website and its content, and to check and improve the reach and findability of our website. Before using these cookies in our website, we ask for your consent. The legal basis for the processing is pursuant to Art. 6 (1) letter (a) of the GDPR. To analyse user behaviour for the above-mentioned purposes, we use the programs mentioned below, which in turn use cookies as explained.

## 8 Use of Google Analytics

Insofar as you have given your consent, this website uses Google Analytics, a web analytics service provided by Google Inc. (1600 Amphitheatre Parkway Mountain View, CA 94043, USA) (“Google Inc.”). The responsible service provider in the EU is Google Ireland Limited, Gordon House, Barrow Street, Dublin 4, Ireland (“Google”), with whom we have concluded an order processing agreement. It is also the recipient of the data. Google Inc. and, if applicable, US authorities can access the data stored by Google.

Google Analytics uses cookies, which are text files that are stored on your computer and enable your use of the website to be analysed. The information generated by the cookie about your use of this website is generally transmitted to and stored on a server operated by Google in the USA.

We have activated IP anonymisation on this website. However, this means that your IP address will be shortened beforehand by Google within member states of the European Union or in other contracting states of the Agreement on the European Economic Area.

Only in exceptional cases will the full IP address be transmitted to a Google server in the USA and truncated there. On behalf of the operator of this website, Google will use this information to evaluate your use of the website, to compile reports on website activity and to provide the website operator with further services relating to website and Internet use.

The IP address transmitted by your browser in the context of Google Analytics is not merged with other Google data.

During your visit to the website, the following data is collected, among other things:

- The pages you have accessed, your “click path”
- Achieved “website goals” (conversions, such as newsletter sign-ups, downloads, purchases)
- Your user behaviour (e.g. clicks, retention, bounce rates)
- Your approximate location (region)
- Your IP address (in shortened form)
- Technical information about your browser and the end devices you use (e.g. language setting, screen resolution)
- Your internet provider
- The referrer URL (through which website/advertising medium you came to this website)

The data sent by us and linked to cookies is automatically erased after 14 months. The erasure of data for which the retention period has been reached takes place automatically once a month.

You can also prevent the collection of data generated by the cookie and relating to your use of the website (including your IP address) by Google and the processing of this data by Google by

- a. not giving your consent to the cookie placement or
- b. downloading and installing the browser add-on to deactivate Google Analytics [here](#).

You can also prevent cookies from being stored by setting your browser software accordingly. However, if you configure your browser to reject all cookies, you may experience limited functionality on this and other websites.

The legal basis and revocation option for this data processing is your consent, Art. 6 (1) sent.1 letter (a) of the GDPR. You can revoke your consent at any time with effect for the future by accessing the cookie settings [here](#) and changing your selection in the screen that appears.

For more information on Google Analytics' terms of use and Google's privacy policy, please visit <https://marketingplatform.google.com/about/analytics/terms/de/> and <https://policies.google.com/?hl=en>.

## 9 Google Maps

- 9.1 In our website, we use the Google Maps service via an interface. This is a service provided by Google Inc, 1600 Amphitheatre Parkway, Mountain View, CA 94034, USA ("Google"). To use the functions of Google Maps, it is necessary to save your IP address. This information is usually transferred to a Google server in the USA and stored there. The provider of this website has no influence on this data transmission.
- 9.2 We use Google Maps to make it easier for you to find the places we indicate in our website. This constitutes a legitimate interest within the meaning of Art. 6 (1) letter (f) of the GDPR, which is also the legal basis for the use of Google Maps. You can find more information on the handling of user data in Google's privacy policy: <https://policies.google.com/privacy?hl=en>.

## 10 Using the functions of our website

- 10.1 In addition to using our website purely for information purposes, you can avail of various services that we offer. To do this, you must generally provide us with additional personal data, which we will then use to provide the respective service. Any additional information that you may provide if you wish is indicated accordingly.
- 10.2 If you get in touch with the service provider by e-mail or using the contact form, we will store your e-mail address and, if specified, your name and telephone number so that we can respond to your queries.

## 11 Using the online shop, order placements

- 11.1 When placing orders, we only use your personal information within our company and affiliated companies as well as with the company entrusted with the processing of orders.
- 11.2 For order processing, we collaborate with specific companies that are responsible for payment processing and logistics. We ensure that our partners also comply with data protection regulations. Under this condition, we disclose your address data (name and address) to the respective transport company that delivers the ordered goods to you. The legal basis in this respect is Art. 6 (1) letter (b) of the GDPR. The processing of your personal data is necessary for the performance of the contract concluded with you.
- 11.3 The data is stored by us for as long as it is required for the fulfilment of the contract. Furthermore, we store this data for the fulfilment of contractual obligations and to abide by the legally prescribed retention periods under commercial and tax law. This retention period is usually 10 years to the end of the respective calendar year.

## 12 Payment processing

- 12.1 Depending on the selected payment method, payment processing for orders may be carried out by a service provider.
- 12.2 When paying by credit card, your required data, such as name, address and purchase data, will be transferred to the respective credit card company.
- 12.3 When paying by PayPal, you will be redirected to the PayPal website via a link. It is possible that your personal data is processed as part of this procedure. This includes your name, address, e-mail address, telephone number (if applicable) and account or credit card details. In this respect, please refer to the [General Terms and Conditions, Terms of Use](#) and [Privacy statement](#) of PayPal (Europe) S.à r.l. et Cie, S.C.A., 22-24 Boulevard Royal, L-2449 Luxembourg on the PayPal website.
- 12.4 The legal basis for payment processing is Art. 6 (1) letter (b) of the GDPR. The processing of your personal data is necessary for the performance of the contract concluded with you, whereby the payment method can be freely chosen by you.
- 12.5 The data is stored by us for as long as it is required for the fulfilment of the contract. Furthermore, we store this data for the fulfilment of contractual obligations and to abide by the legally prescribed retention periods under commercial and tax law. This retention period is usually 10 years to the end of the respective calendar year.

## 13 Newsletter

- 13.1 When you subscribe to our newsletter, your e-mail address will be used for our own advertising purposes until you unsubscribe. You will receive regular information by e-mail on current topics as well as e-mails on special occasions, such as special campaigns.  
The emails may be personalised and individualised based on our information about you.
- 13.2 Unless you have already given us your consent in writing, we use what is referred to as the double opt-in procedure when registering for our newsletter. In other words, we will only send you a newsletter by e-mail if you have previously expressly confirmed that you want us to activate the newsletter mailing. For this purpose, we will send you a notification e-mail in which we ask you to click on a link contained in this e-mail to confirm that you wish to receive our newsletter.
- 13.3 The legal basis for the processing of your data is your consent pursuant to Art. 6 (1) letter (a) of the GDPR if you have expressly registered for the newsletter. In accordance with the legal specifications, you may also receive newsletters from us by e-mail or by post without your express consent because you have ordered goods or services from us, we have received your e-mail address in this context, and you have not objected to receiving information by e-mail. In this case, the legal basis is our legitimate interest in sending direct advertising pursuant to Art. 6 (1) letter (f) of the GDPR.
- 13.4 If you no longer wish to receive newsletters from us, you can revoke your consent at any time with effect for the future or object to receiving further newsletters without incurring any costs other than the transmission costs according to the basic rates. Simply use the unsubscribe link included in every newsletter or send a message to us or to our Data Protection Officer.

## 14 Customer account

- 14.1 You can register for the use of our offers on a voluntary basis.  
All information about you, your company and orders is managed centrally in the customer account. In this way, you have the possibility to manage, update and, if necessary, erase all data from the entries from a central location. The legal basis for the processing of registration data in the case of consent is Art. 6 (1) letter (a) of the GDPR. If you register with us to fulfil or initiate a contract, the legal basis for the processing of the data is additionally Art. 6 (1) letter (b) of the GDPR.
- 14.2 In order to use the full range of functions of the customer account, it is necessary to verify the e-mail address provided to us during registration. For this purpose, we will send a confirmation link to the e-mail address provided, which must be opened by you. This procedure serves on the one hand to ensure the security of your data, and on the other hand to ensure communication regarding services, delivery status or state of payment to a valid e-mail address.
- 14.3 You can use our respective offers without using a customer account.  
If you want to stop the storage of data in the customer account altogether, you can request your customer account to be erased.
- 14.4 The data accrued during the use of the customer account is generally stored for as long as the customer account continues to exist and shall only be erased upon request. As a rule, the essential data can be viewed and amended or erased directly on the website. The user can erase his/her customer account at any time by requesting its erasure from S+S. This request can also be made directly on the website.

## 15 Communication with S + S

You can contact us in various ways, including via the [contact form](#) on our website. We will also be happy to provide you regular information in our newsletter, which is sent by e-mail.

If you wish to use the contact form in our website, we collect the personal data that you enter in the contact form, in particular your name and e-mail address. We also store the IP address and the date and time of the request. We process the data transmitted via the contact form exclusively for the purpose of replying to your enquiry or request. The legal basis for the processing of your data is our legitimate interest in responding to your enquiry pursuant to Art. 6 (1) letter (a) of the GDPR.

After we have processed the matter, the data will be temporarily stored in case of any queries. The erasure of the data can be requested at any time, otherwise it shall take place after completion of the matter; statutory retention obligations remain unaffected in each case.

## 16 General information about the erasure and blocking of personal data

The controller shall process and store personal data about the data subject only for the time necessary to achieve the purpose of storage or where provided for by the European body for issuing directives and regulations or other legislator in laws or regulations to which the controller is subject. If the purpose of storage no longer applies or if a storage period prescribed by the European body for issuing directives and regulations or by another responsible legislator expires, the personal data will be routinely blocked or erased in accordance with the legal requirements. The criterion for the duration of storage of personal data is the respective statutory retention period. On expiry of the period, the relevant data is routinely erased insofar as it is no longer required for the performance or initiation of a contract.



## **17 Complaints**

If you believe that we are not processing your personal data in accordance with this Privacy Policy or applicable data protection laws, you may lodge a complaint with our Data Protection Officer. The Data Protection Officer will then review the matter and inform you of the outcome of the review. In addition, you also have the right to lodge a complaint with a supervisory authority.

## **18 Links to other websites**

Our website may contain links to other websites. These links are usually marked as such. We have no influence on the extent to which the applicable data protection regulations are observed on the linked websites. We therefore recommend that you also inform yourself about the respective privacy policies of other websites.

## **19 Amendment to the privacy policy**

The version of this privacy policy is indicated by the date (below). We reserve the right to change this privacy policy at any time with effect for the future. A change is made in particular in the event of technical adjustments to the website or changes to the specifications under data protection law. The current version of the privacy policy can always be accessed directly via the website. We recommend that you regularly check for amendments to this privacy policy.

Version of the privacy policy: 17/05/2021