

Callershelf.de – Data Privacy Statement in acc. with GDPR (DSGVO)

Issue: 11 Apr 2022 – In the event of a dispute, the German version applies

1. Definitions

Our data privacy statement is based on the terms used by the European legislator for directives and regulations when the General Data Protection Regulation – GDPR (in German: DSGVO) was issued. Our privacy policy should be easy to read and understand for everyone. To ensure this, we would like to explain the terms used in advance.

We use the following terms, among others, in this privacy policy:

a) Personal Data

Personal data means any information relating to an identified or identifiable natural person (hereinafter “the person concerned”). An identifiable natural person shall be deemed to be a natural person who can be identified directly or indirectly, in particular by means of an identification such as a name, an identification number, location data, an online identification or one or more specific features expressing the physical, physiological, genetic, psychological, economic, cultural or social identity of that natural person.

b) Processing

Processing is any process carried out with or without the aid of automated procedures or any series of such processes in connection with personal data such as the recording, collection, organization, storage, adjustment or modification, reading out, query, use, disclosure by transmission, dissemination or another form of provision, comparison or linking, restriction, deletion or destruction.

2. Name and address of the responsible person for processing

The controller for the purposes of the General Data Protection Regulation (GDPR), other data protection laws in force in the Member States of the European Union and other provisions with a data protection character is:

Manfred Stolt
Bergpflege 28
56218 Muelheim-Kaerlich
Germany
E-mail: info@callershelf.de

3. Collection of general data and information

The website collects a series of general data and information when a person concerned or an automated system calls up the website. These general data and information are stored in the log files of the server. The following can be recorded:

- (1) types of browsers and versions used,
- (2) the operating system used by the accessing system
- (3) the website from which an accessing system reaches our website (so-called referrers),
- (4) the sub-websites to the website, which are accessed by an accessing system,
- (5) Date and time of access to the website,
- (6) an Internet-Protocol-Address (IP-Address),
- (7) the Internet-Service-Provider of the accessing system and
- (8) other similar data and information used for security purposes in the event of attacks on the information technology systems

When using these general data and information, no conclusions are drawn about the person concerned. Rather, this information is needed to

- (1) to deliver the contents of the website correctly,
- (2) to optimize the contents of the website and the advertising for it (if applicable),
- (3) to ensure the long-term functioning of our information technology systems and the technology of our website, and
- (4) Provide law enforcement authorities with the information necessary for law enforcement in the event of a cyber-attack.

These anonymously collected data and information are therefore evaluated by me on the one hand statistically and also with the aim of increasing data protection and data security, in order to ultimately ensure an optimum level of protection for the personal data processed by me. The anonymous data of the server log files are automatically stored at the website hoster separately from all personal data provided by a person concerned.

4. Use of Website-Cookies

Website cookies are used solely for the purpose of the proper functioning of the website and do not contain any personal data.

5. Contact possibility via the website and purchase

Due to legal regulations, the website contains information that enables me to be contacted electronically quickly and to communicate directly with me, which also includes a general address of the so-called electronic mail (e-mail address). If a person concerned contacts the person responsible for the processing by e-mail or via a contact form, the personal data transmitted by the person concerned will be automatically stored. Such personal data transmitted voluntarily by a person concerned to the person responsible for the processing are being stored for the purposes of processing, accounting or contacting the person concerned. These personal data will not be passed on to third parties.

6. Routine deletion and blocking of personal data

The person responsible for the processing processes and stores the personal data of the person concerned only for the period necessary to achieve the purpose of storage or as provided for by the European legislator or another legislator in laws or regulations to which the controller is subject.

If the purpose of storage is no longer fulfilled or a storage period prescribed by the European legislator or another competent legislator expires, the personal data will be routinely blocked or deleted in accordance with the statutory provisions. The personal data referred to in 1a) are automatically deleted by the website host after 60 days.

7. Legal basis of the processing

Responsible body within the meaning of data protection law

Manfred Stolt
Bergpflege 28
56218 Muelheim-Kaerlich
Germany
E-mail: info@callershelp.de

Other Definitions

Our Data Privacy Statement should be simple and understandable for everyone. In this Data Privacy Statement, the official terms of the General Data Protection Regulation – GDPR (in German: DSGVO) are generally used. The official definitions of are explained in Art. 4 DSGVO.

Data processing caused by visiting our website

When you visit our websites, it is technically necessary that data be transmitted to our web server via your internet browser. The following data is recorded during an ongoing connection for communication between your internet browser and our web server:

- Date and time of request
- Name of requested file
- Page from which the file was requested
- Access status
- Web browser and operating system used
- (complete) IP-Address of the requesting Computer
- Amount of data transmitted

We collect the listed data to ensure a smooth connection of the website and to enable a comfortable use of our website by the users. In addition, the log file is used to evaluate system security and stability as well as for administrative purposes. The legal basis for the temporary storage of the data or of the log files is Art. 6 Paragraph 1 lit. f DSGVO.

For reasons of technical security, in particular to prevent attacks on our web server, we store this data for a short period of time. On the basis of this data, it is not possible for us to determine individual persons. After 60 days at the latest, the data is anonymized by shortening the IP address at domain level, so that it is no longer possible to establish a link to the individual user.

Contact form, contact by e-mail and order form

If you send us enquiries by contact form or e-mail or order products using the order form, your details will be taken from the form or of your e-mail including the first and last name, title and postal address you provide there for the purpose of processing your enquiry and in case of follow-up questions. The indication of an e-mail address is required for contact purposes, the indication of your name and your telephone number is voluntary. Under no circumstances do we pass on this data without your consent. The legal basis for processing the data is our legitimate interest in answering your request in accordance with Art. 6 Para 1 lit. f DSGVO and, if applicable Art. 6 1 lit. b DSGVO, if your inquiry is aimed at the conclusion of a contract (order form). Your data will be deleted after the final processing of your request, unless there are legal obligations to keep records (the order data is stored for accounting purposes and automatically deleted after the legal retention period has expired). In the case of Art. 6 1 lit. f DSGVO you can object to the processing of your personal data at any time.

Data transfer and recipient

Your personal data will not be transferred to third parties, unless

- if we have explicitly indicated this in the description of the respective data processing.
- if you have given your express consent according to Art. 6 para 1 S lit. a DSGVO for this purpose,
- the transfer according to Art. 6 para 1 S lit. a DSGVO is necessary for the assertion, exercise or defense of legal claims and there is no reason to assume that you have an overriding interest worthy of protection in not disclosing your data,
- in the event that a legal obligation exists for the transfer Art. 6 para 1 S 1 lit. c DSGVO and
- as far as this is required by Art. 6 para 1 p. 1 lit. b DSGVO for the processing of contractual relationships with you.

In addition, we use external service providers for our services, which we have carefully selected and commissioned in writing. They are bound by our instructions and are regularly checked by us. With which, if necessary, we have contract processing agreements in accordance with Art. 28 DSGVO. These are service providers for web hosting, the sending of e-mails as well as maintenance and servicing of our IT systems etc. The service providers will not pass on this data to third parties.

Data Security

We take, in accordance with Art. 32 DSGVO taking into account the state of the art, the implementation costs and the nature, scope, circumstances and purposes of the processing, as well as the different likelihood of occurrence and severity of the risk to the rights and freedoms of natural persons, appropriate technical and organizational measures to ensure a level of protection appropriate to the

risk. This website uses SSL-encryption for security reasons and to protect the transmission of confidential content.

Duration of storage of personal data

The duration of the storage of personal data is determined by the relevant legal retention periods (e.g. from commercial law and tax law). After expiry of the respective period, the corresponding data is routinely deleted. If data is required for the fulfilment or initiation of a contract, or if we have a legitimate interest in further storage, the data will be deleted when those are no longer required for these purposes or when you exercise your right of revocation or objection.

Your Rights

Below you will find information on the rights of persons concerned granted to you by the applicable data protection law vis-à-vis the responsible person for processing with regard to the processing of your personal data:

The right, according to Art. 15 DSGVO, to request information about your personal data processed by us. In particular, you may obtain information on the purposes of the processing, the category of personal data, the categories of recipients to whom your data have been or will be disclosed, the envisaged storage period, the existence of a right of rectification, deletion, restriction of processing or objections, the existence of a right of appeal, the origin of your data, if not collected by us, as well as the existence of automated decision making, including profiling and, if applicable require meaningful information on their details.

The right, according to Art. 16 DSGVO, to request the rectification of incorrect or completion of your personal data stored with us without delay.

The right, according to Art. 17 DSGVO, to demand the deletion of your personal data stored with us, unless processing is necessary to exercise the right to freedom of expression and information, to fulfil a legal obligation, for reasons of public interest or to assert, exercise or defend legal claims.

The right, according to Art. 18 DSGVO, to request the restriction of the processing of your personal data insofar as the accuracy of the data is disputed by you, the processing is unlawful, but you refuse its deletion and we no longer need the data, but you need it to assert, exercise or defend legal claims or you in accordance with Art. 21 DSGVO have lodged an objection to the processing.

The right, according to Art. 20 DSGVO, to receive your personal data that you have provided us with in a structured, common and machine-readable format or to request that it be transferred to another responsible party.

The right, according to Art. 77 DSGVO, to lodge a complaint with a supervisory authority. As a rule, you can contact the supervisory authority of the German Federal State of our registered office mentioned above or, if applicable those of your usual place of residence or work if in Germany.

Right to revoke consents granted under Art. 7 para 3 DSGVO: You have the right to revoke your consent to the processing of data at any time with effect for the future. In the event of revocation, we will immediately delete the data concerned, unless further processing cannot be based on a legal

basis for processing without consent. Revocation of consent shall not affect the lawfulness of the processing carried out on the basis of the consent until revocation.

Right of objection

If your personal data is processed by us on the basis of legitimate interests according to Art. 6 para 1 p. 1 lit. f DSGVO, you have right to object, in accordance with Art. 21 DSGVO, to the processing of your personal data for reasons arising from your particular situation. If the objection is directed against the processing of personal data for the purpose of direct marketing, you have a general right of objection without the need to indicate a specific situation. If you wish to exercise your right of revocation or objection, simply send an e-mail to info@callershelf.de

Reservation of the right of modification

We reserve the right to adapt this Data Privacy Statement if necessary in accordance with the applicable data protection regulations or in order to update. In this way, we can adapt them to current legal requirements and take account of changes in our services, for example when introducing new services. For your visit, the most recent version applies.

The German version of this privacy policy was prepared by www.datenschutzexperte.de