

Data privacy statement

The following data privacy statement applies to the use of our online offer www.dickow.info (hereinafter "Website"). We attach great importance to data protection. The collection and processing of your personal data is carried out in compliance with the applicable data protection regulations, in particular the General Data Protection Regulation (GDPR).

1. Responsible

Responsible for the collection, processing and use of your personal data within the meaning of Art. 4 No. 7 GDPR:

Dickow Pumpen GmbH & Co. KG, Siemensstraße 22, 84478 Waldkraiburg, info@dickow.de, +49 8638/602-0

If you wish to object to the collection, processing or use of your data by us in accordance with this Privacy Policy as a whole or for individual measures, you can address your objection to the person responsible.

You can save and print this privacy policy at any time.

2. Conclusion of contract

We use personal information for the purpose of operating the website.

3. What data we use and why

3.1. Hosting

The hosting services we use serve to provide the following services: Infrastructure and platform services, computing power, storage and database services, security services and technical maintenance services, which we use for the purpose of operating the website.

In doing so, we or our hosting provider processes inventory data, contact data, content data, contract data, usage data, meta and communication data of customers, interested parties and visitors to this website based on our legitimate interests in an efficient and secure provision of our website. Art. 6 para. 1 p. 1 f) GDPR in connection with Art. 28 GDPR.

3.2. Access data

We collect information about you when you use this website. We automatically collect information about your usage and interaction with us and register information about your computer or mobile device. We collect, store and use data about every access to our website (so-called server log files). Access data includes:

- Name and URL of the retrieved file
- Date and time of retrieval.
- transferred amount of data
- Message about successful retrieval (HTTP response code)
- Browser type and browser version
- Operating system
- Referer URL (i.e. the previously visited page)
- Websites that are accessed by the user's system through our website.
- Internet service provider of the user.
- IP address and the requesting provider

We use this log data without assignment to you or other profiling for statistical evaluations for the purpose of operation, security and optimization of our website, but also for the anonymous recording of the number of visitors to our website (traffic) and the extent and nature of Use of our website and services, as well as for billing purposes, to measure the number of clicks received from cooperation partners. Based on this information, we can provide personalized and location-based content, analyze traffic, troubleshoot and improve our services.

This is also our legitimate interest in accordance with Article 6 paragraph 1 p. 1 f) GDPR.

We reserve the right to review the log data later if there is reasonable suspicion of unlawful use based on specific evidence. We store IP addresses in the logfiles for a limited period of time, if this is necessary for security purposes or for the provision of services or the billing of a service, eg. Eg if you use one of our offers. After canceling the process we delete the IP address, if this is no longer necessary for security purposes. We store IP addresses even if we have a specific suspicion of a crime in connection with the use of our website. In addition, as part of your account, we save the date of your last visit (for example, when registering, logging in, clicking links, etc.).

3.3. Cookies

We use so-called session cookies to optimize our website. A session cookie is a small text file that is sent by the respective servers when visiting a website and stored on your hard disk. As such, this file contains a so-called session ID, with which various requests from your browser can be assigned to the shared session. This will allow your computer to be recognized when you return to our website. These cookies are deleted after you close your browser.

We also use a small amount of persistent cookies (also small text files stored on your device) that remain on your device and allow us to recognize your browser the next time you visit it. These cookies are stored on your hard drive and delete themselves after the given time. Their lifespan is 1 month to 10 years. This will enable us to present our offer in a more user-friendly, effective and secure way, and to show you, for example, information tailored to your interests on the page.

Our legitimate interest in the use of cookies in accordance with Article 6 para. 1 sentence 1 f) of the GDPR is to make our website more user-friendly, effective and secure. The following data and information are stored in the cookies:

- Log-In-informations
- language settings
- entered search terms
- Information about the number of visits to our website and use of individual functions of our website.

If the cookie is activated, it will be assigned an identification number and no assignment of your personal data to this identification number will be made. Your name, IP address or similar data that would allow the cookie to be associated with you will not be included in the cookie. Based on the cookie technology, we only receive pseudonymous information, for example, which pages of our website were visited, which documents were viewed, etc.

You can set your browser so that you are informed in advance about the setting of cookies and can decide on a case-by-case basis whether you exclude the acceptance of cookies for specific cases or in general, or that cookies are completely prevented. This may limit the functionality of the website.

3.4. Data to fulfill our contractual obligations

We process personal data that we need to fulfill our contractual obligations, such as name, address and e-mail address. The collection of this data is required for the conclusion of the contract.

The deletion of the data takes place after expiry of the warranty periods and legal retention periods. Data associated with a user account (see below) will in any case be retained for the time this account is maintained.

The legal basis for the processing of this data is Article 6 (1) sentence 1 (b) GDPR, because this data is needed so that we can fulfill our contractual obligations towards you.

3.5. User account

You can create a user account on our website. If you wish to do so, we need the personal data requested at login. If you log in later, only your email or user name and the password you have chosen will be required.

For the reregistration we collect master data (e.g. name, address), communication data (E. G. e-mail address) as well as access data (username and password). In order to ensure your proper registration and prevent unauthorized registration by third parties, you will receive an activation link via email after your registration to activate your account. Only after the registration has been registered will we permanently save the data you have submitted to our system.

You can have a user account deleted by us at any time without incurring any other than the delivery costs according to the basic rates. A communication in text form to the contact data referred to in point 1 (e.g. e-mail, fax, letter) is sufficient for this. We will then delete your stored personal data, as far as we do not have to save it due to statutory retention requirements.

The legal basis for the processing of this data is your consent pursuant to Article 6 (1) p. 1 a) GDPR.

3.6. E-mail Contact

If you contact us (e.g. by contact form or e-mail), we process your details for processing the request and in the event that connection issues arise.

If the data processing is carried out to carry out pre-contractual measures which are carried out at your request or, if you are already our customer, for the implementation of the contract, the legal basis for this data processing is art. 6 para. 1 p. 1 b) GDPR.

We process further personal data only if you agree (art. 6 para. 1 p. 1 a) GDPR) or we have a legitimate interest in the processing of your data (art. 6 para. 1 p. 1 f) GDPR). A legitimate interest, for example, is to reply to your e-mail.

4. Google Analytics

We use Google Analytics, a Web Analytics service from Google Inc. ("Google"). Google Analytics uses so-called "cookies", text files that are stored on your computer and which allow you to analyze the use of the website. The information generated by the cookie about the use of this website by the site visitors is usually transferred to a server of Google in the USA and stored there.

Herein is also our legitimate interest according to Art 6 para 1 P. 1 f) GDPR.

Google has been subjected to the privacy Shield agreement between the European Union and the United States and has become certified. This obliges Google to comply with the standards and regulations of the European Data privacy law. For more information, please refer to the following link:
<https://www.privacyshield.gov/participant?id=a2zt0000000115AAI&status=Active>.

We have enabled IP anonymization on this website (anonymizelp). This will, however, shorten your IP address from 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 transferred to a Google server in the United States and shortened there. On our behalf, Google will use this information to evaluate the use of the website by you, to compile reports on the website activities and to provide us with further services related to the use of the website and Internet use. Provide.

The IP address submitted by your browser as part of Google Analytics will not be merged with other Google data. You can prevent the storage of cookies by a corresponding setting of your browser software; However, we would point out that in this case you may not be able to use all functions of this website in full.

You may also prevent the transfer of the data generated by the cookie and related to your use of the website (including your IP address) to Google as well as the processing of this data by Google by using the available information at the following link Download and install the browser plugin: <http://tools.google.com/dlpage/qaoptout?hl=de>.

5. Storage time

Unless specifically stated, we will only store personal data for as long as is necessary to fulfill the purposes pursued.

In some cases, the legislator provides for the retention of personal data, such as tax or commercial law. In these cases, the data will only be stored by us for these legal purposes, but not otherwise processed and deleted after the expiration of the statutory retention period.

6. Your rights as being affected by the data processing

6.1. Right of Confirmation and information

You have the right to a clear information about the processing of your personal data.

In detail:

You have the right at any time to receive confirmation from us as to whether or not you are processing personal data relating to them. If this is the case, you have the right to ask us for free information about the personal data stored with you, together with a copy of this data. There is also the right to the following information:

- a. The processing purposes;
- b. The categories of personal data that are processed;
- c. The recipients or categories of recipients to whom the personal data has been disclosed or is still disclosed, in particular to recipients in third countries or to international organisations;
- d. If possible, the planned duration for which the personal data are stored or, if this is not possible, the criteria for determining this duration;
- e. The existence of a right to rectify or delete the personal data relating to it or to restrict the processing by the person responsible or a right of objection against such processing;
- f. The existence of a right of appeal by a supervisory authority;
- g. If the personal data are not collected from you, all available information about the origin of the data;
- h. The existence of an automated decision-making process, including profiling pursuant to article 22 (1) and (4) of the GDPR and, at least in these cases, meaningful information on the logic involved, the scope and the intended impact of a Such processing for you.

Where personal data are transmitted to a third country or to an international organisation, they shall have the right to be informed of the appropriate guarantees in accordance with article 46 GDPR in connection with the transmission.

6.2. Right to Rectification

You have the right to require us to rectify and, if necessary, to complete any personal data relating to you.

In detail:

You have the right to demand from us without delay the rectification of any incorrect personal data relating to you. Taking into account the purposes of processing, you have the right to request the completion of incomplete personal data, including by means of a supplementary declaration.

6.3. Right to deletion ("right to be forgotten")

In a number of cases, we are obligated to delete personal data relating to you.

In detail:

In accordance with article 17 (1) GDPR, you have the right to require us to delete any personal data relating to you immediately, and we are obligated to remove any personal data immediately, provided that one of the following reasons applies:

- a. The personal data are no longer necessary for the purposes for which they were collected or processed in any other way.
- b. They revoke their consent to the processing referred to in article 6 (1) (a) GDPR or article 9 (2) (a) GDPR, and there is no other legal basis for processing.
- c. They shall, in accordance with article 21 (1), GDPR an opposition to the processing and there are no overriding reasons for the processing or, pursuant to article 21 (2), GDPR objection to processing.
- d. The personal data has been processed in an unlawful form.
- e. The deletion of personal data is necessary in order to comply with legal obligations under union law or the laws of the Member States to which we are subject.
- f. The personal data were collected in relation to the services offered by the information society in accordance with article 8 (1) GDPR.

If we have made the personal data public and we are obliged to delete it according to article 17 para 1 GDPR, we shall take appropriate measures, including technical means, taking into account the available technology and the implementation costs, in order to The data controller, who process the personal data, inform you that you have requested the deletion of all links to this personal data or of copies or replicas of these personal data.

6.4. Right to restrict processing

In a number of cases, you are entitled to require us to restrict the processing of your personal data.

In detail: You have the right to require us to restrict the processing if one of the following conditions is met:

- a. The accuracy of the personal data will be disputed by you for a period of time which allows us to verify the accuracy of the personal data,
- b. The processing is unlawful and you rejected the deletion of the personal data and instead demanded the restriction of the use of the personal data;
- c. We no longer need the personal data for the purposes of processing, but you need the data for the assertion, exercise or defence of legal claims, or
- d. You have objected to the processing in accordance with article 21 (1) of the GDPR, as long as it is not yet determined whether the legitimate reasons of our company outweigh those of yours.

6.5. Right to Data transferability

You have the right to receive, transmit, or transmit from us personal data relating to the machine.

In detail: You have the right to receive the personal data relating to you that you have provided to us in a structured, common and machine-readable format, and you have the right to use such data to another person responsible without By us, provided that

- a. The processing is based on a consent pursuant to Article 6 (1) (a) GDPR or article 9 (2) (a) GDPR or on a contract pursuant to article 6 (1) (b) GDPR and
- b. Processing is done using automated procedures.

When exercising your right to transfer data in accordance with paragraph 1, you have the right to obtain that the personal data are transmitted directly by us to another person responsible, as far as this is technically feasible.

6.6. Right of opposition

You have the right to object to the lawful processing of your personal data by us if this is based on your particular situation and does not outweigh our interests in processing.

In detail:

You have the right to object, for reasons arising from your particular situation, at any time against the processing of personal data relating to you, which is GDPR by virtue of article 6

(1) (1) or (f)); This also applies to profiling based on these provisions. We do not process the personal data any more, unless we can prove compelling reasons for the processing that

outweigh your interests, rights and freedoms, or the processing is for the assertion, exercise or defense of legal claims.

If personal data are processed by us in order to operate direct advertising, you have the right at any time to object to the processing of personal data relating to you for the purpose of such advertising; This also applies to profiling as far as it is related to such direct advertising.

You have the right, for reasons arising out of your particular situation, against the processing of personal data relating to you, for scientific or historical research purposes or for statistical purposes in accordance with article 89 (1) GDPR is made to appeal, unless the processing is necessary to fulfil a task in the public interest.

6.7. Automated decisions including profiling

You have the right not to be subjected to a decision based solely on automated processing, including profiling, which will have a legal effect on you or, in a similar manner, significantly affect you.

Automated decision-making based on personal data collected does not take place.

6.8. Right to revoke a data protection consent

You have the right to revoke your consent to the processing of personal data at any time.

6.9. Right to appeal to a supervisory authority

You have the right to appeal to a supervisory authority, in particular in the Member State of your place of residence, your workplace or the place where the alleged infringement is concerned, if you consider that the processing of the personal Data is unlawful.

7. Data security

We are committed to the security of your data within the limits of the applicable data protection laws and technical possibilities.

Your personal data will be transferred to us in encrypted form. This applies to the customer login. We use the SSL (Secure Socket Layer) encoding system, but point out that data transmission on the Internet (e.g. when communicating via e-mail) can have security vulnerabilities. It is not possible to completely protect the data from access by third parties.

In order to secure your data we maintain technical and organizational security measures according to art. 32 GDPR, which we constantly adapt to the state of the art.

We also do not guarantee that our offer is available at certain times; Faults, interruptions or failures cannot be excluded. The servers we use are regularly backed up carefully.

8. Passing on of data to third parties, no transfer of data to non-EU-countries

In principle we use your personal data only within our company.

If and to the extent that we third parties in the context of the fulfillment of contracts (such as logistics service providers), these personal data are only received to the extent that the transmission is required for the corresponding service.

In the event that we outsource certain parts of the data processing ("Order Processing"), we are obligated by contract processors to use personal data only in accordance with the requirements of the data protection laws and to protect the To ensure the rights of the person concerned.

A transfer of data to places or persons outside the EU outside the case referred to in this declaration in paragraph 4 does not take place and is not planned.

9. Contact

If you have any questions or concerns about data protection, please contact our Data Protection officer:

Dickow Pumpen GmbH & Co. KG
Data Protection Officer
Siemensstraße 22
84478 Waldkraiburg

Phone: +49 8638/602-0
E-Mail: dsb@dickow.de

The data protection authority responsible for us is:

Bayerisches Landesamt für Datenschutzaufsicht (BayLDA)
Promenade 18
91522 Ansbach

Phone: +49 (0) 981 180093-0
Fax: +49 (0) 981 180093-800
E-Mail: poststelle@lda.bayern.de
Website: <https://www.la.bayern.de/de/kontakt.html>