

## **Data protection notice of Heidelberger Chlorella GmbH**

### **1. Data Protection at a Glance**

#### **General notes**

The following communication provides a simple overview of what happens to your personal data when you visit our website. Personal data include all data that make it possible to identify you in person. Detailed information on the subject of data protection can be taken from our data protection statement listed below this text.

#### **Data collection on our website**

##### **Who is the controller for data collection on this website?**

Processing activities on this website are performed by the website operator. For its contact details, see the imprint of this website.

##### **How do we record your data?**

Your data will be collected when you disclose them to us. For example, these may be data you submit in your order or enter in a contact form. Other data will be recorded automatically by our IT systems when you visit the website. These are in particular technical data (e.g. web browser, operating system or time at which the page was called up). These data are collected automatically as soon as you enter our website.

##### **What do we use your data for?**

Part of the data are collected in order to ensure correct provision of the website. Other data may be used for analysing your user behaviour. We will process your communication data in particular for performance of orders.

##### **What rights do you have concerning your data?**

You have the right to receive information on the origin, recipients and purpose of the personal data concerning you that are stored at all times free of charge. You also have the right to demand rectification, blocking, restriction, erasure or transfer of such data. You may contact us at any time concerning this and any other questions relating to data protection using the address indicated in the imprint. Furthermore, you have a right to lodge a complaint with the competent supervisory authority.

##### **Analysis tools and tools of third-party providers**

Your surfing behaviour may be statistically evaluated when you visit our website. This is done in particular using cookies and analysis programs. Analysis of your surfing behaviour usually takes place anonymously; your surfing behaviour cannot be tracked back to you. You can object to this analysis or prevent it by not using certain tools. In addition, a third-party tool is used to ensure a proper order via our website by verifying the input data during the ordering process. For detailed information on this, see the following data protection statement.

### **2. General notes and mandatory information**

#### **Data protection**

The provider of this website takes protection of your personal data very seriously. We treat your personal data confidentially and comply with the statutory data-protection rules and this data

protection statement. You can find the statutory data protection provisions in the EU General Data Protection Regulation (hereinafter: GDPR) and the Federal Data Protection Act (Bundesdatenschutzgesetz BDSG). When you use this website, various personal data will be collected. Personal data include data that make it possible to identify you in person. This data protection statement explains which data we collect and what we use them for. It also explains how and for what purpose this is done. We would like to point out that data transmission on the internet (e.g. in the case of email communication) may be subject to gaps in security. Complete protection of the data against third-party access is not possible.

### **Information on the controller**

The controller for processing activities on this website is:

Heidelberger Chlorella GmbH

In der Heidelslach 4

69181 Leimen | Germany

Phone: +49 (0)6224 92700

Fax: +49 (0)6224 927070

Email: [info@heidelberger-chlorella.de](mailto:info@heidelberger-chlorella.de)

The controller is the natural or legal person who, alone or jointly with others, decides about the purposes and means of processing of personal data (e.g. name, email addresses, etc.).

### **Withdrawal of your consent to processing activities**

Many processing activities are only permitted with your explicit consent. You may withdraw consent once given at any time. An informal notification by email to us is sufficient for this. The lawfulness of the processing activities performed until the withdrawal shall be unaffected by this (Article 7(3) GDPR).

### **Right to object**

**You have the right to object to the personal data processed based on point (f) of Article 6(1) GDPR if you have any reasons for the objection that are based on your particular situation. However, your personal data will continue to be processed if compelling legitimate grounds are present for further processing of the data that override the interests, rights, and freedoms of your person, or if processing serves to establish, exercise, or defend any legal claims. If we process personal data from you for the purpose of direct marketing, you have the right to object to processing of the personal data for the purpose of such marketing at any time, without stating grounds (Article 21 GDPR).**

### **Right to lodge a complaint with the competent supervisory authority**

In case of infringements under data protection law, the data subject has a right to lodge a complaint with the competent supervisory authority (Article 77 GDPR). The competent supervisory authority in matters of data protection is the state data protection officer of the Federal state in which the undertaking is registered:

The state officer for data protection in Baden-Württemberg

PO box 10 29 32, D-70025 Stuttgart

Königstraße 10a, D-70173 Stuttgart

Phone: +49 (0)711 6155410

Telefax: +49 (0)711 61554115

Email: [poststelle@fdi.bwl.de](mailto:poststelle@fdi.bwl.de)

### **Right to data portability**

You have the right to have any data that we process automatically based on your consent or to perform a contract transferred to you or a third party in a common machine-readable format. If you demand direct transfer of the data to another controller, this shall be done only as far as it is. (Article 20 GDPR).

### **SSL or TLS encryption**

This page uses SSL or TLS encryption for reasons of security and to protect the transmission of confidential contents, such as orders or queries that you send to us as the page operator. An encrypted connection can be recognised by the address line of the browser switching from "http://" to "https://" and the lock icon being shown in your browser line. If SSL or TLS encryption is activated, the data you transmit to us cannot be read by any third parties.

### **Encrypted payment transactions on this website**

If you are under any obligation to submit your payment details (e.g. account number of direct debiting) to us after conclusion of a contract subject to fees, such data will be needed for payment processing. The payment transactions via common means of payment (Visa/MasterCard, direct debiting) will take place solely via an encrypted SSL or TLS connection. An encrypted connection can be recognised by the address line of the browser switching from "http://" to "https://" and the lock icon being shown in your browser line. In case of encrypted communication, your payment data that you transmit to us cannot be read by any third parties.

### **Information, blocking, erasure**

You have the right to information concerning your personal data stored by us, their origin and recipients, as well as the purpose of processing activities (Article 15 GDPR) free of charge, and potentially a right to rectification, restriction, or erasure of such data at any time within the context of the applicable statutory provisions (Articles 16 to 18 GDPR). You may contact us at any time concerning this and any other questions relating to the subject of personal data using the address indicated in the imprint.

### **Objection to advertising emails**

We hereby object to the use of the contact details published within the context of the imprint obligation for the transmission of any marketing and information materials not explicitly requested. The providers of the pages explicitly reserve the right to take legal action in the case of transmission of non-solicited advertising material, for example, by way of spam emails.

## **3. Data protection officer**

### **Statutorily required data protection officer**

We have appointed a data protection officer for our undertaking.

Email: [datenschutzbeauftragter@heidelberger-chlorella.de](mailto:datenschutzbeauftragter@heidelberger-chlorella.de)

## **4. Data collection on our website**

### **Cookies**

The websites partially use cookies. Cookies do not cause any damage to your computer and do not contain any viruses. Cookies serve to make our offer user-friendly, more effective and safe. Cookies are small text files that are stored on your computer and that your browser stores.

We use three types of cookies: functional cookies, marketing cookies and tracking cookies. Functional cookies are essential for the web shop's function. Marketing cookies serve targeted and individual placement of ads across multiple site calls and browser sessions. Tracking cookies help us as the shop operator collect and evaluate information on user behaviour on our website. You can choose which cookies are to be used for your visit when you first visit our website. Furthermore you can set your browser so that you will be informed when cookies are set and only permit cookies in individual cases, prevent acceptance of cookies for certain cases or in general and activate automatic deletion of the cookies when you close the browser. If you deactivate cookies, the function of this website may be limited.

Cookies that are needed to perform electronic communication or to provide certain functions desired by you (e.g. shopping cart functions) are stored based on sect. 6 para. 1 lit. f GDPR. The website operator has as legitimate interest in storage of cookies for technically correct and optimised provision of its services. As far as any other cookies (e.g. cookies for analysis of your surfing behaviour) are stored, these are treated separately in the data protection statement.

### **Server log files**

The provider of the website will automatically collect and store information in server log files that your browser transmits to us automatically. These are:

- Browser type and browser version
- operating system used
- Referrer URL
- Host name of the accessing computer
- Time of the server query
- Internet protocol address

These data will not be combined with any other data sources. The basis for processing activities is point (b) of Article 6(1) GDPR. The data will be processed for operation of the website and for fraud and abuse control.

### **Contact form**

If you send us any queries via the contact form, your information from the contact form, including the contact details you indicate there, will be stored by us for processing of the request and in case we have any subsequent questions. We will not pass on your data without your consent.

The data entered in the contact form thus shall only be processed based on your consent (point (f) of Article 6(1) GDPR). You may withdraw your consent at any time. An informal notification by email to us is sufficient for this. The lawfulness of the processing activities performed until the withdrawal shall remain unaffected by this. The data you entered in the contact form will remain with us until you request that we erase them, withdraw your consent to storage or the purpose for data storage no longer applies (e.g. after your request has been completely processed). Mandatory statutory provisions – in particular archiving periods – shall remain unaffected by this.

### **Registration on our website**

You may register on our website in order to use additional functions on the website. We will only use the data entered for this for the purpose of use of the respective offer or service for which you have registered. The mandatory information requested during registration must be entered completely. Otherwise, we will refuse registration. In case of important changes, e.g. in the scope of the offer or in case of technically necessary changes, we use the email address indicated at registration in order to inform you on this channel. The data entered in the registration shall be

processed based on your consent (point (a) of Article 6 (1) GDPR). You may withdraw consent once given at any time. An informal notification by email to us is sufficient for this. The lawfulness of the processing activities already performed shall be unaffected by the withdrawal. The data collected at registration shall be stored by us as long as you are registered on our website; they will be deleted thereafter. Statutory archiving periods shall remain unaffected.

### **Processing of data (client and contract data)**

We collect, process and use personal data only as far as they are necessary to found, design contents, or change the legal relationship (inventory data). This is done based on point (b) of Article 6(1) GDPR, which permits processing of data to meet a contract or for pre-contractual measures. We collect, process and use personal data concerning the use of our websites (usage data) only as far as this is necessary in order to enable the user to use the service or to settle fees for use. The collected customer data will be deleted after the end of the order or termination of the business relationship. Statutory archiving periods shall remain unaffected.

### **Data transmission to third parties**

We transmit personal data to third parties only when this is necessary within the scope of contract processing, e.g. to the undertakings charged with delivery of the goods or the credit institution charged with processing of payments. Our IT service provider will also receive access to personal data if this is necessary for maintenance and system care for technical reasons. Furthermore, we submit personal data to our tax advisors, public accountants, and lawyers for purposes of accounting or assertion of legal claims. Further transmission of the data shall not take place, or shall only take place if you have explicitly consented to transmission. Your data will not be passed on to any third parties without explicit consent, e.g. for marketing purposes. The basis for processing activities is point (B, f) of Article 6(1) GDPR. With regard to the use of third-party tools, we refer to the following sections 5.-8.

## **5. Analysis tools and marketing**

### **Google Analytics**

This website uses functions of the web analysis service Google Analytics. The provider is Google inc., 1600 Amphitheatre Parkway, Mountain View, CA 94043, USA. Google Analytics uses "cookies". These are text files that are stored on your computer and that permit analysis of your use of the website. As a rule, the information generated by the cookie through your use of this website is sent to a Google server in the USA and stored there. Google-Analytics cookies are stored based on point (f) of Article 6(1) GDPR. The website operator has a legitimate interest in analysis of the user behaviour in order to optimise both its web offer and its marketing.

### **IP anonymisation**

We activated the function IP anonymisation on this website. This way, your internet protocol address will be abbreviated first by Google within member states of the European Union or in other contracting states of the convention on the European Economic Area before transfer to the USA. Only in exceptional circumstances will your full internet protocol address be transmitted to a server of Google in the USA and abbreviated there. On the order of the provider of this website, Google will use this information to evaluate your use of the website, in order to compile reports on the website activities and to provide further services connected to website use and internet use towards the website operator. Google will not combine the internet protocol address transmitted by your browser within the context of Google Analytics with any other personal data.

### **Deactivation of data collection**

You may prevent storage of the cookies by making the corresponding settings in your browser software; however, note that you may be unable to fully use all functions of the website in such a case. You may furthermore prevent recording of the data generated by the cookie and referring to your use of the website (incl. your Internet Protocol address) and processing of these personal data by Google by downloading and installing the browser plug-in available under the following link: <https://tools.google.com/dlpage/gaoptout?hl=de>.

For more information on handling user data by Google Analytics, see the data protection statement of Google: <https://support.google.com/analytics/answer/6004245?hl=de>.

### **Processing activities based on a contract**

We have concluded a contract with Google for contract data processing.. For cases in which personal data are Google companies and Google partners in the USA, Google uses standard contractual clauses, you can find more information on this on the Google website at <https://policies.google.com/privacy/frameworks?hl=de>.

### **Demographic features at Google Analytics**

This website uses the function "demographic features" of Google Analytics. This permits compilation of reports that contain statements on age, gender and interests of the visitors to the pages. These data originate from interest-related marketing of Google and visitor data of third-party providers. These data cannot be associated with any specific person. You may deactivate this function at any time via the advertisement settings in your Google account or generally prohibit collection of your data by Google Analytics as described in the item "Deactivation of data collection".

### **Google Analytics Remarketing**

Our websites use the functions of Google Analytics Remarketing in connection with the device-comprehensive functions of Google AdWords and Google DoubleClick. The provider is Google inc., 1600 Amphitheatre Parkway, Mountain View, CA 94043, USA. These functions make it possible to link the advertising target groups compiled with Google Analytics Remarketing to the device-comprehensive functions of Google AdWords and Google DoubleClick. This way, interest-based personalised advertising messages that were adjusted to you based on your earlier usage and surfing behaviour on an end device (e.g. mobile phone) can also be shown on any other of your end devices (e.g. tablet or computer). If you have given the corresponding consent, Google will link your web and app browser history to your Google account for this purpose. This way, the same personalised advertising messages can be shown on every end device on which you log in with your Google account. To support this function, Google Analytics records google-authenticated IDs of the users that are temporarily linked to our Google-Analytics data in order to define and compile target groups for device-comprehensive advertisements. You may permanently object to device-comprehensive remarketing/targeting by deactivating personalised marketing in your Google account; follow the following link for this: <https://www.google.com/settings/ads/onweb/>

The data recorded will be summarised in your Google account only based on your consent that you can give to and withdraw from Google (sect. 6 para. 1 lit. a GDPR). At data recording processes that are not combined to your Google account (e.g. because you do not have a Google account or because you have objected to combination), the data will be recorded based on sect. 6 para. 1 lit. f GDPR. The legitimate interest results from the website operator having an interest in anonymised analysis of the website visitors for purposes of marketing. Further information and the data

protection provisions can be found in the data protection statement of Google at:  
<https://www.google.com/policies/technologies/ads/>.

### **Google AdWords and Google Conversion-Tracking**

This website uses Google AdWords. AdWords is an online advertising program of Google Inc., 1600 Amphitheatre Parkway, Mountain View, CA 94043, United States ("Google"). We use conversion tracking within the context of Google AdWords. If you click an ad placed by Google, a cookie for conversion tracking will be placed. Cookies are small text files that the web browser will store on the user's computer. These cookies will be rendered invalid after 30 days and are not used to identify the users in person. If the user visits specific pages of this website and the cookie has not expired yet, Google and we will be able to tell that the user has clicked the display and was forwarded to this site. Every Google AdWords client will receive a different cookie. The cookies cannot be tracked via the websites of AdWords clients. The information collected by the conversion cookie is used to compile conversion statistics for AdWords clients who have decided to use conversion tracking. The clients learn the total number of users who have clicked their ad and have been forwarded to a site supplied with a conversion tracking tag. However, they will not receive any information with which the users can be identified in person. If you do not want to participate in tracking, you can object to this use by easily deactivating the cookie for Google conversion tracking via your internet browser in the user settings. You will then not be included in the conversion tracking statistics. "Conversion cookies" are stored based on point (f) of Article 6(1) GDPR. The website operator has a legitimate interest in analysis of the user behaviour in order to optimise both its web offer and its marketing. For more information about Google AdWords and Google conversion tracking, see the data protection provisions of Google:

<https://www.google.de/policies/privacy>. You can set your browser so that you will be informed when cookies are set and only permit cookies in individual cases, prevent acceptance of cookies for certain cases or in general and activate automatic deletion of the cookies when you close the browser. If you deactivate cookies, the function of this website may be limited.

### **Google reCAPTCHA**

We use "Google reCAPTCHA" (hereinafter: "reCAPTCHA") on our websites. The provider is Google Inc, 1600 Amphitheatre Parkway, Mountain View, CA 94043, USA ("Google").

reCAPTCHA is meant to review whether the data input on our websites (e.g. in a contact form) is done by a person or an automated program. For this, reCAPTCHA analyses the behaviour of the website visitor based on various features. This analysis will commence automatically as soon as the website visitor enters the website. For analysis, reCAPTCHA will evaluate various information (e.g. internet protocol address, time the website visitor stays on the website or mouse movements made by the visitor). The data recorded during the analysis will be passed on by Google. The reCAPTCHA analyses will run in the background entirely. Website visitors are not informed that analysis will take place. Processing activities is done on the basis of point (f) of Article 6(1) GDPR. The website provider has a legitimate interest in protecting its web offers from abusive automated spying and from SPAM. Further information on Google reCAPTCHA and the data protection statement of Google can be found under the following links: <https://www.google.com/intl/de/policies/privacy>  
<https://www.google.com/recaptcha/intro/android.html>

### **Facebook Custom Audiences**

Within the scope of our online communication, we also use services of the social network Facebook for user-based user contact. For this, we have integrated counting pixels on our pages. They

establish a direct connection between your browser and the Facebook server. This way, your browser gives Facebook, among other things, the information that your end device has called up our page. If you have an account with Facebook, Facebook can assign your visit to our pages to your user account. Please note that we as provider of the pages do not know the content of the data transmitted or their use by Facebook. We can only choose the segments of Facebook users to be shown our advertisements (the legal basis for this is the first sentence of point (f) of Article 6 (1) GDPR). More information on the purpose and scope of data collection, as well as further processing and use of the data by Facebook and your setting options to protect your privacy, can be found in the data privacy policy of Facebook, which is available here: <http://www.facebook.com/policy.php>. You can also deactivate the remarketing function "Custom Audiences" in the Ad Settings area [https://www.facebook.com/ads/preferences/?entry\\_product=ad\\_settings\\_screen](https://www.facebook.com/ads/preferences/?entry_product=ad_settings_screen). You need to be logged on at Facebook for this. If you do not have a Facebook account, you can deactivate usage-based advertisements by Facebook on the website of the European Interactive Digital Advertising Alliance: <http://www.youronlinechoices.com/de/praeferenzmanagement/>

For the cases in which personal data is transferred to Facebook companies and Facebook partners in the USA, Facebook uses standard contractual clauses; you can find more information on this on the Facebook website at <https://de.de.facebook.com/legal/terms/customaudience>.

### **Hotjar**

We use Hotjar in order to better understand the needs of our users and to optimise the offer on this website. The Hotjar technology gives us a better understanding of our users' experience (e.g. how much time users spend on which pages, which links they click, what they like, and what they don't like, etc.). This helps us align our offer with our users' feedback. Hotjar uses cookies and other technologies in order to compile information on the behaviour of our users and their terminal devices (in particular internet protocol addresses of the device (only recorded and stored after being rendered anonymous), screen size, device type (unique device identifiers), information on the browser used, site (country only), preferred language to display our website). Hotjar stores this information in a pseudonymised user profile. The information is not used by Hotjar or by us to identify any individual users. It is not combined with any other data concerning individual users. Your data will be deleted after 1 year at the latest. The legal basis is point (a) of the first sentence of Article 6 (1) GDPR. For more information, see our data privacy policy of Hotjar: <https://www.hotjar.com/legal/policies/privacy>

You may consent to storage of a user profile and information concerning your visit to our website by Hotjar and the placement of Hotjar tracking cookies in our cookie policy and withdraw you consent there at any time.

## **6. Newsletter and postal marketing**

### **Postal marketing**

We reserve the right to use your first and last names, and your postal address for your own purposes of marketing, e.g. for submission of interesting offers and information about our products by letter. This serves to preserve our overriding legitimate interests based on reconciliation of interests in contacting our customers for marketing (the legal basis is point (f) of Article 6(1) GDPR). Your aforementioned data will be used continuously for mailing purposes. You may object to postal marketing at any time. We refer to your right to object in this respect.



### **Newsletter data**

If you want to receive the newsletter offered on the website, we require your email address and information that enables us to review that you are the owner of the indicated email address and that you agree to receive the newsletter. Further data will not be collected or will only be collected on a voluntary basis. We will use these data only for sending the requested information and will not pass them on to any third parties. The data entered in the newsletter registration form shall only be processed based on your consent (point (a) of Article 6(1) GDPR). The consent given for storage of the data, email address and its use for sending the newsletter may be withdrawn at any time e.g. using the "unsubscribe" link in the newsletter. The legality of the processing activities already performed shall be unaffected by this withdrawal. We will store the data you provided to us for the purpose of receiving the newsletter until you unsubscribe from the newsletter and block them after you unsubscribe from the newsletter. Data stored by us for other purposes shall be unaffected by this (e.g. email addresses for the membership area).

### **CleverReach**

This website uses CleverReach to send out newsletters. The provider is CleverReach GmbH & Co. KG, Mühlenstr. 43, D-26180 Rastede. CleverReach is a service that can be used to organise and analyse newsletter dispatch. The data you enter to receive the newsletter (e.g. email address) will be stored on the servers of CleverReach in Germany or Ireland.

Our newsletters sent out by CleverReach permit analysis of the behaviour of the newsletter recipients. Among other things, it can be analysed how many recipients have opened the newsletter message and how often which link was clicked in the newsletter. Conversion tracking also permits analysis of whether a previously defined action (e.g. purchase of product on our website) took place after a link in the newsletter was clicked. For more information concerning the data analysis by the CleverReach newsletter, see: <https://www.cleverreach.com/de/funktionen/reporting-und-tracking/> Data processing shall take place based on your consent (section 6 para. 1 lit. a. GDPR). You can withdraw this consent at any time by unsubscribing to the newsletter. The legality of the processing activities already performed shall be unaffected by this withdrawal.

If you do not desire analysis by CleverReach, you need to unsubscribe from the newsletter. Every newsletter message contains a link for this purpose. Furthermore, you can also unsubscribe from the newsletter right on the website. We will store the data you provided to us for the purpose of receiving the newsletter until you unsubscribe from the newsletter and erase them from our servers, as well as from the CleverReach servers after you unsubscribe from the newsletter. Data stored by us for other purposes shall be unaffected by this (e.g. email addresses for the membership area). For more details, see the data protection provisions of CleverReach under: <https://www.cleverreach.com/de/datenschutz/>.

### **Conclusion of a contract concerning processing of activities**

We have concluded a contract with CleverReach for contract data processing.

## **7. Social Media Sweepstakes**

By participating in the competition, the following personal data will be processed by us, Heidelberger Chlorella GmbH: Instagram/Facebook username. The data is required to determine the winner. The legal basis is Art. 6 Para. 1 Letter b of Regulation (EU) 2016/679. In the event of a win, we will also process the following personal data from the winner: first name, last name, e-mail address, communication with the participant about the competition. The data is required so that the participant can be notified if she/he wins and receives the prize. The legal basis is Art. 6 Para. 1

Letter b of Regulation (EU) 2016/679. The data will be deleted after the end of the campaign period or, in the case of a win, after the prize has been distributed.

[If the prize is sent by a shipping company, the following note must also be made:] In the event of a win, we will send the name and address of the winner to the shipping company for the purpose of shipping the prize.

In addition, the general data protection declaration of Heidelberger Chlorella GmbH applies to participation in the competition and the data protection rights of the participants, which can be accessed here. With regard to the processing of data by Facebook/Instagram, reference is made to the data protection information of Facebook/Instagram.

## 8. Plugins and tools

### Google Web Fonts

This website uses Web Fonts provided by Google for homogeneous display of fonts. When calling up a website, your browser will load the required web fonts into your browser cache in order to properly display texts and fonts. For this purpose, the browser you use must connect to the servers of Google. This way, Google will learn that our website was called up from your internet protocol address. Google Web Fonts are used in the interest of homogeneous and attractive display of our online offer. This is a legitimate interest within the meaning of sect. 6 para. 1 lit. f GDPR.

If your browser does not support Web Fonts, a standard font of your computer will be used.

For more information on Google Web Fonts, see <https://developers.google.com/fonts/faq> and the data protection statement of Google: <https://www.google.com/policies/privacy/>.

### Review reminder by Trusted Shops

If you have explicitly consented to this during, or after, placing your order by ticking the corresponding box or by clicking the provided button ("Review later"), we will transmit your email address for the reminder regarding a review to Trusted Shops GmbH, Subbelrather Str 15c, D-50823 Cologne ([www.trustedshops.de](http://www.trustedshops.de)) to remind you about the option of leaving a review by email. You may withdraw this consent at any time by sending a message to the above contact details or directly to Trusted Shops.

### Input data verification by the service provider Endereco

On our website, we offer you the option of checking certain entries in address forms in our web shop for input errors in real time. This is to avoid problems with the delivery of the products you have ordered due to incorrect information. Furthermore, we would like to ensure that your contact details are valid for sending information about your order or for any necessary queries. We use the service provider Endereco, Balthasar-Neumann-Straße 4b, 97236 Randersacker to provide these functions. The service provider processes the data exclusively according to our instructions; we have concluded an order processing agreement with the provider.

The legal basis for the transmission, processing and temporary storage of the data by the service provider is Art. 6 Para. 1 lit. GDPR. The data entered in the input mask are checked for correctness. The service provider processes the following data:

- Address (country, city, postcode, street, possibly house number)

- E-mail address

- Telephone number

The data is processed separately by the service provider and not merged. The inquiries are deleted by the service provider as soon as the status of the data entered has been determined and the storage in the web shop has been completed, but no later than after 30 days.

## 9. Payment providers

We cooperate with the following service provider/s to process your order. They support us wholly or partially in carrying-out concluded contracts. We also transmit certain complete personal data to such service providers, taking account of the following information. The personal data collected by us are passed on to the transport company charged with the delivery within the scope of processing of the contract, as far as this is necessary to deliver the goods. We will pass on your payment data to the credit institution charged within the context of payment processing – if this is necessary for processing of the payment. Find explicit information below about any payment service providers we use. The legal basis for forwarding of the data is point (a) of Article 6(1) GDPR.

### Giro Solution

When paying by credit card via GiroSolution, the payment will be processed via payment service provider GiroSolution GmbH, Hauptstraße 27, D-88699 Frickingen, to whom we will

pass on your data provided within the context of the ordering process exclusively for the purpose of payment processing in accordance with Article 6 para. 1 lit. b GDPR. The data will only be passed on as far as this is actually necessary for payment processing. Details concerning the payment with Giro Solution can be found in the general terms and conditions and the data protection provisions of Giro Solution at: <https://www.girosolution.de/rechtliches/agb>.

### PayPal

Among other things, we offer the option of paying via PayPal on our website. That payment service is provided by PayPal (Europe) S.à.r.l. et Cie, S.C.A., 22-24 Boulevard Royal, L-2449 Luxembourg (hereinafter: "PayPal"). If you choose payment via PayPal, the payment details entered by you will be transmitted to PayPal. Transfer of your data to PayPal will be based on point (a) of Article 6(1) GDPR (consent) and point (b) of Article 6(1) GDPR (processing to comply with a contract). You have the option to withdraw your consent to processing activities at any time. Withdrawal will not affect the effectiveness of any processing activities in the past. Further information under data protection law, inter alia, for the rating agencies used, can be found in the data protection statement of PayPal: <https://www.paypal.com/de/webapps/mpp/ua/privacy-full>. You may object to this processing of your data at any time by sending a message to PayPal. However, PayPal may remain authorized to process your personal data if this is necessary for contractual payment processing.

### Direct transfer

Among other things, we offer the option of paying by "direct transfer" on our website. The provider of this payment service is Sofort GmbH, Theresienhöhe 12, D-80339 Munich (hereinafter: "Sofort GmbH"). The "direct transfer" procedure will give us a payment confirmation from Sofort GmbH in real time, which allows us to start performing our commitment without undue delay.

If you have chosen the payment type "direct transfer", you will submit the PIN and a valid TAN to Sofort GmbH, to allow it to log in to your online banking account. Sofort GmbH will review your

account balance automatically after logging in and perform the transfer to us using the TAN submitted by you. They will then submit a confirmation of the transaction to us without undue delay. After logging in, your turnovers, the credit limit of the overdraft facility, and the presence of other accounts, as well as their balances, will be verified automatically. In addition to the PIN and TAN, the payment details entered by you and details concerning your person will be transmitted to Sofort GmbH. The data concerning your person are your first and last names, address, phone number(s), email address, internet protocol address, and any other data necessary for processing the payment. These data must be transmitted to determine your identity without doubt and to prevent attempted fraud. Transfer of your data to Sofort GmbH will be based on point (a) of Article 6(1) GDPR (consent) and point (b) of Article 6(1) GDPR (processing to comply with a contract). You have the option to withdraw your consent to processing activities at any time. Withdrawal will not affect the effectiveness of any processing activities in the past. For details concerning payment by immediate transfer, see the following links: <https://www.sofort.de/datenschutz.html> and <https://www.klarna.com/sofort>.

### **Paydirekt**

Among other things, we offer the option of paying by Paydirekt on our website. The provider of this payment service is Paydirekt GmbH, Hamburger Allee 26-28, D-60486 Frankfurt am Main, Germany (hereinafter: "Paydirekt"). If you perform a transfer by Paydirekt, Paydirekt will collect various transaction details and forward them to the bank where you are registered with Paydirekt. In addition to the data necessary for your payment, Paydirekt may collect further data within the

scope of processing the transaction, such as the delivery address or individual items in your shopping basket. Paydirekt will then authenticate the transaction using the authentication mechanism filed for this with the bank. Then the amount to be paid will be transferred from your account to our account. Neither we nor any third parties can access your account details. Details concerning the payment with Paydirekt can be found in the general terms and conditions and the provisions on data protection of Paydirekt at: <https://www.paydirekt.de/agb/index.html>.