

Introduction

Thank you for visiting our website and for your interest in our products. We take the protection of your personal data very seriously.

You will generally be able to use our website without needing to disclose any personal data. If a data subject wishes to use our company's services via our website, this may require the processing of personal data. If personal data has to be processed and there is no legal basis for this processing, we will always obtain the data subject's consent.

Personal data (such as a data subject's name, address, email address or phone number) will always be processed in accordance with the General Data Protection Regulation (GDPR) and in compliance with the data protection regulations that apply to us in the country in question.

As data processing controllers, we have implemented numerous technical and organisational measures to ensure the most complete protection possible of personal data processed through our website. However, data transmitted over the internet generally contains security holes, so complete protection cannot be guaranteed.

1. Definitions

This Privacy Policy is based on the definitions used by the European regulators when they adopted the GDPR (Article 4 GDPR). This Privacy Policy is intended to be easy for everyone to read and understand. To make sure this is the case, we would like to start by explaining the terminology used. This Privacy Policy uses these definitions, amongst others:

a) **“Personal data”**:

means any information relating to an identified or identifiable natural person (“data subject”); an identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person;

b) **“Data subject”**:

means any identified or identifiable natural person whose personal data is processed by the data controller;

c) **“Processing”**:

means any operation or set of operations which is performed on personal data or on sets of personal data, whether or not by automated means, such as collection, recording, organisation, structuring, storage, adaptation or

alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction;

d) “Restriction of processing”:

means the marking of stored personal data with the aim of limiting its processing in the future;

e) “Profiling”:

means any form of automated processing of personal data consisting of the use of personal data to evaluate certain personal aspects relating to a natural person, in particular to analyse or predict aspects concerning that natural person's performance at work, economic situation, health, personal preferences, interests, reliability, behaviour, location or movements;

f) “Controller”:

means the natural or legal person, public authority, agency or other body which, alone or jointly with others, determines the purposes and means of the processing of personal data; where the purposes and means of such processing are determined by Union or Member State law, the controller or the specific criteria for its nomination may be provided for by Union or Member State law;

g) “Recipient”:

means a natural or legal person, public authority, agency or another body, to which the personal data are disclosed, whether a third party or not. However, public authorities which may receive personal data as part of a particular inquiry in accordance with Union or Member State law shall not be regarded as recipients; the processing of this data by those public authorities shall be in compliance with the applicable data protection rules according to the purposes of the processing;

h) “Third party”:

means a natural or legal person, public authority, agency or body other than the data subject, controller, processor and persons who, under the direct authority of the controller or processor, are authorised to process personal data;

i) “Consent”:

of the data subject means any freely given, specific, informed and unambiguous indication of the data subject's wishes by which he or she, by a statement or by a clear affirmative action, signifies agreement to the processing of personal data relating to him or her;

2. Collection and storage of personal data and the nature and purpose of the use of the data

a) When you visit our website

It is generally possible to use our website without providing any personal data.

If we collect personal data (such as your name, address or email addresses), this will always be done on a voluntary basis, wherever possible.

When you visit our website, we collect the following technical data that we need to be able to display the website for you, and we handle your data responsibly.

We use the following details from your data:

- Browser type and version
- Operating system used
- Websites visited
- Date and time of access
- Your internet protocol (IP) address

We process the data above for the following purposes:

- To process your order
- To send out our email newsletter, if you have given your consent

The legal basis for processing this data is Article 6 (1) (f) GDPR. Our legitimate interest comes from the data collection purposes mentioned above. On no account do we use the data collected to draw conclusions about you.

We also use cookies when you visit the website or the web shop. Further details can be found in this Privacy Policy.

b) Using the contact form

If you have questions of any kind, please take the opportunity to contact us using the form on our website. You will need to provide a valid email address so that we know who the enquiry came from and who to reply to. Any other details may be provided voluntarily. It will be up to you to decide whether you want to enter this data in the contact form.

The data you provide when contacting us will be processed with your consent, in accordance with Article 6 (1) (a) GDPR.

The personal data we collect when you use the contact form will be deleted from our mailbox once your enquiry has been fully dealt with.

Our company is required by law to archive business correspondence, particularly emails, which are classified as business letters and are kept for tax purposes, in accordance with Sections 238 (2) and 257 of the German Commercial Code, Section 146 of the Fiscal Code of Germany, and other laws.

Our company uses the MailStore program from MailStore Software GmbH, Clörather Str. 1-3, 42748 Viersen, Germany. MailStore automatically collects emails from all popular email programs and POP3 and IMAP mailboxes, and stores them permanently in a database. We store this data in order to fulfil statutory obligations.

Because of this legal obligation, the legal basis for archiving this data is Article 6 (1) (f) GDPR.

Once the statutory retention period expires, the correspondence will be deleted.

3. When will data about you be stored?

A limited amount of data is collected from you so that we can send your order or display advertising material tailored specifically to you.

We collect personal data:

- During your visit to our website and when you place an order at our online shop
- When you sign up to our newsletter

4. Sharing personal data with third parties

In order to process your enquiry or your order in the most efficient way possible, we may share your personal data with the following recipients for a variety of purposes and in various ways, in accordance with local laws and regulations:

a) External service providers who provide services on our behalf (including external consultants, business partners and professional consultants such as lawyers, auditors and accountants, and technical support staff and IT consultants who carry out testing and development work on our company's technological systems).

b) Marketing technology platforms and suppliers

Our service providers and business partners all meet the required standards of data protection and are compliant with data protection regulations.

5. Use of cookies

In order to enable you to order items from our online shop and to allow you to use certain functions, we use so-called “cookies” on some of our webpages. We also use so-called “session cookies” to track a user’s browser session in the online shop and to collect data about the session. Cookies are small quantities of data that are stored on your computer by the website operator. Temporary cookies are automatically deleted when the browser is closed. All the cookies contain is an identification number (session ID), which allows the server to assign all of the requests from the browser to the same user. Temporary cookies are used by a lot of servers; they do not pose a security risk.

If any of our individual cookies process personal data, this processing is carried out either in accordance with Article 6 (1) (b) GDPR, in order to carry out the contract, or in accordance with Article 6 (1) (f) GDPR, in order to safeguard our legitimate interests in ensuring optimum functionality of our website and an effective, customer-friendly set-up during your visit to our site.

You have the choice of whether or not to allow cookies. You can make changes in your browser settings. When you change your browser settings you have the choice to allow all cookies, to be informed when cookies are installed or to block all cookies.

All browsers manage cookie settings in different ways. The way they manage them is described in the Help menu in each browser, where there is an explanation of how to change your cookie settings. This information for each browser can be found via the following links:

Internet Explorer: <http://windows.microsoft.com/de-DE/windows-vista/Block-or-allow-cookies>

Firefox: <https://support.mozilla.org/de/kb/cookies-erlauben-und-ablehnen>

Chrome:

<http://support.google.com/chrome/bin/answer.py?hl=de&hlrm=en&answer=95647>

Safari: https://support.apple.com/kb/ph21411?locale=de_DE

Opera: <http://help.opera.com/Windows/10.20/de/cookies.html>

If you choose not to allow our cookies, the functionality of our website may be reduced, and it is possible that you may not be able to access some services. Please bear this in mind when visiting our website.

6. Protecting data

When data is transferred, for example when customers enter data into a form, we use the SSL (Secure Socket Layer) security procedure in conjunction with 128-bit encryption on our website and 256-bit encryption in our online shop. Encrypted data transmission can be identified by the locked padlock in the bar at the top left of your browser.

7. Newsletter

On our website, we give you the opportunity to sign up to our newsletter. We use the newsletter to inform you about our offers on a regular basis. If you click on the confirmation link, you will be giving us your consent to use your personal data, in accordance with Article 6 (1) (a) GDPR. In order to receive our newsletter, you will need to provide us with a valid email address. We will check the email address you enter to verify that the email address you give us belongs to you or that the person it belongs to agrees to receive the newsletter. When you register for our newsletter, we will save your IP address and the time you register. We do this as a precaution in case a third party misuses your email address and signs up to our newsletter without your knowledge. We will not collect any other data. The data we collect in this way will be used solely so that you can receive our newsletter. We will not disclose your data to third parties. We will also not compare the data collected with data collected elsewhere on our site. In order to make our newsletter of particular interest to you, we keep a statistical record of which links users click on in the newsletter. The data we collect when you register for the newsletter will only be used for advertising purposes via the newsletter (or for a compatible purpose). When you register, you agree to allow us to keep this statistical record. You can withdraw your consent at any time to your data and email address being stored and being used to send out the newsletter. You can withdraw your consent via a link in the newsletters themselves or by using the contact options below.

Once you have cancelled your subscription to the newsletter, your email address will be deleted immediately from our newsletter mailing list, unless you have specifically consented to allow us to continue to use your data or unless we reserve the right to continue to use your data, which we are legally permitted to do and which we are informing you about via this statement.

8. Rights of data subjects

a) The right to information, in accordance with Article 15 GDPR:

In particular, you have the right to information about the personal data processed by us, the purposes of the processing, the categories of personal data processed, the recipients or categories of recipient to whom your data has been or is being disclosed, the envisaged retention period or the criteria used to determine that period, the existence of the right to request rectification or erasure of your data or restriction of processing, the right to object to processing, the right to lodge a complaint with a supervisory authority, the source of the data, if it was not collected by us, the existence of automated decision-making, including profiling, and if applicable, meaningful information about the logic involved, and the significance and the envisaged consequences of such processing, as well as your right to be informed of the appropriate safeguards, in accordance with Article 46 GDPR, relating to the transfer of your data to third countries.

b) The right to rectification, in accordance with Article 16 GDPR:

You have the right to request the rectification of inaccurate personal data concerning you without undue delay and/or the right to have incomplete data stored by us completed.

c) The right to erasure, in accordance with Article 17 GDPR:

You have the right to request the erasure of your personal data, according to the requirements of Article 17 (1) GDPR. However, this right does not apply where the processing is necessary for exercising the right of freedom of expression and information, for complying with a legal obligation, for reasons of public interest, or for establishing, exercising or defending legal claims, in particular.

d) The right to restriction of processing, in accordance with Article 18 GDPR:

You have the right to request that processing of your personal data be restricted if the accuracy of your data is contested, if you oppose the erasure of your data for improper processing and instead request the restriction of the processing of your data, if you need your data for establishing, exercising or defending legal claims, if we no longer require the data for the purpose for which we collected it, or if you have objected to processing because of your particular

circumstances, pending verification as to whether our legitimate grounds override yours.

e) The right to be informed, in accordance with Article 19 GDPR:

If you have asserted your right to rectification or erasure of your personal data or restriction of its processing, the controller is required to communicate any rectification or erasure of personal data or restriction of processing to each recipient to whom the personal data have been disclosed, unless this proves impossible or involves disproportionate effort. You have the right to be informed about these recipients.

f) The right to data portability, in accordance with Article 20 GDPR:

You have the right to receive your personal data, which you have provided us with, in a structured, commonly used and machine-readable format, or to request it to be transmitted to another controller, where technically feasible.

g) The right to withdraw consent, in accordance with Article 7 (3) GDPR:

You have the right to withdraw your consent at any time to the processing of data in the future. If you withdraw your consent, we will immediately delete the data concerned, except where there may be a legal basis for processing your data further without your consent. The withdrawal of consent shall not affect the lawfulness of processing based on consent before its withdrawal.

h) The right to lodge a complaint, in accordance with Article 77 GDPR:

If you consider that the processing of personal data relating to you infringes the GDPR, you have the right to lodge a complaint with a supervisory authority, in particular in the Member State of your habitual residence, place of work or the place of the alleged infringement, without prejudice to any other administrative or judicial remedy.

9. The right to object.

You may object to the use of your data in the future at any time by sending us an email or by writing to us.

If you exercise your right to object, we will stop processing the data concerned.

10. Length of storage of personal data

The length of time personal data is stored for is based on the legal retention period relevant to the data. Once the retention period has expired, the data will be

routinely deleted, as long as it is no longer required to initiate or fulfil a contract, or if we have no interest in keeping the data for a longer period.

11. Contact information:

Body responsible for data processing:

Ernst Wagener Hydraulikteile GmbH

Am Walzwerk 4

45527 Hattingen

Tel.: 0049 - 2324 68626-0

Fax: 0049 - 2324 68626-70

Email: service@wagener-gmbh.com

12. Validity of this Privacy Policy and amendments

This Privacy Policy is the version currently in force and was last updated in May 2018.

It may be necessary to amend this Privacy Policy because of updates to our website and offers on the website, or because of changes to legal or regulatory requirements. The current Privacy Policy can be accessed and printed from our website at any time via the following link:

https://www.wagener-gmbh.com/wp-content/uploads/2018/10/Datenschutzerklaerung_en.pdf

Data Protection Officer

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