

Website Privacy Policy

for

Decor Service Fortmüller Handel GmbH

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www.decorservice.com

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Contents

1. Introduction.....	2
2. Data Controller contact information	2
3. Data processing.....	2
3.1 Lawful basis.....	2
3.2 Scope.....	2
3.3 Erasure	2
4. Operating the website and server log files.....	2
4.1 Lawful basis.....	2
4.2 Scope.....	3
4.3 Purpose.....	3
4.4 Data transmission	3
4.5 Retention times.....	3
4.6 Right to object.....	3
5. Cookies.....	3
5.1 Lawful basis.....	3
5.2 Scope	3
5.3 Purpose.....	4
5.4 Data transmission	4
5.5 Retention times and options.....	4
6. Email and telephone (contact form).....	4
6.1 Lawful basis.....	4
6.2 Scope	4
6.3 Purpose.....	4
6.4 Data transmission	5
6.5 Retention times.....	5
6.6 Right to object.....	5
7. Social media plug-ins.....	5
7.1 General	5
7.2 Facebook.....	5
7.3 Instagram.....	6
7.4 Lawful basis	6
7.5 Purpose.....	6
7.6 Data transmission	6
8. Your rights (data subjects).....	6
8.1 Your rights.....	6
8.2 Additional information	6
9. Catalogues	7
10. Amendments.....	7
11. Questions.....	7

1. Introduction

This privacy policy includes information about the methods, scope and purpose behind collecting, processing and using your personal data with respect to your visit to the www.decor-service.com website. It defines how we collect, process and use your personal data in this respect.

This privacy policy is aimed at existing and prospective clients and potential future clients as well as their respective partners, agencies and other employees; broadly, anyone who visits this website.

We should firstly make clear that there is actually no obligation to provide the data you are asked for when you visit the website. It is entirely your decision. In this case, you may not be able to use all of the features on the website.

We also wish to point out that in the event of a data breach, we will contact you or the relevant competent authority as soon as we become aware.

2. Data Controller contact information

The data controller for the website www.decor-service.com as well as all associated subsequent pages under the General Data Protection Regulation ("GDPR") and other national data protection legislation in Member States as well as under other data protection provisions is

Mr Daniel Fortmüller, Managing Director
for
Decor Service Fortmüller Handel GmbH, company reg. no. 68081w
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8490 Bad Radkersburg
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office@decor-service.com
www.decor-service.com

3. Data processing

3.1 Lawful basis

The lawful basis for processing your personal data arises under Art. 6 of the GDPR, meaning at least one of the following conditions must be met.

Where we have your consent to process your personal data for one or more specific purposes, Art. 6 (1) (a) GDPR constitutes the lawful basis. Art 6 (1) (b) GDPR serves as the lawful basis for processing for the performance of a contract to which you or the data subject are or is party. This also applies to any processing necessary in advance of the contract. Where processing is necessary to meet any legal obligations which might apply to the data controller, meaning ourselves, then Art. 6 (1) (c) GDPR constitutes the lawful basis. Where processing is necessary to protect the vital interests of the data subject or other natural person, then processing is based on Art. 6 (1) (d) GDPR. Where processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller, meaning ourselves, then Art. 6 (1) (e) GDPR constitutes the lawful basis for the processing. Where processing is necessary for the purposes of the legitimate interests pursued by the controller, meaning ourselves, or by a third party, except where such interests are overridden by the interests or fundamental rights and freedoms of the data subject which require protection of personal data, in particular where the data subject is a child, then this is based on Art. 6 (1) (f) GDPR.

3.2 Scope

We only collect, process and use your personal data to the extent this is necessary in order for our website along with our services and content to operate smoothly. This strictly only ever happens – as set out under section 3.1 – with your consent, subject to any exemptions (obtaining it was not possible for practical reasons (and processing is permitted by law) or it was necessary to perform the contract (meaning you or the contract partner “used” our website). A further exemption can be found in the implementation of pre-contractual measures, if you request these.

3.3 Erasure

If the (lawful) purpose no longer applies, the data subject's personal data will be erased or sealed off. It may only be stored beyond this where we are subject to explicit European and/or national regulations or provisions. The same applies to any sealing-off or erasure when any retention time provided for in these expires, provided that continued storage is not necessary for performing or entering into a contract.

4. Operating the website and server log files

4.1 Lawful basis

The associated temporary data storage and server log files are based on Art 6 (1) (f) GDPR, under which (data) processing is necessary to safeguard our legitimate interest.

4.2 Scope

In order to optimise our website, www.decor-service.com, (including system performance, user-friendliness, provision of information, etc.), data and information are automatically collected, recorded and stored (usually in server log files) with every visit. The relevant data and information are transmitted by your computer or browser.

This includes, for example, your

- IP address,
- Browser (type, version, language),
- Operating system,
- Referrer URL,
- Internet service provider,
- Date and time
- Screen resolution and colour setting
- JavaScript activation
- Cookies
- Potentially content of forms, etc.

This data is never stored or merged with personal data or data sources relating to other visitors or users of our website. We reserve the right to verify this data again subsequently if we have specific indications of unlawful use or if we become aware of such.

4.3 Purpose

It is therefore necessary to store your IP address as set out in sections 4.1 and 4.2, in order to deliver our website to you or your computer. We only store your IP address for the duration of your visit to the website.

Besides website optimisation as set out in sections 4.1 and 4.2, we also need to create and store server log files to ensure the functionality of our website. These also ensure our information technology systems are secure. They are not analysed or used for marketing purposes.

This is also covered by our legitimate interest in processing data (see section 4.1).

4.4 Data transmission

The data defined in section 4.2 will be transmitted to the following recipients for the purposes set out in section 4.3:

- System administrators, SLC – Software, LAN und Computersysteme GmbH, Austria, 8430 Leibnitz, Langstraße 16b
- Domain hosting, Profighost GmbH, Germany, 30539 Hannover, Expo Plaza 1
- OfficeNo1 Software Solutions GmbH, Austria, 4203 Altenberg, Alpenblick 5

4.5 Retention times

We will not store your data for any longer than is necessary to meet our contractual or legal obligations or than we deem necessary. It will be deleted once no longer required to achieve the purpose, although we may store your data at our discretion beyond the statutory retention time to meet our contractual or legal obligations. With regard to collecting and storing data as set out in section 4, this is limited to the duration of the visit to our website.

Where data is stored in log files, this is the case after a maximum of seven days, although it may be stored for longer. Your IP address will be deleted or masked so that it can no longer be used to identify clients visiting the website.

In any event, we will store your data for as long as contractual or legal retention requirements demand, or where limitation periods for potential legal or compensation claims have not yet expired.

4.6 Right to object

There is therefore no deadline for objecting, as storing the data (temporarily) as set out in section 4, as well as the server log files, are essential for the operation and functionality of our website www.decor-service.com.

5. Cookies

5.1 Lawful basis

The use of cookies for processing your personal data is based on Art 6 (1) (f) GDPR, under which (data) processing is necessary to safeguard our legitimate interest.

5.2 Scope

Our website uses cookies to make our offer more user-friendly, effective and secure. Also to make it easier to use. They also provide information about the frequency and number of users/visitors to our website.

Cookies are small text files which we place on your computer system via our web server and which are stored in or by the internet browser on your computer system. The cookie contains a distinguishing or identifying character string so that you are (or can) be clearly recognised or identified (again) when you visit our website again. However, the distinguishing or identifying character string stored in the cookie does not allow individuals to be recognised (personally identifiable). Cookies are for the sole purpose of recognising (repeat) visitors to our website. Certain elements of our internet site require the browser being used to view the site to be identifiable even after navigating to another page.

Cookies are used to store and transmit language settings. We also use cookies so we can analyse the browsing behaviour of you and other visitors to our website.

This makes it possible to determine how often a page is viewed (by you) and which functions on our website are used (by you). The relevant data is only collected and transmitted when you visit our website.

As the data collected in this way is pseudonymised, this does not allow individuals to be recognised (personally identifiable). We have also put technical precautions in place to prevent this. It is also not stored with personal or any other data relating to other visitors to the website.

5.3 Purpose

The purpose is in fact made clear in section 5.2, whereby cookies are intended to make our website more user-friendly, effective and secure, as well as easier to use. Using and enabling cookies is also necessary as otherwise not all functions and elements of our website will be available or work properly. This will restrict functionality.

Your data – collected when you visit our website – will not be used to create user profiles.

This is also covered by our legitimate interest in processing data (see section 5.1).

5.4 Data transmission

The data defined in section 5.2 will be transmitted to the following recipients for the purposes set out in section 5.3:

- System administrators, SLC – Software, LAN und Computersysteme GmbH, Austria, 8430 Leibnitz, Langstraße 16b
- Domain hosting, Profilhost GmbH, Germany, 30539 Hannover, Expo Plaza 1
- OfficeNo1 Software Solutions GmbH, Austria, 4203 Altenberg, Alpenblick 5

5.5 Retention times and options

Cookies are stored on your computer. You therefore have control over how these are used. You can therefore disable or restrict transmission of cookies yourself at any time by editing the settings. You can also delete cookies which have been saved previously at any time – including automatically. If you disable cookies, the functionality of our website will be restricted (see section 5.3).

Cookies will be stored for as long as contractual or legal retention requirements demand – although, at our discretion, we may retain your data beyond this in order to comply with them – or where limitation periods for potential legal or compensation claims have not yet expired, or which we consider to be necessary.

6. Email and telephone (contact form)

6.1 Lawful basis

Using cookies to process your personal data is based on Art. 6 (1) (f) GDPR, under which (data) processing is necessary to safeguard our legitimate interest. Art 6 (1) (b) GDPR serves as the lawful basis for processing for the performance of a contract to which you or the data subject are or is party. This also applies to any processing necessary in advance of the contract.

6.2 Scope

You can use the contact form on our website to contact us by email. Disclosing your personal data (title, first and last name, email address, telephone number and any notes) in the input screen provided for this purpose is voluntary. If you do not provide your data, however, we will not be able to process your enquiry.

6.3 Purpose

Data requested via the input screen – which you provide entirely voluntarily – is processed for the sole purpose of processing or using it to contact you via the communication channel you select (email or callback).

Contacting you is also covered by our legitimate interest in processing data (see section 6.1).

Processing other personal data as part of the mailing process is designed to prevent misuse and to keep our information technology systems secure.

6.4 Data transmission

The data defined in section 6.2 will not be transmitted to any third-party recipients for the purposes set out in section 6.3. These are stored only in our web shop email history and our internal email programme.

6.5 Retention times

We will not store your data for any longer than is necessary to meet our contractual or legal obligations or than we deem necessary. It will be deleted once no longer required to achieve the purpose, although we may store your data at our discretion beyond the statutory retention time to meet our contractual or legal obligations. With regard to collecting and storing data as set out in section 6.2 as part of the input screen, this is limited to the duration of the respective interaction, whereby this ceases if it follows or can be inferred from the (relevant) circumstances that the matter in question has been definitively addressed.

In any event, we will store your data for as long as contractual or legal retention requirements demand, or where limitation periods for potential legal or compensation claims have not yet expired.

6.6 Right to object

You may withdraw your consent to your personal data being processed (see section 6.2) at any time. If you contact us by email, you can in fact object in that email to your data being stored, although in this case no further interaction can ensue. If you contact us by telephone or are called back, you can in fact object in that telephone call to your data being stored, although in this case no further interaction can ensue.

Consent can be withdrawn by email to office@decorservice.com or by post (Decor Service Fortmüller Handel GmbH, Theatergasse 1, 8490 Bad Radkersburg).

In such event, all personal data previously collected and stored under the provisions of section 6.2 will be deleted, except where there are contractual or statutory retention requirements, or unexpired limitation periods for potential legal or compensation claims – although at our discretion it may also be stored beyond this in order to meet our obligations, or it is needed to exercise or defend legal claims.

7. Social media plug-ins

7.1 General

We use social media plugins (“plugin” for short) from the social networks Facebook and Instagram. When you visit our website, your browser establishes a direct connection to the Facebook or Instagram servers. If you are logged in to Facebook or Instagram during your visit and confirm the icon, you can link content from the website to your account. This means that even if you do not have a profile with Facebook or Instagram, these may still discover and store your IP address.

Installing the plugin means Facebook or Instagram will be made aware that you have visited the relevant page on our website. If you are logged in to Facebook, Facebook will be able to link your visit to your Facebook account. When you interact with plugins, for instance by clicking on the Like button, sharing a post or posting a comment, your browser will send the relevant information directly to Facebook, where it will be stored. We have no knowledge of what data is transmitted in this manner, or how it is used by Facebook and Instagram. Information about this can be obtained directly from the relevant platform operators. If you do not want the websites to be linked to your account and data to be transferred, you need to log out of your social media account before visiting our website.

7.2 Facebook

Our website uses plugins (Audience Insights) from social network facebook.com, which is operated by Facebook Inc., 1 Hacker Way, Menlo Park, California 94025, USA, mainly because we manage our own fan page on Facebook. This involves us using the “Audience Insights” function provided by Facebook. This means we receive anonymous data from Facebook, including country, city, age group and gender for our visitors, although it is not possible for us to personalise this data and therefore link this data to you. It is also not possible for us to share this data. The plugins can be identified by the Facebook logos (white “f” on a blue tile or a “thumbs-up” icon) or are identified with the caption “Facebook Social Plugin”. The full list and appearance of the Facebook Social Plugins can be found here: developers.facebook.com/docs/plugins. With regard to settings options to protect your privacy, please see the Facebook privacy policy: www.facebook.com/policy.php. You can also block plugins using add-ons for your browser, for instance using the Facebook blocker.

When you access our Facebook page, the IP address assigned to your device (mobile phone, PC, laptop, etc.) is transmitted to Facebook. According to information from Facebook, this IP address will be deleted after 90 days. Facebook also stores information about user end devices (as part of the “login notification” function, for example); it may be possible for Facebook to link IP addresses to individual users, in other words to yourself. For more information, please refer to the data policy (<https://de-de.facebook.com/about/privacy>; https://de-de.facebook.com/full_data_use_policy) and to information about cookies and other storage technologies (<https://de-de.facebook.com/policies/cookies>)

7.3 Instagram

This website also uses buttons (feed for shopping experience) from social network Instagram, which is operated by Instagram LLC, 1601 Willow Rd., Menlo Park, CA 94025, USA ("Instagram"). These buttons can be recognised by the Instagram logo (a white Polaroid camera frame on a purple, pink and orange background). With regard to settings options to protect your privacy, please see the Instagram privacy policy: <https://help.instagram.com/155833707900388>.

7.4 Lawful basis

The basis for processing your personal data is your consent as defined in Art. 6 (1) (a) GDPR, whereby processing on our Facebook fan page happens regardless of whether you are logged in or registered on Facebook or not. Following your visit to our Facebook fan page, Facebook collects your IP address along with other anonymised data, which is stored in the form of cookies on your end device (mobile phone, PC, laptop, etc.). For more information, see: <https://www.facebook.com/help/pages/insights> and https://www.facebook.com/privacy/policy/?entry_point=data_policy_redirect&entry=0

With regard to our Facebook fan page, we are the data controllers as defined in Art. 26 DSGVO, together with Facebook Ireland Ltd., 4 Grand Canal Square, Grand Canal Harbour, Dublin 2, Ireland. In this respect, they make the essential content available to you: https://www.facebook.com/legal/terms/page_controller_addendum

7.5 Purpose

This processing is intended for statistical and marketing research purposes as well as for our own marketing purposes. This puts us in a better position to offer our products in a more targeted and customer-focused manner – including to you.

7.6 Data transmission

The data defined in section 7 will be transmitted to the following recipients for the purposes set out in section 7.4:

- Facebook Inc., 1 Hacker Way, Menlo Park, California 94025, USA
- Instagram LLC, 1601 Willow Road, Menlo Park, CA 94025, USA
- Barbara Majcan Photography, Bergmannsgasse 38, 8010 Graz, Austria
- shopware AG, Ebbinghoff 10, 48624 Schöppingen, Germany

Data collected via our Facebook fan page will or may be transferred by Facebook Ltd to third countries. Facebook sets out what information Facebook receives and how this is used in its data policies. You will also find information there about how to contact Facebook, how to manage and delete the information held about you and how to configure ads. You can also refer to the data policy to see who receives data from Facebook. The data policy is available from the following links: <https://de-de.facebook.com/about/privacy>; https://de-de.facebook.com/full_data_use_policy. You can also find information about cookies and other storage technologies (<https://de-de.facebook.com/policies/cookies>) for the other recipients of data from Facebook.

8. Your rights (data subjects)

8.1 Your rights

Where we process your personal data (as you are a client, it is fair to assume that we will), you are a data subject within the meaning of the GDPR and you have rights in respect of ourselves, Decor Service Fortmüller Handel GmbH, Theatergasse 1, 8490 Bad Radkersburg, or in respect of Mr Daniel Fortmüller, the company data controller as defined under the GDPR, as managing director of Decor Service Fortmüller Handel GmbH.

This includes:

- Right to be informed
- Right to rectification
- Right to restrict processing
- Right to erasure
- Right of access
- Right to data portability
- Right to object
- Right to withdraw consent under data protection law
- Automated decision-making on an individual basis including the
- right to lodge a complaint with a competent authority

8.2 Additional information

You have the right to request information about your stored personal data at any time and whether and how it is processed by us, in particular its source, recipients, purpose for processing, retention time, sharing with third parties, etc. We must comply with any request to rectify any incorrect or incomplete data. In certain circumstances (such as if you dispute the accuracy of the data we have stored, if you believe that processing is unlawful on our part or if you have

lodged an objection to processing), you can request that processing your personal data be restricted; this would be for the purpose of clarifying the concerns you have raised. If we receive a request for your data to be deleted and there are no exceptional circumstances, we will comply with your request immediately provided certain conditions have been met (including if the purpose has been achieved, you have withdrawn your consent and there is no other lawful basis, you have lodged an objection to data processing and there are no legitimate reasons for further processing or if we have processed your data unlawfully). Please also see Art. 17 (1) GDPR in this respect. If you have exercised your right to rectification, erasure or to restrict processing, we are obliged to notify all recipients of your data, except where this is not possible or involves disproportionate effort. You can also request to be notified about these recipients. You can also request that any personal data we store about you be made available to you in a structured and machine-readable format, and that it be transferred to another data controller, provided that the conditions for this have been met. Unless there are compelling legitimate reasons against or we cannot justify why not, we are obliged to cease processing your personal data if at any time you object to us processing it – which must be advised using the contact details set out in section 2. You can also withdraw your data protection declaration of consent in our favour at any time, although lawful processing is not affected until we receive your notice of withdrawal. Provided there are no exceptional circumstances (including entering into or performance of a contract, your consent, etc.) you have the right not to be subject to a decision based solely on automated processing which produces legal effects concerning you or similarly significantly affects you. Finally, you have the right to lodge a complaint with the competent authority (data protection authority).

9. Catalogues

Once a year, we will post a catalogue out to the address you provided. Besides our product range and new products, this catalogue will also include our latest news.

10. Amendments

We may amend this privacy notice from time to time (if legislation changes, for instance). Any revisions will be posted immediately on our website and you will be considered to have accepted the terms of the Privacy Policy the first time you use our website following the changes. We recommend you come back to this page regularly to stay up to date.

11. Questions

Should you have any questions about data processing, please contact us at any time by post, in writing or by telephone.

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