

Privacy Policy

We attach great importance to data protection. The collection and processing of your personal data takes place in compliance with the applicable data protection regulations, in particular the Basic Data Protection Ordinance (GDPR).

1 Responsible

The person responsible for the collection, processing and use of your personal data in the sense of Art. 4 No. 7 GDPR is

Alexia Karvouni Walder
Roseggergasse 34
A-1160 Vienna
Austria
contact@pingmechic.com

If you wish to object to the collection, processing or use of your data by us in accordance with these data protection provisions in whole or for individual measures, you can send your objection to the person responsible.

You can save and print this data protection declaration at any time.

2. Which data we use and why

2.1 Hosting

The hosting services used by us provide the following services: Infrastructure and platform services, computing capacity, storage space and database services, security services as well as technical maintenance services which we use for the purpose of operating the website.

For this purpose, our hosting provider dogado GmbH, Saarlandstr. 25, 44139 Dortmund, process inventory data, contact data, content data, contract data, usage data, meta and communication data of customers, interested parties and visitors to this website on the basis of our legitimate interests in the efficient and secure provision of our website in accordance with Art. 6 Para. 1 S. 1 f).

2.2 Access data

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

- Name and URL of the retrieved file
- Date and time of the retrieval
- transferred data volume
- Message about successful retrieval (HTTP response code)
- Browser type and browser version
- operating system
- Referrer URL (i.e. the previously visited page)
- Websites 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 allocation to your person or other profiling for statistical evaluations for the purpose of operating, security and optimisation of our website, but also for anonymous recording of the number of visitors to our website (traffic) and for the scope and type of use of our website and

services, as well as for billing purposes to measure the number of clicks received from cooperation partners. This information enables us to provide personalized and location-based content and analyze traffic, troubleshoot and correct errors, and improve our services.

This is also our legitimate interest pursuant to Art. 6 Para. 1 S. 1 f) GDPR.

We reserve the right to subsequently check the log data if there is a justified suspicion of illegal use on the basis of concrete indications. We store IP addresses in the log files 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, e.g. if you use one of our offers. After the order process has been aborted or after payment has been received, we delete the IP address if it is no longer required for security purposes. We also store IP addresses if we have the concrete suspicion of a criminal offence in connection with the use of our website. We also store the date of your last visit as part of your account (e.g. when registering, logging in, clicking links, etc.).

2.3 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 you visit a website and stored temporarily on your hard drive. This file as such contains a so-called session ID, which can be used to assign various requests from your browser to the joint session. This enables your computer to be recognised when you return to our website. These cookies are deleted after you close your browser.

To a small extent, we also use persistent cookies (also small text files that are stored on your end device) that remain on your end device and enable us to recognize your browser the next time you visit. These cookies are stored on your hard disk and are deleted automatically after the specified time. Their lifespan is 1 month to 10 years. This enables us to present our services to you in a more user-friendly, effective and secure manner and, for example, to display information on the site that is specifically tailored to your interests.

Our legitimate interest in the use of cookies pursuant to Art. 6 Para. 1 S. 1 f) GDPR is to make our website more user-friendly, effective and secure.

The following data and information are stored in the cookies:

- Log-in information
- language settings
- keywords entered
- Information about the number of visits to our website and use of individual functions of our website.

When the cookie is activated, it is assigned an identification number and your personal data is not assigned to this identification number. Your name, IP address or similar information that would allow the cookie to be associated with you will not be placed in the cookie. On the basis of cookie technology, we only receive pseudonymised information, such as which pages of our website have been visited, which offers have been viewed, etc. We do not use cookies to identify you.

You can set your browser so that you are informed in advance when cookies are set and can decide in individual cases whether you want to exclude the acceptance of cookies for certain cases or generally, or that cookies are completely prevented. This may limit the functionality of the website.

2.4 Direct advertising

We also process your personal data for direct advertising of our goods and services. If you have consented to receive e-mail advertising, you will receive information and offers for our goods and services relevant to your company at the e-mail address provided at regular intervals of about 4-6 weeks. You can revoke your consent at any time.

We store your e-mail address and record your consent as long as we need your data for the dispatch of the newsletter and as long as you do not revoke your consent or cancel the newsletter.

You can cancel your registration at any time without incurring any costs other than the transmission costs according to the basic tariffs. A message in text form to the contact data mentioned under number 1 (e.g. e-mail, letter) is sufficient for this. Of course, you will also find a unsubscribe link in every advertising e-mail.

Without your consent to direct advertising by e-mail, you will receive advertising exclusively by post. You can also object to this form of direct advertising.

The legal basis for the processing of your personal data for direct advertising is our legitimate interest in direct advertising pursuant to Art. 6 Para. 1 S. 1 f) GDPR and - in the case of e-mail advertising - in conjunction with your consent pursuant to § 7 Para. 2 No. 3 UWG.

If you are already our customer and have already purchased goods or services from us, we can regularly send you product recommendations by e-mail without your consent. In this way, we will send you information about products from our range in which you may be interested on the basis of your last purchases of goods or services from us. We strictly adhere to the legal requirements. You can object to this at any time without incurring any costs other than the transmission costs according to the basic tariffs. A message in text form to the contact data mentioned under number 1 (e.g. e-mail, fax, letter) is sufficient for this. Of course, you will also find a unsubscribe link in every e-mail.

The legal basis for this is our legitimate interest in direct advertising pursuant to Art. 6 Para. 1 S. 1 f) GDPR in conjunction with legal permission pursuant to § 7 Para. 3 UWG.

2.5 E-mail or telephone contact

If you contact us (e.g. by telephone, contact form or e-mail), we will process your details to process the enquiry and in the event that follow-up questions arise.

If the data processing is carried out to carry out pre-contractual measures, which take place at your request, or, if you are already our customer, to carry out the contract, the legal basis for this data processing is Art. 6 Para. 1 S. 1 b) GDPR. Otherwise, we process your personal data on the basis of our legitimate interest in answering your questions pursuant to Art. 6 Para. 1 S. 1 f) GDPR.

3 Further website functions

3.1 Using Facebook Social Plugins

We use social plugins ("plugins") of the social network facebook.com, which is operated by Facebook Ireland Ltd., 4 Grand Canal Square, Grand Canal Harbour, Dublin 2, Ireland ("Facebook"), on the basis of our legitimate interests (i.e. interest in the analysis, optimisation and economic operation of our online offer in the sense of Art. 6 Para. 1 S. 1 f) GDPR). The plugins can display interaction elements or content (e.g. videos, graphics or text contributions) and can be recognised by one of the Facebook logos (white "f" on a blue tile, the terms "like", "like" or a "thumbs up" sign) or are marked with the addition "Facebook Social Plugin". The list and appearance of the Facebook Social Plugins can be viewed here: <https://developers.facebook.com/docs/plugins/>.

Facebook is certified under the Privacy Shield Agreement and thus offers a guarantee to comply with European data protection law (<https://www.privacyshield.gov/participant?id=a2zt0000000GnywAAC&status=Active>).

When a user accesses a feature on this website that contains such a plugin, their device establishes a direct connection to Facebook's servers. The content of the plugin is transferred directly from Facebook to the user's device and integrated into the website by the user. User profiles can be created from the processed data. We therefore have no influence on the extent of the data that Facebook collects with the help of this plugin and therefore inform the user according to our state of knowledge.

By integrating the plugins, Facebook receives the information that a user has called up the corresponding page of the website. If the user is logged in to Facebook, Facebook can assign the visit to his Facebook account. When users interact with the plugins, for example by clicking the Like button

or posting a comment, the corresponding information is transferred directly from your device to Facebook and stored there. If a user is not a member of Facebook, it is still possible for Facebook to find out his IP address and save it. According to Facebook, only an anonymous IP address is stored in Germany.

The purpose and scope of the data collection and the further processing and use of the data by Facebook as well as the relevant rights and setting options to protect the privacy of users can be found in Facebook's data protection information: <https://www.facebook.com/about/privacy/>.

If a user is a Facebook member and does not want Facebook to collect information about him or her via this website and link it to his or her Facebook member data, he or she must log out of Facebook and delete his or her cookies before using our website. Further settings and objections to the use of data for advertising purposes are possible within the Facebook profile settings: <https://www.facebook.com/settings?tab=ads> or via the US site <https://www.aboutads.info/choices/> or the EU site <http://www.youronlinechoices.com/>. The settings are platform-independent, i.e. they are adopted for all devices, such as desktop computers or mobile devices.

3.2 Use of the "MailChimp" dispatch service provider

The newsletter is sent via "MailChimp", a newsletter distribution platform of the US provider Rocket Science Group, LLC, 675 Ponce De Leon Ave NE #5000, Atlanta, GA 30308, USA.

The e-mail addresses of our newsletter recipients, as well as their other data described in the context of this notice, are stored on the servers of MailChimp in the USA. MailChimp uses this information to send and evaluate newsletters on our behalf. Furthermore, according to its own information, MailChimp may use this data to optimise or improve its own services, e.g. for the technical optimisation of the dispatch and presentation of the newsletter or for economic purposes in order to determine from which countries the recipients come. However, MailChimp does not use the data of our newsletter recipients to write to them or pass them on to third parties.

We trust in the reliability and IT and data security of MailChimp. MailChimp is certified under the US-EU data protection agreement "Privacy Shield" and is therefore committed to complying with EU data protection regulations. In addition, we have concluded a data processing agreement with MailChimp. This is a contract in which MailChimp undertakes to protect the data of our users, to process it on our behalf in accordance with their data protection regulations and, in particular, not to pass it on to third parties. You can view the privacy policy of MailChimp here. <https://mailchimp.com/legal/privacy/>

3.3 Google Analytics

We use Google Analytics, a web analysis service provided by Google Inc. ("Google"). Google Analytics uses "cookies", which are text files placed on your computer, to help the website analyze how users use the site. The information generated by the cookie about the use of this website by website visitors is generally transmitted to a Google server in the USA and stored there.

This is also our legitimate interest pursuant to Art. 6 Para. 1 S. 1 f) GDPR..

We have activated IP anonymisation on this website (anonymizelp). However, as a result, Google will shorten your IP address in advance within member states of the European Union or in other signatory states to the Agreement on the European Economic Area. Only in exceptional cases will the full IP address be transmitted to and truncated by Google on servers in the United States. Google will use this information on our behalf to evaluate your use of the website, to compile reports on website activity and to provide us with other services relating to website activity and internet usage.

The IP address transmitted by your browser as part of Google Analytics is not combined with other data from Google. You may refuse the use of cookies by selecting the appropriate settings on your browser, however please note that if you do this you may not be able to use the full functionality of this website.

You can also prevent the transmission to Google of the data generated by the cookie and related to your use of the website (including your IP address) and the processing of this data by Google by

downloading and installing the browser plug-in available under the following link:
<http://tools.google.com/dlpage/gaoptout?hl=de>.

3.4 Google AdWords Conversion

This website uses Google AdWords. AdWords is an online advertising program of Google Inc., 1600 Amphitheatre Parkway, Mountain View, CA 94043, United States ("Google").

As part of Google AdWords, we use what is known as conversion tracking. When you click on an ad placed by Google, a conversion tracking cookie is set. Cookies are small text files that the Internet browser places on the user's computer. These cookies expire after 30 days and are not used to personally identify users. If the user visits certain pages of this website and the cookie has not expired, Google and we may recognize that the user clicked on the ad and was directed to that page.

Each Google AdWords customer receives a different cookie. Cookies cannot be tracked through AdWords customer websites. The information collected from the Conversion cookie is used to generate conversion statistics for AdWords customers who have opted for Conversion Tracking. Customers will know the total number of users who clicked on their ad and were directed to a page with a conversion tracking tag. However, they will not receive information that personally identifies users.

Because of the marketing tools used, your browser automatically connects directly to Google's server. We have no influence on the extent and further use of the data collected by Google through the use of this tool and therefore inform you according to our state of knowledge: through the integration of AdWords Conversion Google receives the information that you have called the relevant part of our website or clicked on an advertisement from us. If you are registered with a Google service, Google can assign the visit to your account. Even if you are not registered with Google or have not logged in, it is still possible for the provider to find out and store your IP address.

You can prevent Google from participating in this tracking process by, among other things, a) disabling cookies by setting your browser software accordingly, b) deactivating cookies for conversion tracking in your browser by blocking cookies from the "www.googleadservices.com" domain, or c) deactivating interest-related ads from providers that are part of the "About Ads" self-regulatory campaign via the link <https://www.aboutads/info/choices> . You can also permanently disable cookies in your browsers.

Our legitimate interest in storing "conversion cookies" is based on Art. 6 Para. 1 S. 1 f) GDPR so that we can better understand user behaviour and optimise our website and advertising.

More information about Google AdWords and Google Conversion Tracking can be found in Google's privacy policy: <https://www.google.de/policies/privacy/>.

3.5 Youtube

We have integrated components from YouTube on our website. YouTube is an internet video portal that allows video publishers to post video clips and other users to view, rate and comment on them free of charge. YouTube allows the publication of all types of videos, which is why complete film and television programmes, but also music videos, trailers or videos made by users themselves can be accessed via the Internet portal.

YouTube is operated by YouTube, LLC, 901 Cherry Ave, San Bruno, CA 94066, USA. YouTube, LLC is a subsidiary of Google Inc, 1600 Amphitheatre Pkwy, Mountain View, CA 94043-1351, USA.

Each time you visit one of our websites with a YouTube component (YouTube video), the Internet browser on your device is automatically prompted by the respective YouTube component to download a display of the corresponding YouTube component from YouTube. For more information about YouTube, visit <https://www.youtube.com/yt/about/de/> As part of this technical process, YouTube and Google will know which of our websites you are visiting.

If you are logged in to YouTube at the same time, YouTube recognizes which specific website you are visiting when you visit one of our websites that contains a YouTube video. This information is collected by YouTube and Google and assigned to your respective YouTube account.

YouTube and Google receive information from the YouTube component that you have visited our website whenever you are logged into YouTube at the same time as you visit our website, regardless of whether you click on a YouTube video or not. If you do not want this information to be transmitted to YouTube and Google in this way, you can prevent it from being transmitted by logging out of your YouTube account before you visit our website.

The privacy policy published by YouTube and available at <https://www.google.de/intl/de/policies/privacy/> discloses the collection, processing and use of personal data by YouTube and Google.

3.6 Instagram

We have integrated components of the Instagram service on our website. Instagram is a social network that allows users to share photos and videos and also share such data on other social networks.

Instagram services are operated by Instagram LLC, 1 Hacker Way, Building 14 First Floor, Menlo Park, CA, USA.

When you visit a page on our site that contains such a plugin, your browser connects directly to Instagram's servers. Instagram sends the content of the plugin directly to your browser and integrates it into the site. This integration tells Instagram that your browser has accessed the appropriate page on our site, even if you do not have an Instagram profile or are not logged into Instagram. This information (including your IP address) is transferred directly from your browser to an Instagram server in the USA and stored there.

If you are logged in to Instagram, Instagram can directly associate your visit to our website with your Instagram account. If you interact with the plugins, for example by pressing the "Instagram" button, this information is also sent directly to and stored on an Instagram server. The information is also published to your Instagram account and displayed to your contacts.

The purpose and scope of the data collection and the further processing and use of the data by Instagram as well as your related rights and privacy settings can be found in Instagram's privacy policy:

<https://help.instagram.com/155833707900388/>

If you do not want Instagram to associate the data collected through our website directly with your Instagram account, you must log out of Instagram before visiting our website. You can also prevent the Instagram plugins from loading completely by using add-ons for your browser, e.g. the script blocker "NoScript" (<https://noscript.net/>).

3.7 Pinterest

Within our online offer functions and contents of the service Pinterest can be integrated, offered by Pinterest Inc., 635 High Street, Palo Alto, CA, 94301, USA. This may include, for example, content such as images, videos or text and buttons with which users can express their favor regarding the content, the authors of the content or subscribe to our contributions. If the users are members of the platform Pinterest, Pinterest can assign the call of the above-mentioned contents and functions to the profiles of the users there. Privacy policy of Pinterest: <https://about.pinterest.com/de/privacy-policy>.

3.8 Linkwise Affiliate Program

We are entitled to make use of our online offer on the basis of our legitimate interests (i.e. interest in the economic operation of our online offer within the meaning of Art. 6 para. 1 lit. f. GDPR), we are participants in the partner program of "Linkwise" 95 Aristotelous str., Acharnes, 136 74, Greece, which was designed to provide a medium for websites, by means of which a commission can be earned by placing advertisements (so-called affiliate system). Linkwise sets a cookie on your end device. The tracking cookie from Linkwise does not store any personal data. Only the identification number of us as the partner referring the potential customer, as well as the order number of the visitor of this website and the clicked advertising medium are stored. The purpose of storing this data is to process commission payments between Linkwise and us.

Further information on the use of data by Linkwise can be found in the Linkwise data protection declaration at: <https://linkwi.se/global-en/privacy-policy/>

4 Storage period

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

In some cases, the law provides for the retention of personal data, for example in tax or commercial law. In these cases, the data is only stored by us for these legal purposes, but is not processed elsewhere and deleted after the legal retention period has expired. The legal basis for this processing is Art. 6 Para. 1 S. 1 c) GDPR

5 Your rights as data subject of the data processing

Under the applicable laws, you have various rights with respect to your personal information. If you wish to exercise these rights, please send your request by e-mail or by post, clearly identifying yourself, to the address given in paragraph 1.

Below you will find an overview of your rights.

5.1 Right to confirmation and information

You have the right to 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 your personal data is being processed. If this is the case, you have the right to request from us free information about the personal data stored about you together with a copy of this data. Furthermore, you have the right to the following information:

1. the processing purposes;
2. the categories of personal data processed;
3. the recipients or categories of recipients to whom the personal data have been or will be disclosed, in particular recipients in third countries or international organisations;
4. if possible, the envisaged duration for which the personal data will be stored or, if this is not possible, the criteria for determining this duration;
5. the existence of a right to have personal data concerning you rectified or erased or to have the processing limited by the controller or to object to such processing;
6. the existence of a right of appeal to a supervisory authority;
7. if the personal data is not collected from you, all available information about the origin of the data;
8. the existence of automated decision-making including profiling in accordance with Art. 22 (1) and (4) GDPR and - at least in these cases - meaningful information on the logic involved and the scope and intended effects of such processing for you.

If personal data are transferred to a third country or to an international organisation, you have the right to be informed of the appropriate guarantees pursuant to Art. 46 GDPR in connection with the transfer.

5.2 Right to rectification

You have the right to demand that we correct and, if necessary, complete any personal data concerning you.

In detail:

You have the right to demand from us immediately the correction of incorrect personal data concerning you. Taking into account the purposes of the processing, you have the right to request the completion of incomplete personal data - also by means of a supplementary declaration.

5.3 Right to deletion ("right to be forgotten")

In a number of cases, we may be required to delete personal information about you.

In detail:

Pursuant to Art. 17 (1) GDPR, you have the right to demand that we delete personal data concerning you immediately, and we are obliged to delete personal data immediately if one of the following reasons applies:

1. Personal data is no longer necessary for the purposes for which it was collected or otherwise processed.

2. you revoke your consent on which the processing was based pursuant to Art. 6 para. 1 sentence 1 a) GDPR or Art. 9 para. 2 a) GDPR, and there is no other legal basis for the processing.

You object to the processing pursuant to Art. 21 para. 1 GPDR and there are no overriding legitimate reasons for the processing, or you object to the processing pursuant to Art. 21 para. 2 GDPR.

4 Personal data have been processed unlawfully.

5. the deletion of personal data is necessary to fulfil a legal obligation under Union law or the law of the Member States to which we are subject.

6.The personal data were collected in relation to services offered by the information society pursuant to Art. 8 para. 1 GDPR.

If we have made the personal data public and we are obliged to delete them pursuant to Art. 17 para. 1 GDPR, we shall take appropriate measures, including technical measures, taking into account the available technology and the implementation costs, to inform the data controllers processing the personal data that you have requested them to delete all links to this personal data or to copy or replicate this personal data.

5.4 Right to limitation of processing

In a number of cases, you have the right to ask us to restrict the processing of your personal data.

In detail:

You have the right to ask us to restrict the processing of your personal data if:

1. the accuracy of the personal data is disputed by you for a period of time that allows us to verify the accuracy of the personal data,

2. the processing is unlawful and you have refused to delete the personal data and have instead requested the restriction of the use of the personal data;

3. we no longer need the personal data for the purposes of processing, but you need the data to assert, exercise or defend legal claims, or

4. you have lodged an objection against the processing pursuant to Art. 21 para. 1 GDPR, as long as it has not yet been established whether the legitimate reasons of our company outweigh yours.

5.5 Right to data transferability

You have the right to receive, transmit or have us transmit machine-readable personal data concerning you.

In detail:

You have the right to receive the personal data concerning you that you have provided to us in a structured, common and machine-readable format, and you have the right to transfer this data to another responsible person without our obstruction, provided that

1. the processing is based on a consent pursuant to Art. 6 para. 1 sentence 1 a) GDPR or Art. 9 para. 2 a) GDPR or on a contract pursuant to Art. 6 para. 1 sentence 1 b) GDPR and

2. the processing is carried out by automated means.

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

5.6 Right of objection

You also have the right to object to the lawful processing of your personal data by us if this is justified by your particular situation and if our interests in the processing do not outweigh ours.

In detail:

You have the right, for reasons arising from your particular situation, to object at any time to the processing of personal data concerning you on the basis of Art. 6 Para. 1 S. 1 e) or f) GDPR; this also applies to profiling based on these provisions. We no longer process personal data unless we can prove compelling reasons for the processing worthy of protection which outweigh your interests, rights and freedoms, or the processing serves the assertion, exercise or defence of legal claims.

If personal data is processed by us for the purpose of direct advertising, you have the right to object at any time to the processing of your personal data for the purpose of such advertising; this also applies to profiling, insofar as it is connected with such direct advertising.

You have the right to object to the processing of your personal data relating to you for scientific or historical research purposes or for statistical purposes pursuant to Art. 89 para. 1 GDPR for reasons arising from your particular situation, unless such processing is necessary for the performance of a task in the public interest.

5.7 Automated decisions including profiling

You have the right not to be subject to any decision based solely on automated processing, including profiling, that has any legal effect on you or similarly significantly affects you.

There will be no automated decision-making based on the personal data collected.

5.8 Right to revoke consent under data protection law

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

5.9 Right to complain to a supervisory authority

You have the right to complain to a supervisory authority, in particular in the Member State where you are staying, at your place of work or at the place where the alleged infringement occurred, if you consider that the processing of your personal data is unlawful.

6 Data security

We make every effort to ensure the security of your data within the framework of the applicable data protection laws and technical possibilities.

Your personal data will be transmitted encrypted. We use the SSL (Secure Socket Layer) coding system, but point out that data transmission over the Internet (e.g. when communicating by e-mail) can have security gaps. A complete protection of the data against access by third parties is not possible.

To secure your data, we maintain technical and organisational security measures in accordance with Art. 32 GDPR, which we continually adapt to the state of the art. The servers we use are regularly and carefully backed up.

7 Transfer of data to third parties, no data transfer to non-EU countries

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

If and to the extent that we involve third parties in the performance of contracts (such as logistics service providers), these personal data will only be provided to the extent that the transmission is necessary for the corresponding service.

In the event that we outsource certain parts of the data processing ("order processing"), we contractually oblige order processors to use personal data only in accordance with the requirements of the data protection laws and to guarantee the protection of the rights of the person concerned.

There is no transfer of data to entities or persons outside the EU and there are no plans to do so.

Status: December 2018