

Privacy Policy

We, The Company MATE, as the operator of the website, are responsible for the personal data of customers and visitors to the website (hereinafter: "you" or "supplier") within the meaning of the General Data Protection Regulation ("GDPR").

We protect your privacy and your private data. We collect, process and use your personal data in accordance with the content of these data protection provisions and the applicable data protection regulations, in particular the GDPR. These data protection provisions regulate which personal data we collect, process and use about you. We therefore ask you to read the following carefully.

A "processing" means any operation or set of operations which is performed upon personal data, whether or not by automatic means.

Collection of personal data

Personal data in the sense of this privacy policy is any information relating to an identified or identifiable natural person (hereinafter "data subject"). This includes, in particular, your name, e-mail address and, if applicable, your address and telephone number, as well as your credit card and bank account details and your VAT details if you are a registered merchant.

Personal data also includes information about your use of our website. In this regard, we collect personal information from you as follows: Information about your visits to our website such as volume of data transfer, the location from which you retrieve data from our website, and other connection data and sources that you retrieve. This is usually done through the use of log files and cookies. You can find more detailed information on data processing during visits to our website on the website under the menu item "Data protection".

In principle, your personal data will be deleted within the statutory deletion periods. If we collect your IP address, it will only be stored for the time of your use of the website and subsequently deleted immediately or anonymized by shortening. The remaining data is stored for a limited period of time based on the following criteria:

- Personal master data such as name, job title and industry affiliation.
- Contact and address data such as address, e-mail address, telephone and fax numbers
- Bank details, other account data and payment data
- Tax data such as tax ID and/or VAT ID
- Order data such as type and quantity of goods ordered or services used
- Creditworthiness information and payment conditions
- Data due to complaints
- Legitimation and authentication data such as identification data, signature, company stamp and passwords
- Historical data on the business relationship between you and us and companies associated with us
- Advertising and sales data including target group-specific information
- Data in the context of ongoing contact management or business initiation, such as data on communications that have taken place, including date and time as well as purpose

- Copies of correspondence, insofar as this takes place in writing, by e-mail or by fax

Purpose and legal basis

We use your personal data for the following purposes:

- to provide the quotation requests you have requested us to provide;
- to ensure that our website and the content it contains is presented in the most effective and interesting way possible to you;
- to fulfill our obligations under any contracts entered into between you and us;
- to enable you to participate in interactive offerings, if you so choose;
- to inform you of changes to our services.

We will comply with the relevant legal provisions, in particular the General Data Protection Regulation (GDPR), with regard to personal data from you.

Your personal data will be collected, stored, processed and used by us if, as far as and as long as this is necessary for the potential initiation, the establishment, the implementation or the termination of a contractual relationship.

Further collection, storage, processing and use of personal data will only take place if required or permitted by law or if you have consented to it.

We would like to point out that in order to carry out pre-contractual measures such as registration as a supplier and fulfillment of contracts concluded with you, the collection, processing and use on the basis of Art. 6 Para. 1 lit. b) DSGVO of, among other things, the name of your employee authorized to place orders, consumer or entrepreneur status, address, etc. are required. Without providing this personal data, it is not possible to use the system with us.

Data security

All information that you transmit to us is stored on servers within the Indian law. Unfortunately, the transmission of information over the Internet is not completely secure, which is why we cannot guarantee the security of data transmitted to our website via the Internet. However, we secure our website and other systems by technical and organizational measures against loss, destruction, access, modification or distribution of your data by unauthorized persons. In particular, we transmit your personal data in encrypted form. We use the SSL (Secure Socket Layer) coding system for this purpose.

No passing on of your personal data

We do not pass on your personal data to third parties unless you have consented to the passing on of data or we are entitled or obliged to pass on data on the basis of statutory provisions and/or official or court orders. This may involve, in particular, the disclosure of information for the purposes of criminal prosecution, the prevention of danger or the enforcement of intellectual property rights.

Your rights and contact

You may object to any use of your personal data (I) for the necessary performance of a task carried out in the public interest or in the exercise of official authority vested in us or (II) for the necessary safeguarding of our legitimate interests or those of a third party - such as, where applicable, after the above transfer to a credit agency - at any time by sending us an informal message in accordance with Article 21 (1) DSGVO. If, in such a case, we cannot demonstrate any overriding compelling reasons for the use that merit protection, we will no longer use the data concerned for these purposes after receiving the objection. We point out that in such a case, for example, a restriction of the ordering functions or the methods of payment may occur.

You may likewise object to any use of your personal data for direct marketing purposes in accordance with Article 21 (2) DSGVO at any time and free of charge by sending us an informal message. After receipt of the objection, we will no longer use the data concerned for these purposes.

You have extensive rights with regard to the processing of your personal data. Subject to the legal requirements, we will provide you with information about the stored personal data relating to you free of charge upon request. Subject to the legal requirements, you also have the right to demand the correction, deletion, restriction of processing or transfer of your data to a third party. You may also request a restriction of processing and have a right to object and a right to data portability. If you wish to exercise any of your rights and/or receive more information about this, please contact us at the email address listed on the contact page.

In addition, you have the right to lodge a complaint with a supervisory authority. If you have any questions, comments or requests regarding the collection, processing and use of your personal data by us, please also contact us at the contact details provided.

"Personal Data" means any information relating to an identified or identifiable natural person (hereinafter, a "Data Subject"). A "processing" means any operation or set of operations which is performed upon personal data, whether or not by automatic means.

This Privacy Policy applies to all of our websites and services (hereinafter, "Services") in which reference is made to this Privacy Policy, including access via mobile devices.

A commissioned data processing agreement has been concluded with any subcontractors, in particular Allocation Network GmbH as a service provider for support within the scope of the ASTRAS software, in accordance with Art. 28 DSGVO.

1. Legal basis

The collection and processing of personal data on our website and services is done on the basis of Art. 6 para. f.) EU-DSGVO. According to this, processing of personal data is permitted if the processing is necessary to protect the legitimate interests of the controller or a third party and if interests or fundamental rights and freedoms of the data subject that must be taken into account by law do not prevail. The processing of personal data that we store during a visit to our website is done for the purpose of maintaining the functionality of the information made generally available, such as for the control of functions on the website and its general technical functioning, as well as the analysis of the functionalities and page control of the website. Our concern in the sense of the DSGVO (legitimate interest) is the improvement of our offer and our web presence. Since the privacy of our users is important to us, the

user data is pseudonymized. We therefore comply with the interest of the website visitors as data subjects by pseudonymization and routine deletion within 30 days.

2. Cookies

We use cookies to make our offer user-friendly. Some cookies remain stored on your terminal device until you delete them. They enable us to recognize your browser on your next visit. If you do not wish this, you can set up your browser so that it informs you about the setting of cookies and you only allow this in individual cases. You can also delete cookies set in the settings of your browser. If you disable cookies, the functionality of our website may be limited. Specifically, we use cookies for the following purposes:

- To authenticate the user: the cookie is used to identify the user during and after logging into the system. The cookie is issued only for the duration of a user session. After the user session logs out or times out, it loses its validity.
- For popup blocker identification: the cookie is created to suppress recurring popup blocker checks. The cookie is issued only for the duration of a browser session. To store that cookies have been accepted: The cookie is set after the user has agreed to the use of cookies. A notice to this effect is displayed on the login page. The cookie is only issued for the duration of a browser session.
- For identification of the terminal device: The cookie is set after successful login and contains a fingerprint of the browser/end device. It has a validity of 180 days and supports a returning user when logging in again. The cookies used can be divided into two groups:
 - Authentication cookies: these cookies are used to uniquely identify the user. We use the following authentication cookies: JSESSIONID
 - Functionality cookies: functionality cookies are used to provide the user with an optimal service in case of recurring functionalities on the one hand, and on the other hand they are used for the security of the web application. This uses the following functionality cookies: astras-popups-allowed, astras_cdi, astras-cookies-accepted.

4. Your rights

You are generally entitled to the rights of access, rectification, erasure, restriction, data portability, revocation and objection. If you believe that the processing of your data violates data protection law or your data protection rights have otherwise been violated in any way, you can complain to the supervisory authority.

5. Deletion periods

Unless a specific deletion period is specified in the above information, data is generally deleted as follows: If the purpose of storage ceases to apply or if a statutory storage period expires, the personal data will be routinely blocked or deleted in accordance with the statutory provisions.

6. Right to data portability

You have the right to data portability in accordance with Art. 20 (1) EU-DSGVO. This means you can request that your personal data collected by us be transferred directly to another controller, insofar as this is technically feasible and insofar as this does not affect the rights and freedoms of other persons.

7. Automated decisions

Automated decisions in individual cases, including profiling, do not take place when using our website and services.

8. Data protection and third-party websites

The Website may contain hyperlinks to and from third-party websites. If you follow a hyperlink to one of these websites, please note that we cannot accept any responsibility or warranty for third-party content or data protection conditions. Please make sure you are aware of the applicable data protection conditions before you transmit personal data to these websites.

9. Supplier relationship

If you are interested in a customer relationship with us, this will take place in accordance with the information on the processing of personal data presented above. You can also request this via our contact page specified e-mail address.

Changes to this privacy policy

We reserve the right to change this privacy policy at any time with effect for the future. A current version is available on the website. Please visit the website regularly and inform yourself about the applicable data protection provisions.