

# Privacy Statement

We are thrilled that you are visiting our website, and would like to thank you for your interest in our company.

For us, data protection is more than just a legal requirement; it is an important instrument for increasing transparency as we handle your personal data on a daily basis. Protecting your personal data (hereafter referred to simply as data) is very important to us. In the following, we would like to provide you with extensive information on the data we will collect as you visit our website and use the services we have on offer there, and how this data is processed or used by us, as well as the technical and administrative protective measures that we have put in place.

## Data processing controller

The controller, as defined in Art. 4 Paragraph 7 GDPR is TIMOCOM GmbH, cf. our [legal notice](#).

## Data Protection Officer

Our external data protection officer is responsible for monitoring and complying with data protection. Feel free to contact them for further information on data protection using the following information:

- Niels Kill
- c/o Althammer & Kill GmbH & Co. KG
- Mörsenbroicher Weg 200
- 40470 Düsseldorf
- E-Mail: [datenschutz@timocom.com](mailto:datenschutz@timocom.com)

## Collection and use of your data

The scope and type of data collection depends on whether you are visiting our internet presence to find information or are making use of our services.

In the event that we use third party service providers for individual functions we provide, or in the event that we wish to use your data for promotional purposes, we will inform you in detail in regards to the relevant process. We will also provide information on our criteria for determining how long we keep your saved data.

Provision of your data to other third parties will otherwise only take place when required by law.

## Informational use

For informational use of our websites, we collect only that personal data that is automatically provided to us by your internet browser, such as:

- IP address
- Date and time of the request
- Time zone different to Greenwich Mean Time (GMT)
- Request contents (specific page)
- the amount of data transferred and access status in each case (file transferred, file not found etc.)
- Website from which the request was made
- Browser type / version / language
- Operating system and its interface

The data listed above is required for technical reasons, so that we can show you our website and guarantee stability and security.

## Contact form

On various subpages, you can get in touch with us using the contact form. The information collected using the contact form (surname, first name, company, telephone number, e-mail address, street if necessary, postcode, location if necessary), and your message, will be used solely for the purpose of answering your question. Once we are done processing your request, the information will be deleted. Data will also be saved as part of the legally required archiving of e-mail communication (e-mails are business and commerce letters), for a maximum of 10 years after being sent.

However, we will save your information in the event that you sign a contract with us after getting in touch. In this case, data processing is required to fulfil the contract or to implement measures required in advance of contractual duties. Your data will be deleted when your saved data is no longer required to fulfil the contract, unless legal archiving duties require us to save it for longer.

Provision of your data to other third parties will only take place when required by law.

## Registration

Various subpages require you to register in order to make use of our services (use the TIMOCOM system). The information collected using the registration form (title, first name, surname, telephone number, e-mail address, company, business type, street if necessary, postcode, location, country) will be saved for as long as you continue to make use of our services.

We will therefore save your information in the event that you sign a contract with us after registering. In this case, data processing is required to fulfil the contract or to implement measures required in advance of contractual duties. Your data will be deleted when your saved data is no longer required to fulfil the contract, unless legal archiving duties require us to save it for longer.

Provision of your data to other third parties will only take place when required by

law.

## Contacting our employees via e-mail

You can get in touch with us by sending us an e-mail. You can send said e-mail, for example, to [href="mailto:info.co.uk@timocom.com"](mailto:info.co.uk@timocom.com) [, \[inkasso@timocom.com\]\(mailto:inkasso@timocom.com\), \[jobs@timocom.com\]\(mailto:jobs@timocom.com\) or to our employee's personalised e-mail addresses. The data we receive when you send us an e-mail \(for example: your name, your e-mail address and your message itself\) is used solely for the purpose of processing your request. Once we are done processing your request, the information will be deleted. Data will also be saved as part of the legally required archiving of e-mail communication \(e-mails are business and commerce letters\), for a maximum of 10 years after being sent.](mailto:btattached=)

Provision of your data to other third parties will only take place when required by law.

When communicating by e-mail, we cannot guarantee complete data security. We thus recommend that you send information you wish to keep confidential by post.

## Newsletter

In order to register for our e-mail newsletter service, we require, in addition to your consent to use your data, your first and surname as well as the e-mail address the newsletter is to be sent to. Any additional information (such as your title) is used to address you personally and in order to tailor newsletter content, as well as to clarify any questions we have regarding your e-mail address.

We generally use a double opt-in process for the newsletter. That is, we will not send you the newsletter until you have confirmed your registration via a link within a confirmation e-mail sent to your e-mail address for this purpose. This is to ensure that only you, the e-mail address owner, can sign yourself up to receive the newsletter. Your confirmation must take place within a short time after receiving the e-mail; if it does not, your newsletter registration will be automatically deleted from our database.

You can cancel your newsletter registration at any time by clicking on the relevant link at the end of the newsletter.

To facilitate newsletter distribution, your data will be transferred to our service provider SC-Networks GmbH, Enzianstraße 2, 82319 Starnberg.

## Use of cookies

We use cookies on our websites. Cookies are small text files that are sent by our web server to your browser when you visit our internet presence, and are saved on your computer for the next time you open our web page.

This website uses cookies as follows:

- Transient cookies (temporary use)
- Persistent cookies (cookies with a time limit)
- Third-party cookies (from third parties)
- Flash cookies (permanent use)

Transient cookies are deleted automatically when you close your browser. This includes, in particular, session cookies. These cookies save a session ID which assign various browser queries to a common session. This allows the site to recognise your computer when you return to it. Session cookies are deleted when you log out or when you close your browser.

Persistent cookies are automatically deleted after a predetermined amount of time, which is different depending on the cookie. You can delete these cookies at any time in your browser's security settings.

You can configure your browser however you wish, and, for example, reject acceptance of third-party cookies or even all cookies. However, please note that if you do this, you may not be able to use all the functions of this website.

The flash cookies are not collected by your browser, but rather by your flash plugin. These cookies save the necessary data independent of the browser you are using, and do not have an automatic expiry date. If you do not wish to use flash cookies, you have to install an add-on, for example 'Better Privacy' for Mozilla Firefox or Adobe-Flash-Killer-Cookie for Google Chrome.

We do not collect or save personal data using cookies in this manner. We also do not use any technology that connects cookie information with user data.

You can find more information on cookies on the Technical University of Berlin portal (in German): <https://www.verbraucher-sicher-online.de/thema/cookies>.

## Web analysis

We are committed to ensuring that our website is optimally designed and therefore attractive to our visitors. To do this, it is important for us to know how the various areas of the website are received by visitors. To do this, we use the following well-known tools.

### Google AdWords Conversion Tracking

As a Google AdWords customer, we also use Google Conversion Tracking, an additional analysis service from Google Inc. In the event that you found our webshop via a Google advertisement (AdWords - advertisement via/beside Google search results), Google will place an additional cookie in your computer, known as a conversion cookie. This cookie does not personally identify you, but rather provides us with a comparison of clicks on our website from Google advertisements and the resulting purchasing decisions regarding the products we offer.

Google currently does not offer an opt-out cookie for this cookie. You can prevent the conversion cookie being saved by using the relevant browser software settings

or additional browser plugins.

You can find more information on Google AdWords conversion tracking at:

<https://support.google.com/adwords/answer/1722022?hl=de>

The provider is Google Ireland Limited, Gordon House, 4 Barrow St, Dublin, D04 E5W5, Ireland.

You can find more information on data protection at Google Inc. at:

<https://www.google.com/intl/de/policies/privacy/>

## Google Analytics

We use Google Analytics, a web analysis service from Google, on our website. Google Analytics uses cookies that are saved to your computer and allow us to analyse your use of the website. The information generated by the cookie about your use of the website is usually transmitted to and stored by Google on servers in the USA. We have activated IP anonymisation on our websites. This means that your IP address is shortened by Google within EU member states or in other EEA Agreement states before being transferred. Google will use this information for the purpose of evaluating your use of the website, to compile reports on website activity and to provide other services to us relating to website activity and internet usage. The IP address transferred from your as part of Google Analytics will not be connected with other data from Google. You can prevent cookies being saved by using the relevant browser software settings. In addition, you can prevent collection of data created by cookies (including your IP address) as well as the processing of this data via Google Analytics by downloading and installing the browser plugin available at the following link:

<https://tools.google.com/dlpage/gaoptout?hl=de>. The use of alternative plug-ins or deactivating all cookies in your browser settings will also prevent analysis of your user behaviour.

Alternatively, you can opt-out of the use of your data under the following link. This will set an opt-out cookie which will prevent future collection of your data when visiting our website: [Google Analytics deaktivieren](#).

**Warning:** Warning: if you delete your cookies, this will also delete the opt-out cookie which may then need to be reactivated.

The provider is Google Ireland Limited, Gordon House, 4 Barrow St, Dublin, D04 E5W5, Ireland.

You can find more information on data protection at Google Inc. at:

<https://www.google.com/intl/de/policies/privacy/>

## Integrated services

We offer the following external services for the design of our website and provision of additional functions.

All the services described in the following can be deactivated using special browser plugins, that, more specifically, stop the required connection to the

relevant server. Please note, however, that the use of such plugins could be connected to inconvenience when using the service - lots of elements will no longer work as expected.

## YouTube

Some of the entries on our website also contain YouTube videos from our YouTube channel. As a general rule, the YouTube videos are embedded on our website in enhanced data protection mode (internal YouTube function) so that initially no cookies are transferred from YouTube to your browser, and therefore none of your information is saved by YouTube. This applies, however, only provided you do not view the videos. Independent of whether or not you view a video, your IP address will be transferred to YouTube and the Google advertising network Doubleclick. In the event that you are logged in with an existing YouTube user account while visiting our website, YouTube may be able to connect your visit to our site with your user behaviour. Please note that we, as a website provider, have not received any information as to the contents of the transferred data or how YouTube uses said data, and do not have the option of further limiting transfer of data to YouTube and their partners.

The provider is YouTube, LLC, 901 Cherry Ave., San Bruno, CA 94066, USA.

You can find more information on data protection at YouTube Inc. at:

<https://www.google.de/intl/de/policies/privacy>.

## Social Media Links

Within our website, there are links to various social media platforms within their relevant logos. These are not social media plugins, but instead simply a link to our presence on these platforms. If you click on one of these links, in general, your IP address will be transferred to the operators of the various platforms. If you make use of one of these services and are logged in with your specific account, it may be the case that the operator of the social media platform will record information on your web surfing behaviour. Transfer of your IP address to the operator of the websites in question is required from a technical standpoint and applies to all websites.

Our website is currently linked to our Facebook, Twitter, Xing, LinkedIn and Instagram accounts.

## Social Media Plugins

We currently use the following social media plugins:

### Facebook Plugins

Facebook plugins are integrated into our website. Facebook plugins can be recognised by the Facebook logo or the 'Like button' on our page. You can find a

summary of Facebook plugins here:

<http://developers.facebook.com/docs/plugins/>.

When you visit our website, the plugin creates a direct connection between your browser and the Facebook server. Facebook then receives the information that your IP address has visited our website. If you click on the Facebook 'Like button' or 'Like this page' or the 'Share button' while logged into your Facebook account, you can link the contents of our (Facebook) page to your Facebook profile and/or share it with other Facebook users. This allows Facebook to assign your visit to our website to your Facebook account. In addition, Facebook may send further cookies to your browser. Please note that we, as a website provider, have not received any information as to the contents of the transferred data or how Facebook uses said data. If you do not wish Facebook to assign your visit to our website to your Facebook account, logout from Facebook before visiting our website.

The provider is Facebook Inc., 1601 Willow Road, Menlo Park, California, 94025, USA.

You can find more information on data protection at Facebook Inc. at:

<https://www.facebook.com/about/privacy/>

## Instagram

Instagram plugins are integrated into our website. These plugins are marked with an Instagram logo (for example in the form of the Instagram camera). This function is offered by Instagram Inc., 1601 Willow Road, Menlo Park, CA, 94025, USA. If you go to one of our website's pages which contains one of these plugins, your browser creates a direct connection to Instagram's servers. Instagram then receives the information that your browser has opened the relevant page on our website, even in the event that you do not have an Instagram profile or are not currently logged in to Instagram. This information (including your IP address) is sent by your browser directly to an Instagram server in the USA and saved there. If you are logged in to Instagram, Instagram can match your visit to our website with your Instagram account. If you interact with these plugins, for example by pressing the 'Instagram button', this information is transferred directly to an Instagram server and saved there. The information will also be published on your Instagram account and shown to your contacts there. For more information on the purpose and scope of data collection, as well as further processing and use of the data by Instagram and your associated rights and options for protecting your privacy, please see Instagram's privacy statements:

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

If you do not want Instagram to associate the data collected via our website with your Instagram account, you must log out of Instagram before visiting our website. You can also prevent the Instagram plugins from loading using browser add-ons, for example using script blockers.

## Twitter

Twitter services are integrated into our website. By using Twitter and the 're-tweet' function, the websites you visit are connected to your Twitter account

and made public to other users. This also transfers data to Twitter. Please note that we, as a website provider, have not received any information as to the contents of the transferred data or how Twitter uses said data. You can change your Twitter privacy settings in your account settings at <http://twitter.com/account/settings>.

This function is offered by Twitter Inc., Twitter, Inc. 1355 Market St, Suite 900, San Francisco, CA 94103, USA.

You can find more information in Twitter's privacy statement <http://twitter.com/privacy>

## **XING (Share Button)**

XING services are integrated into our website. Every time you open one of our webpages containing functions from XING, a connection is created to the XING server. As far as we are aware, no personal data is saved. Your IP address is not saved and your user behaviour is not analysed.

The provider is XING AG, Dammtorstraße 29-32, 20354 Hamburg, Deutschland.

You can find more information on data protection and the Xing share button in Xing's privacy statement: [https://www.xing.com/app/share?op=data\\_protection](https://www.xing.com/app/share?op=data_protection)

## **LinkedIn**

LinkedIn services are integrated into our website. Every time you open one of our webpages containing functions from LinkedIn, a connection is created to the LinkedIn server. LinkedIn then receives the information that your IP address has visited our website. If you click the 'share button' from LinkedIn while logged in to your LinkedIn account, it is possible for LinkedIn to match your visit to our website with you and your account. Please note that we, as a website provider, have not received any information as to the contents of the transferred data or how LinkedIn uses said data.

The provider is the LinkedIn Corporation, 2029 Stierlin Court, Mountain View, CA 94043, USA.

You can find more information in LinkedIn's privacy statement: <https://www.linkedin.com/legal/privacy-policy>

## **YouTube**

Our website uses plugins or other link options to the YouTube video platform. If you visit one of our websites equipped with a YouTube plugin or a YouTube link, a connection is created to the YouTube servers. The operator of YouTube will then be informed which website you visited.

If you are simultaneously logged in to YouTube, the operator of YouTube will find out more about your surfing behaviour. Log out of YouTube before visiting the website if you do not want this to happen. Please note that we, as a website provider, have not received any information as to the contents of the transferred

data or how YouTube uses said data.

The provider is YouTube, LLC, 901 Cherry Ave., San Bruno, CA 94066, USA.

You can find more information on data protection at YouTube Inc. at:

<https://www.google.de/intl/de/policies/privacy>

## Online presence on social media

We have online presences on social networks and platforms (e.g. Facebook, YouTube, Instagram, Twitter, LinkedIn, Xing). In the case of Facebook, and likely all other social networks and platforms, TIMOCOM and the relevant operators of the networks or platforms are jointly responsible for data processing.

We offer you the option of commenting our posts, providing reviews or contacting us via social media.

In principle, there is no set storage period for your contributions. You can delete your contributions yourself at any time from our Facebook fan page and other platforms.

We run our Facebook fan page and all other social networks and platforms in our own interest and the interest of all users who wish to use our platform, in accordance with Art. 6 Paragraph 1(f) GDPR. In the event that the user is asked for permission to process data by the provider in question, the legal basis of said processing is Art. 6 Paragraph 1(a) GDPR.

Please note that it may be the case that user data is processed outside of the European Union. This may pose a risk to the user, as, for example, it may be harder to enforce user rights.

Facebook and other platforms save your data as a user profile and use it for the purposes of advertising, market research and/or needs-based design of their website. This type of analysis takes place, in particular (even for users that are not logged in) to provide needs-based advertisement and to inform other social network users as to your activities on our website. You have a right to object to the creation of this user profile, although you must make a claim directly to Facebook; please see the Facebook data guidelines.

You have the following rights when it comes to our platform as well as that of Facebook Ireland Ltd. (Facebook) and all other platforms in regards to your personal data:

- right to information
- right of correction or deletion
- right to limit processing
- right to data portability
- right to appeal to a supervisory authority for data protection.

For detailed information on the processing in question and the opt-out options, please refer to the following linked information from the various providers.

In most cases, however, it will make sense to contact Facebook Ireland Ltd. or the

other platforms directly, as we do not have access to all the data and also do not have influence on all data processing within Facebook and other platforms. However, we will be happy to support you as you exercise your rights in regards to Facebook and other platforms.

Facebook (Facebook Ireland Ltd., 4 Grand Canal Square, Grand Canal Harbour, Dublin 2, Ireland)

- Privacy Statement: <https://www.facebook.com/about/privacy/>,
- Opt-Out: <https://www.facebook.com/settings?tab=ads> und <http://www.youronlinechoices.com>,
- Privacy Shield: <https://www.privacyshield.gov/participant?id=a2zt0000000GnywAAC&status=Ac>

Google/YouTube (Google Ireland Limited, Gordon House, 4 Barrow St, Dublin, D04 E5W5, Ireland)

- Privacy Statement: <https://policies.google.com/privacy>,
- Opt-Out: <https://adssettings.google.com/authenticated>,
- Privacy Shield: <https://www.privacyshield.gov/participant?id=a2zt000000001L5AAI&status=Acti>

Instagram (Instagram Inc., 1601 Willow Road, Menlo Park, CA, 94025, USA)

- Privacy statement/Opt-Out: <http://instagram.com/about/legal/privacy/>

Twitter (Twitter Inc., 1355 Market Street, Suite 900, San Francisco, CA 94103, USA)

- Privacy Statement: <https://twitter.com/de/privacy>,
- Opt-Out: <https://twitter.com/personalization>,
- Privacy Shield: <https://www.privacyshield.gov/participant?id=a2zt0000000TORzAAO&status=Ac>

LinkedIn (LinkedIn Ireland Unlimited Company Wilton Place, Dublin 2, Ireland)

- Privacy statement <https://www.linkedin.com/legal/privacy-policy>,
- Opt-Out: <https://www.linkedin.com/psettings/guest-controls/retargeting-opt-out>,
- Privacy Shield: <https://www.privacyshield.gov/participant?id=a2zt0000000LOUZAAO&status=Ac>

Xing (XING AG, Dammtorstraße 29-32, 20354 Hamburg, Germany)

- Privacy statement/Opt-Out: <https://privacy.xing.com/de/datenschutzerklaerung>

Browser type / version / language

Operating system and its interface

Language and version of browser software.

## Use based online advertising

## Facebook Remarketing / Retargeting

Furthermore, this website uses Facebook Custom Audiences from the Facebook social network, 1601 South California Avenue, Palo Alto, CA 94304, USA. This Facebook pixel marks you, in an anonymised form, as a visitor to our website. If you then log into Facebook, we can use this information to provide advertisements on Facebook to target groups. We, the operators of this website, do not receive any personalised data regarding you as a user, or regarding your data on Facebook. You can find more information in Facebook's privacy statement <https://www.facebook.com/about/privacy/>. As a visitor to our website, you can deactivate Facebook Custom Audiences [here](#).

## LinkedIn

We use Analysis and Conversion Tracking technology from LinkedIn on our website. Using this LinkedIn technology, we are able to show you advertisements that are more relevant to you and based on your interests. In addition, we receive aggregated and anonymous reports from LinkedIn regarding advertisement activities, and information on how you interact with our website. You can find more information on data protection at LinkedIn here:

<https://www.linkedin.com/legal/privacy-policy>. You can opt out of the analysis of your user behaviour via LinkedIn as well as the display of interest-based recommendations; to do this, click on "Opt Out on LinkedIn" (for LinkedIn members) or "Opt Out" (for other users) on the following site: <https://www.linkedin.com/psettings/guest-controls/retargeting-opt-out>.

## Processing your personal data in countries outside of the EU and the EEA

Your personal data will not be processed in countries outside of the European Union or the European Economic Area, except by the social media applications: Facebook, Twitter, LinkedIn and Instagram.

## Legal basis for processing data

Here you can find a summary of the data protection laws used as a basis for processing your data.

### Informational use

Processing the data which is automatically provided to us by your browser is a legitimate interest in order to show you the website at all.

- Art. 6 Abs. 1 (f) General Data Protection Regulation (GDPR)

## Contact form and registration

Processing is required for fulfilling a contract in which the relevant person is a contracting party, or for carrying out measures required in advance of contractual duties arising from the request made by the relevant person.

- Art. 6 Abs. 1 (b)) General Data Protection Regulation (GDPR)

## **Newsletter**

We send our newsletter only after receiving consent from you.

- Art. 6 Abs. 1 (a)) General Data Protection Regulation (GDPR)

You can withdraw your consent at any time and cancel your newsletter subscription.

## **Web analysis, use based online advertising and embedding of external services**

For purposes of advertising, market research or appropriate website design, we analyse the user behaviour of our users for our own legitimate interests.

- Art. 6 Paragraph 1(f)) GDPR

This legal basis applies to Google Analytics, eTracker, Google AdWords, Bing Ads, Facebook Remarketing / Retargeting, LinkedIn Analysis (use based online advertising).

## **Online presence on social media**

Processing of user's personal data is carried out based on our legitimate interest in effective user information and communication with the user in accordance with Art. 6 Paragraph 1(f)) GDPR. In the event that the user is asked for permission to process data by the provider in question (i.e. declares their consent, for example by ticking a check box or pressing a button), the legal basis of said processing is Art. 6 Paragraph 1(a)), Art. 7 GDPR.

## **Your rights: Information, correction, deletion, limitation**

You have, at any time, the right to receive information free of charge about your saved personal data, as well as a right to correct or delete the data, or limit processing of said data or object to processing of said data, as well as a right to view your data in the event that the relevant data protection requirements have been met. If you have questions regarding your rights, you can contact us at any time or e-mail our external data protection officer (see above for contact information).

At the same time, you also have the right to lodge a complaint with the regulatory body responsible for our company. This is the North-Rhine Westfalia State Data

Protection and Freedom-of-Information Officer:

[https://www.lidi.nrw.de/metanavi\\_Kontakt/](https://www.lidi.nrw.de/metanavi_Kontakt/)

In the event that you provide permission for specific data processing, you can cancel said permission at any time. In general, we only require permission in specific cases, e.g. for sending our newsletter.

## Data security

We also use technical and organisational security measures to protect accrued or collected personal data, in particular against chance or deliberate manipulation, loss, destruction or attack from unauthorised parties. Our security measures are constantly being improved in line with technological developments.

Transfer of your personal data via the contact form is encrypted using SSL technology (https) in order to prevent access from unauthorised third parties.

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