

Privacy Policy

1. Data protection at a glance

The following information provides a simple overview of what happens to your personal data when you use our customer portal. Personal data is any data that can be used to identify you personally. For detailed information on the subject of data protection, please refer to our data protection statement below this text.

Data collection in our customer portal

Who is responsible for data collection in this customer portal?

Data processing in this customer portal is carried out by Harburg-Freudenberger Maschinenbau GmbH.

How do we collect your data?

On the one hand, your data is collected by you providing it to us. This can be, for example, data that you enter in a contact form.

Other data is collected automatically by our IT systems when you visit the customer portal. This is mainly technical data (e.g. Internet browser, operating system or time of access to the customer portal). This data is collected automatically as soon as you enter our customer portal.

What do we use your data for?

The data is collected to ensure error-free provision of the customer portal and to be able to offer you our services.

What rights do you have regarding your data?

You have the right at any time, among other things, to receive information free of charge about the origin, recipient and purpose of your stored personal data. You also have the right to demand the correction, blocking or deletion of this data. Furthermore, you have the right to lodge a complaint with the competent supervisory authority.

Detailed information on the collection and processing of your data, the purposes of processing and the rights to which you are entitled can be found in the following privacy policy. In addition, if you have any questions about data protection, you can contact us at any time at the email address info@hf-mixinggroup.com.

2. General information

Data protection

As the operator of this customer portal, we take the protection of your personal data very seriously. We treat your personal data confidentially and in accordance with the statutory data protection regulations and this privacy policy.

When you use this customer portal, various personal data is collected. Personal data is data with which you can be personally identified. This privacy policy explains what data we collect and what we use it for. It also explains how and for what purpose this is done.

We would like to point out that data transmission on the Internet (e.g. when communicating by e-mail) can have security gaps. Complete protection of data against access by third parties is not possible.

Note on the responsible office

The responsible party for data processing in this customer portal is:

Harburg-Freudenberger Maschinenbau GmbH
Asdorferstrasse 60
57258 Freudenberg
Telephone: 02 734 491 222
E-mail: info@hf-mixinggroup.com

The data controller is the natural or legal person who alone or jointly with others determines the purposes and means of the processing of personal data (e.g. names, e-mail addresses or similar).

You can reach our data protection officer as follows: BDO Legal Rechtsanwaltsgesellschaft mbH, Attorney at Law Frank Metzler, Zielstattstraße 40, 81379 Munich, Germany.

SSL or TLS encryption

For security reasons and to protect the transmission of confidential content that you send to us as the operator, this customer portal uses "Transport Layer Security (TLS)" encryption (previously also known as "Secure Socket Layer" encryption (SSL)). You can recognize the encrypted connection by the fact that the address line of the browser changes from "http://" to "https://" and by the lock symbol in your browser line.

All information and data transmitted using these secure methods is encrypted before it is sent to us. This applies in particular to all personal data, such as credit card number, bank code, bank account number, name and address. In addition, to protect you and us from misuse, the IP address of your computer is transmitted to us. We would like to point out that encryption using these technical methods only works if the corresponding technical settings have also been made on your side.

3. Data collection in our customer portal

Scope of data processing

As a matter of principle, we only collect data whose processing is either required by law, contractually agreed, necessary for the conclusion and performance of the contract, or voluntarily provided to us on the basis of consent.

When you register as an administrator on our customer portal, we collect the following personal data from you:

- name, first name
- e-mail address
- phone number

If you make use of our chargeable services, we also collect your payment data (account data such as IBAN and BIC).

Administrators are authorized to activate additional users for the customer portal. To activate a user, the user's e-mail address is required.

Legal basis for data processing

We require the aforementioned data in order to ensure the proper and secure assignment of accounts to the respective administrators and users and to be able to properly provide our services and benefits in connection with the customer portal. The legal basis for processing for these contractual purposes is Article 6 para. 1 b of the General Data Protection Regulation (GDPR).

All other information is not required by us to provide the services and benefits and is therefore optional for you. If you provide further personal data as an administrator or user, you give us your consent according to Article 6 para. 1 a of the GDPR to store and process this data. You can revoke this consent at any time. In this case, we will no longer be able to process your data based on this consent. The revocation of consent does not affect the lawfulness of the processing carried out on the basis of the consent until the revocation.

Data deletion and storage period

Your data will be deleted or blocked as soon as the purpose of storage ceases to apply. Storage may also take place if this has been provided for by the European or national legislator in Union regulations, laws or other regulations to which we are subject. Data will also be blocked or deleted if a storage period prescribed by the aforementioned standards expires unless there is a need for further storage of the data for the conclusion or performance of a contract.

Data recipients

Data is processed exclusively in the context of providing the customer portal and for the provision of our services within the framework of the customer portal.

Your data may be passed on by us, for example, to external service providers (e.g. IT service providers, companies that delete or archive data). We will only transfer your data to third parties if we have the right to do so under data protection law. The transfer of data to third parties is based either on the fulfillment of legal obligations, on legitimate interests, on the necessity of fulfilling a contract or on the basis of any consent given. If the external service provider acts as a processor, the data transfer takes place within the framework of a contract processing agreement.

Unless otherwise stated in this privacy policy, no data is transferred to processors in countries outside the European Economic Area (EEA). If such a data transfer should become necessary, it will be carried out with additional guarantees on the basis of the EU standard contractual clauses or to countries with regard to which an adequacy decision of the EU is available.

Server log files

We, as the provider of the customer portal, automatically collect and store information in so-called server log files, which your browser automatically transmits to us. These are:

- browser type and browser version
- operating system used
- referrer URL
- host name of the accessing computer
- time of the server request
- IP address
- user ID

A user ID can be assigned to the respective e-mail address with which someone has registered in the customer portal. Beyond that, however, there is no merging of data. The aforementioned data is collected solely to ensure the technically flawless provision of the customer portal. In particular, no statistical evaluation of the data takes place.

The basis for data processing is Article 6 para. 1 b of the GDPR, which permits the processing of data for the fulfillment of a contract or pre-contractual measures.

Ticketsystem

If you send us inquiries via our ticket system, the information you provide in the ticket, including any contact data you may have entered there, will be stored by us for the purpose of processing the inquiry and in case of follow-up questions.

The processing of the data entered in the ticket is based exclusively on your consent in accordance with Article 6 para. 1 a of the GDPR.



You can revoke this consent at any time. For this purpose send us an e-mail to info@hf-mixinggroup.com. The legality of the data processing operations carried out until the revocation remains unaffected by the revocation.

The data you entered in the ticket will remain with us until you request us to delete it, revoke your consent to store it, or the purpose for storing the data no longer applies (e.g., after processing your request has been completed). Mandatory legal provisions - in particular retention periods - remain unaffected.

Login

For the login to the customer portal, we use the identity provider Auth0 of Auth0 Inc, 16625 Redmond Way Suite M-172 Redmond, WA 98052, US (hereinafter: "Auth0"). An identity provider (IdP or IDP) stores and manages users' digital identities. When you log in to our customer portal, your email address and password are transmitted to Auth0. Based on a comparison of the email address and password, your identity as a user is verified.

The legal basis for the processing of the login data is Article 6 para. 1 f of the GDPR. We have a legitimate interest in ensuring that only authorized users have access to the customer portal.

We would like to inform you that by using Auth0, data is transferred to the USA and possibly other insecure third countries and your data may thus be exposed to access by the authorities there and in particular the intelligence services. In the opinion of the European Court of Justice, for this very reason there is no level of data protection in the USA comparable to that in the EU.

Auth0 uses Standard Contractual Clauses approved by the EU Commission by means of an implementing decision (cf. Article 46 para. 2, 3 of the GDPR). These oblige Auth0 to comply with the prevailing level of data protection in the EU when processing personal data. The EU Commission's implementing decision and the Standard Contractual Clauses in their current version can be found at:

<https://ec-Europa.eu/germany/news/20210604-datentransfers-eu.de>

For more information on data protection and Auth0's full privacy policy, please visit:

<https://auth0.com/de/privacy>

Use of Google Maps

On the customer portal we use Google Maps (API) from "Google". "Google" is a group of companies and consists of Google Ireland Ltd. (provider of the service), Gordon House, Barrow Street, Dublin 4, Ireland, and Google LLC, 1600 Amphitheatre Parkway, Mountain View, CA 94043, USA, and other affiliates of Google LLC.

Google Maps is a web service for displaying interactive (land) maps to visually represent geographic information. We use the service of Google Maps to show you the location of your facilities on an interactive map.

When you call up the sub-page(s) of the customer portal in which the map from Google Maps is integrated, information about your use (such as your IP address) is transferred to Google servers and stored there. This may also result in a transmission to Google servers in the USA. This is done regardless of whether Google provides a user account through which you are logged in or whether a user account exists. If you are logged in to Google, your data will be assigned directly to your account.

If you do not want the assignment with your profile at Google, you must log out before using the customer portal. However, even if you are not registered with Google or have not logged in, there is the possibility that Google learns your IP address and stores it. If you do not agree with the future transmission of your data to Google in the context of the use of Google Maps, there is also the possibility to completely deactivate the web service of Google Maps by turning off the application JavaScript in your browser. Google Maps and thus the map display can then not be used.

The processing of your personal data is based on your consent in accordance with Art. 6 para. 1 lit. a GDPR, which you grant us by accepting this privacy policy. With this you also consent to the transfer of your data to Google in the manner and for the purposes set out above (Art. 49 para.1 lit. a GDPR). In particular, we would like to inform you that by granting your consent, data will be transferred to the USA and your data may therefore be exposed to access by the authorities there and especially by the secret services. For more information on data protection in connection with the use of Google Maps, please visit:

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

Your consent can be revoked at any time. To do this send us an email to info@hf-mixinggroup.com.

Your consent is always voluntary. However, we would like to point out that the map is an essential part of the customer portal. For technical reasons, the customer portal cannot be used without the map, or only to a very limited extent. The same applies if you take preventive measures (e.g., deactivation of the web service of Google).

Your rights

Right to information

You can request confirmation from us as to whether your personal data is being processed by us and request information from us in accordance with Article 15 of the GDPR about the following information:

- the purposes for which the personal data are processed
- the categories of personal data which are processed
- the recipients or categories of recipients to whom the personal data concerning you have been or will be disclosed
- the planned duration of the storage of the personal data concerning you or, if concrete information on this is not possible, criteria for determining the storage duration
- the existence of a right to rectification or erasure of the personal data concerning you, a right to restriction of processing by us or a right to object to such processing

- the existence of a right of appeal to a supervisory authority any available information about the origin of the data, if the personal data is not collected from the data subject
- the existence of automated decision-making, including profiling, pursuant to Article 22 para. 1 and 4 of the GDPR and - at least in these cases - meaningful information about the logic involved and the scope and intended effects of such processing on you.

Furthermore, you have the right to request information about whether the personal data concerning you is transferred to a third country or to an international organization. In this context, you may request to be informed about the appropriate safeguards pursuant to Article 46 of the GDPR in connection with the transfer.

Right to rectification

Pursuant to Article 16 of the GDPR, you have a right to rectification and/or completion vis-à-vis us if the processed data concerning you are inaccurate and/or incomplete. We shall carry out the rectification without delay.

Right to restriction of processing

Under the following conditions, you may request the restriction of the processing of personal data concerning you in accordance with Article 18 of the GDPR:

- if you dispute the accuracy of the personal data concerning you for a period of time that allows us to verify the accuracy of the personal data
- the processing is unlawful and you object to the erasure of the personal data and request the restriction of the use of the personal data instead
- we no longer need the personal data for the purposes of processing, but you need them for the assertion, exercise or defence of legal claims; or
- if you have objected to the processing pursuant to Article 21 para. 1 of the GDPR and it has not yet been determined whether our legitimate reasons outweigh your reasons.

If the processing of personal data concerning you has been restricted, such data may - apart from being stored - only be processed with your consent or for the assertion, exercise or defence of legal claims or for the protection of the rights of another natural or legal person or for reasons of important public interest of the Union or a Member State. You will be informed by us before the restriction is lifted.

Right to erasure

Pursuant to Article 17 of the GDPR, you may request that we delete personal data concerning you without undue delay. We are obliged to delete this data without delay if one of the following reasons applies:

- the personal data concerning you is no longer necessary for the purposes for which it was collected or otherwise processed
- your consent, on which the processing was based pursuant to Article 6 para. 1 a of the GDPR or Article 9 para. 2 a of the GDPR, is revoked by you and there is no other legal basis for the processing

- you object to the processing pursuant to Article 21 para. 1 of the GDPR and there are no predominant legitimate reasons for the processing
- you object to the processing pursuant to Article 21 para. 2 of the GDPR
- the personal data concerning you has been processed unlawfully
- the erasure of the personal data concerning you is necessary for compliance with a legal obligation under Union or Member State law to which we are subject
- the personal data concerning you has been collected in relation to information society services offered pursuant to Article 8 para. 1 of the GDPR

If we have made the personal data concerning you public and we are obliged to erase it pursuant to Article 17 para. 1 of the GDPR, we shall take reasonable steps, including technical measures, having regard to the available technology and the cost of implementation, to inform data controllers that process the personal data that you, as the data subject, have requested, that they erase all links to or copies or replications of such personal data.

The right to erasure does not exist to the extent that the processing is necessary:

- for the exercise of the right to freedom of expression and information
- for compliance with a legal obligation which requires processing under Union or Member State law to which we are subject, or for the performance of a task carried out in public interest or in the exercise of official authority assigned to us
- for reasons of public interest in the area of public health in accordance with Article 9 para. 2 h and i and Article 9 para. 3 of the GDPR
- for archiving purposes in the public interest, scientific or historical research purposes, or statistical purposes pursuant to Article 89 para. 1 of the GDPR, insofar as the right referred to in Section 1 is likely to make impossible or seriously prejudice the achievement of the purposes of such processing
- for the assertion, exercise or defence of legal claims

Right to information

If you have asserted the right to rectification, erasure or restriction of processing against us, we are obliged pursuant to Article 19 of the GDPR to inform all recipients to whom the personal data concerning you have been disclosed of this rectification or erasure of the data or restriction of processing, unless this proves impossible or involves a disproportionate effort. You have the right to be informed about these recipients.

Right to data portability

Pursuant to Article 20 of the GDPR, 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. In addition, you have the right to transfer this data to another controller to whom the personal data has been provided without hindrance from us, provided that

- the processing is based on consent pursuant to Article 6 para. 1 a GDPR or Article 9 para. 2 a of the GDPR or on a contract pursuant to Article 6 para. 1 b of the GDPR and
- the processing is carried out with the help of automated procedures

In exercising this right, you also have the right to obtain that the personal data concerning you will be transferred directly from one controller to another controller, insofar as this is technically feasible. Freedoms and rights of other persons must not be affected by this.

The right to data portability does not apply to processing of personal data necessary for the performance of a task carried out in the public interest or in the exercise of official authority assigned to us.

Right of objection

Pursuant to Article 21 of the GDPR, you have the right to object at any time, on grounds relating to your particular situation, to the processing of personal data concerning you which is carried out on the basis of Article 6 para. 1 e or f of the GDPR; this also applies to profiling based on these provisions. The objection must be substantiated.

Upon receipt of an objection, we will no longer process the personal data concerning you, unless we can demonstrate compelling legitimate grounds for the processing which outweigh your interests, rights and freedoms, or the processing serves to assert, exercise or defend against legal claims.

If the personal data concerning you is processed for the purposes of direct marketing, you have the right to object at any time to the processing of personal data concerning you for the purposes of such marketing; this also applies to profiling, insofar as it is related to such direct marketing. If you object to the processing for direct marketing purposes, the personal data concerning you will no longer be processed for these purposes.

You have the possibility, in connection with the use of information society services - notwithstanding Directive 2002/58/EC - to exercise your right to object by means of automated procedures using technical specifications.

Right to revoke the declaration of consent under data protection law

Pursuant to Article 7 para. 3 of the GDPR, you have the right to revoke your declaration of consent under data protection law - even before the GDPR came into force (25th of May 2018) - at any time. The revocation does not affect the lawfulness of the processing carried out on the basis of the consent until the revocation. The revocation of consent can be declared to our address info@hf-mixinggroup.com.

Automated decision in individual cases including profiling

According to Article 22 of the GDPR, you have the right not to be subject to a decision based solely on automated processing - including profiling - which produces legal effects concerning you or similarly significantly affects you. This does not apply if the decision

- is necessary for the conclusion or performance of a contract between you and us, or
- is permitted by legislation of the Union or the Member States to which we are subject and such legislation contains adequate measures to safeguard your rights and freedoms and your legitimate interests, or
- is carried out with your express consent

However, these decisions must not be based on special categories of personal data pursuant to Article 9 para. 1 of the GDPR, unless Article 9 para. 2 a or g of the GDPR applies and appropriate measures have been taken to protect your rights and freedoms and your legitimate interests.

With regard to the former and the latter case, we take reasonable steps to safeguard your rights and freedoms as well as your legitimate interests, including at least the right to obtain the intervention of a person on our side, to express your point of view and to challenge the decision.

Right to complain to a supervisory authority

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

The supervisory authority to which the complaint has been lodged shall inform the complainant of the status and outcome of the complaint, including the possibility of a judicial remedy under Article 78 of the GDPR.

Status: March 2022