

Data protection

This privacy policy informs you of the kinds of personal information we collect as part of your use of the CANCOM Austria AG Cloud Marketplace and for what purpose the data is used. You can retrieve this information at any time at [Privacy policy \(cancom.at\)](#)

I. Name and address of the data controller

The data controller in the sense of the data protection laws:

CANCOM Austria AG

Wienerbergstraße 53

A – 1120, Wien

T +43 50 822 0

E-Mail: info@cancom.com

II. Name and address of the data protection officer

The CANCOM Austria AG data protection officer is:

c/o DPO

Wienerbergstraße 53

A – 1120 Wien

E-Mail: datenschutz@cancom.com

Should you have questions or suggestions concerning data protection, do not hesitate to contact us at.

III. Subject matter of data protection

The subject of data protection is personal data. According to Art. 4 No. 1 GDPR, this is any information relating to an identified or identifiable natural person; this includes, for example, names or identification numbers. The aim of data protection is to ensure that individuals retain control over their own data and to oblige companies and organizations to take appropriate measures to protect this data.

IV. Collection and use of your data

IV.1. Automated data collection

When you access our website, your device will automatically transmit data for technical reasons. The following information is stored separately from other information you may submit to us:

- date and time of access
- browser type and version
- your operating system
- URL of the previously visited website
- the amount of data transmitted

This data is stored exclusively for technical reasons and is not assigned to any certain individual at any time.

IV.2. Registration data

To use all features of this site, you will need to register. To do so, you must provide the following required information:

- your name
- email address
- company name
- password

This data is needed to set up and manage your user account and to use all the features of our website. Last but not least, we also need this data and possibly other data in order to respond to any requests from you.

We collect this data in order to provide you our website per Art. 6 para. 1 lit. b GDPR.

As far as we process your data for the purposes of providing website features as described above, you are contractually obliged to provide us with this data. Without this data, we will not be able to provide you with these features.

In addition, as part of the registration or your profile, you may provide the following information voluntarily:

- company size

This information is voluntary and not needed to register.

We collect this data in order to provide you with the corresponding features of our website per Art. 6 para. 1 lit. b GDPR.

You are not required to provide this voluntary information. Without this data, however, we will not be able to provide you with the corresponding features of our website.

IV.3. Order process

In addition to the data collected during registration, we also collect

when you place an order the following data:

- your order process
- complete address
- payment data

We collect this data in order to receive and process your enquiries per Art. 6 para. 1 lit. b GDPR.

As far as we process your data for the purposes of receiving and processing your enquiries as described above, you are contractually obliged to provide us with this data. Without this data, we will not be able to receive and process your enquiries.

V. Use of cookies

V.1. Description and scope of data processing

Our website uses cookies. Cookies are text files that are stored in the Internet browser or by the Internet browser on the user's computer system. If a user visits a website, a cookie may be stored on the user's operating system. This cookie contains a distinctive character string that enables unique identification of the browser when the website is accessed again.

We use cookies to make our website more user-friendly. Some elements of our website require that the requesting browser to remain identifiable even after changing to another page (technically necessary cookies).

The following data is stored and transmitted in cookies:

- language settings
- items in a shopping basket
- login information

In addition, we use cookies on our website that allow us to analyse your surfing behaviour (technically unnecessary cookies).

The following data can be transmitted in this way:

- search terms entered
- how often certain pages are viewed
- what website features you use
- anonymous usage data for statistical purposes

When accessing our website, you will be informed of the use of cookies for analytical purposes and your consent requested before processing any personal data in this context. We will at that time also make reference to this privacy policy.

V.2. Description and scope of data processing

The legal basis for processing personal data via technically necessary cookies is Art. 6 para. 1 lit. f GDPR.

The legal basis for processing personal data by using cookies for analytical purposes, if your consent has been obtained, is Art. 6 para. 1 lit. a GDPR.

V.3. Purpose of data processing

The purpose of using technically necessary cookies is to simplify use of websites for users. Some features of our website will not be available if the use of cookies is disallowed. These features make it necessary that your identity continue to be recognised even after moving on to another page. We require cookies for the following applications:

- applying language settings
- remembering search terms
- shopping basket

The use of cookies for analysis improves the quality of our website and its content. Analytical cookies let us determine how the site is used and how we can continuously optimise it.

V.4. Duration of storage and options for objection and removal

Cookies are stored on the user's computer and transmitted to our site. Therefore, as a user you have full control of the use of cookies. By changing the settings in your Internet browser, you can disable or restrict the transmission of cookies. Cookies that have already been saved can be deleted at any time. This can also be done automatically. If cookies are deactivated for our website, it may no longer be possible to use all of the website's features.

VI. Social media

We offer you the option to use so-called „social media buttons“ on our website. To protect your data, we have implemented buttons that are integrated only as graphics on the website and that contain a link to the corresponding website of the button provider. Clicking the graphic will thus take you to that provider's site. Only then will your data be sent to the respective provider. If you do not click on the image, no data will be exchanged between you and the provider of the social media button. You can find information about the collection and use of your data by social media in the respective terms and privacy policies of the provider in question.

We have included social media buttons from the following companies on our site:

- the XING button, XING SE, Dammtorstraße 30, 20354 Hamburg, Germany; XING's privacy policy can be found here: <https://privacy.xing.com/en>
- the LinkedIn button, LinkedIn Ireland Unlimited Company, Wilton Place, Dublin 2, Ireland; LinkedIn's privacy policy can be found here: https://www.linkedin.com/legal/privacy-policy?trk=hb_ft_priv
- the YouTube button, Google Inc., 1600 Amphitheater Parkway, Mountain View, CA 94043, USA („YouTube“); You can find Google's privacy policy here: <https://policies.google.com/privacy?hl=en-US>
- the Facebook button, Facebook Inc., 1601 S. California Ave, Palo Alto, CA 94304, USA („Facebook“); You can find the Facebook privacy policy here: <http://www.facebook.com/policy.php>
- the Google+ button, Google Inc., Inc., 1600 Amphitheater Parkway, Mountain View, CA 94043, USA.; Google's privacy policy can be found at: <https://policies.google.com/privacy?hl=en-US>

VII. Pseudonymous usage profiles

VII.1. Usage profiles

When using our website, we create usage profiles using pseudonyms for the purpose of advertising, market research, or needs-based design of our website. Only usage data is used (pseudonymous characteristics for the identification of the user, information about the beginning and end and scope of your use of the BusinessCloud Marketplace, and your login data). You may object at any time with future effect to the use of your data for such purposes by sending an email to datenschutz@cancom.com.

The use of your data is based on our legitimate interest in needs-based web design and the statistical analysis of how our website is used and the fact that your legitimate interests do not prevail per Art. 6 para. 1 lit. f GDPR.

VII.2. Google Analytics

VII.2.1. Description and scope of data processing

This website uses Google Analytics, a web analysis service provided by Google Inc. („Google“). Google Analytics uses „cookies,“ text files that are stored on your computer and enable an analysis of how you use the website. The information generated by the cookie regarding your use of the website, such as

- browser type/version,
- operating system used,
- referrer URL (the previously visited website),
- host name of the accessing computer (IP address),
- time of the server request,

and is generally transmitted to a Google server in the USA and stored there. Google Analytics will not associate your IP address with any other data held by Google. We have also added the „anonymizeIP“ code to the Google Analytics code used on this website. This will mask your IP address so that all data is collected anonymously. Only in exceptional cases will the entire IP address be transmitted to a Google server in the USA and truncated there.

VII.2.2. Legal basis for the data processing

The legal basis for processing the data if your consent has been obtained is Art. 6 para. 1 lit. a GDPR.

VII.2.3. Purpose of data processing

On behalf of the website operator, Google will use this information to evaluate your use of the website, to compile reports on website activity and to provide the website operator with services related to website usage and internet use.

VII.2.4. Storage duration

The data sent by us and linked with cookies, user IDs, or advertising IDs is automatically deleted after 14 months. Once the retention period for a piece of data has expired, it will be automatically deleted in a process that is run once a month.

VII.2.5. Options for objecting to the collection of your data and requesting its deletion

You can prevent the use of cookies by selecting the corresponding settings on your browser; however, we would like to point out that if you do this, you may not be able to fully utilise all functions provided on this website. Furthermore, you can prevent the collection of data generated by the cookie and related to the usage of the website (including your IP address) and the processing of the data by Google by downloading and installing its [browser plugin](#). Opt-out cookies prevent any future collection of your data when you visit this website.

VII.2.6. More information

Further information on the terms of use and privacy policy of Google Analytics can be found here:

<https://policies.google.com/terms?hl=en>

VIII. Changes in the purpose for processing your data

Processing your personal data for purposes other than those described will only take place if allowed by law or you have given your consent to said change. If your data is processed for a purpose other than that for which it was collected, the information about this other purpose and all other relevant information will be made available to you prior to any further processing.

IX. Automated decision-making or profiling measures

We do not use automated processing to make decisions or create profiles.

X. Disclosure of data

In principle, your personal data will be transferred without your prior consent only in the following cases:

if necessary to investigate the unlawful use of our services or for further legal recourse; if disclosure to law enforcement authorities and, if necessary, any injured parties is required. This happens only when there are concrete indications of illegal or abusive conduct. We may also pass your data to third parties in order to enforce our terms of use or other agreements. We are also required by law to provide information to certain public authorities upon request. These include law enforcement agencies, authorities enforcing civil penalties and fines, and the tax authorities.

The disclosure of this information is based on our legitimate interest in fighting abuse, the prosecution of criminal offences, and the protection, assertion and enforcement of claims in cases where your rights and interests in the protection of your personal data do not prevail per Art. 6 para. 1 lit. f GDPR or due to a legal obligation under Art. 6 para. 1 lit. c GDPR.

We rely on various external service providers to process data on our behalf. In such cases, your personal data will be passed on to these external providers for further processing. External service providers are carefully chosen and will be regularly reviewed to ensure that your rights and freedom are protected. These providers may only use the data for the purposes specified by us and, in addition, are contractually obligated to treat your data exclusively in accordance with this privacy policy and Austrian data protection laws.

In detail, we use the following external service providers:

- APPDIRECT (cloud service provider)
- Google LLP (Google Analytics)

The transfer of data to these providers takes place on the basis of Art. 28 para. 1 GDPR, or on the basis of our legitimate interest in the economic and technical advantages associated with the use of specialised external service providers, and the fact that your rights and interests in the protection of your personal data do not prevail per Art. 6 para. 1 lit. f GDPR.

We also process data in countries outside the European Economic Area („EEA“).

In order to ensure the protection of your personal rights in the context of this transfer of data, we use standard contractual clauses recommended by the EU Commission in the structuring of contractual relationships with third-country recipients of your data in accordance with Art. 46 para. 2 lit. c GDPR. These are available at [Implementing decision - 2021/914 - EN - EUR-Lex \(europa.eu\)](https://eur-lex.europa.eu/legislation-summary.do?uri=COM:2021:914:FIN:EN:EUR-Lex) at any time; alternatively you can also ask for copies of these documents by contacting us as indicated below. In particular, this concerns the following service providers:

- APPDIRECT
- Google LLP

As our business continues to evolve, it is possible that CANCOM's structure may change, such as changes to its legal form of organisation and the founding, acquisition, or sale of subsidiaries, business units, etc. In such transactions, customer information is ordinarily passed on with the part of the company that is changing hands. We will ensure that any further disclosure of your personal data to third parties as described herein will be in done in accordance with this privacy policy and the relevant data protection laws.

Any transfer of personal data is justified by the fact that we have a legitimate interest in adapting our business form to the economic and legal circumstances as required and the fact that your rights and interests in the protection of your personal data do not prevail per Art. 6 para. 1 lit. f GDPR.

XI. Deleting your data

We will delete or anonymise your personal information as soon as it is no longer necessary for the purposes for which we collected or used it in accordance with the preceding paragraphs. As a rule, we store your personal data for as long as you use our website or are in a contractual relationship with us plus seven days after deletion, during which time your data will continue to appear in backup copies, insofar as this data is not required for other statutory reasons, criminal prosecution, or to secure or enforce legal claims.

When you delete your user account, your profile will be completely and permanently deleted. However, we will retain backup copies of your data for a period of seven days before it is finally deleted, insofar as this data is not required for other statutory reasons, criminal prosecution, or to secure or enforce legal claims.

Any data that must remain on file will be blocked. This means that the data will no longer be available for any other use.

XII. Your rights as a data subject

XII.1. Right to information

You have the right to request information from us at any time about the personal data we have processed concerning you within the scope of Art. 15 GDPR. You can submit an enquiry by post or email to the above address.

XII.2. Right to correct inaccurate data

You have the right to request that we immediately correct any inaccurate personal data we have on file about you. Please contact us at the address provided above.

XII.3. Right to deletion

You have the right, under the conditions in Art. 17 GDPR, to demand that we delete your personal data. These conditions require, inter alia, that the data is no longer necessary for the purposes for which it was collected or otherwise processed, if it was processed unlawfully, if you have filed an objection to said processing, or if EU or the law of a Member State to which we are subject requires its deletion. For the period of data storage, see also §7 of this privacy policy. To exercise your right, please contact us at the address provided above.

XII.4. Right to restrict processing

You have the right to restrict the processing of your data per Art. 18 GDPR. This right exists in particular if you dispute the accuracy of the personal data we have on file for as long as it takes us to verify its accuracy. It also exists if the conditions permitting you to ask for it to be deleted pertain, such as when the data is no longer required for our intended purposes, but you need it to remain on file in order to assert, exercise, or defend your legal claims. It also applies if your objection to our processing of your data is still under dispute. To exercise your right, please contact us at the address provided above.

XII.5. The right to data portability.

You have the right to obtain the personal data you have previously provided to us in a structured, commonly used, and machine-readable format per Art. 20 GDPR. To exercise your right, please contact us at the address provided above.

XII.6. Right to revoke your consent

Per Art. 7 para. 3 GDPR, you have the right to revoke your consent provided to us at any time. After revoking the consent, we may no longer continue any data processing based on your previous consent.

If you would like to revoke your consent, please submit your request via datenschutz@cancom.com.

You may also unsubscribe from our newsletter by clicking the corresponding link in each newsletter; this will prevent any future delivery of newsletters.

XII.7. Right to object

Under Art. 21 GDPR, you have the right, for reasons arising from your particular situation, to object at any time to the processing of your personal data on the basis of Art. 6 para. 1 lit. e or f GDPR. If you wish to exercise your right of withdrawal, please submit your request via datenschutz@cancom.com. We will cease the processing of your personal information, unless we can establish compelling legitimate grounds for processing that outweigh your interests, rights, and freedoms, or the processing is for the purpose of enforcing, pursuing, or defending legal claims.

XII.8. Right to complain

Without prejudice to any other administrative or judicial remedy, you have the right of appeal to a supervisory authority, in particular in the Member State where you reside, work or where the infringement is suspected, if you believe that the processing of personal data that concerns you is in contravention of GDPR.

The supervisory authority with which the appeal has been filed shall inform the appellant of the status and results of the appeal, including the possibility of a judicial remedy under Art. 78 GDPR.

XII. Changes to this privacy policy

The current version of this privacy policy is always available at [Privacy policy \(cancom.at\)](https://www.cancom.at/Privacy-policy)