

Protection policy for the CANCOM Service Portal

We take the protection of your private data seriously and want you to feel secure when visiting the service portal. We attach great importance to making the processing of your personal data transparent and would like to inform you in this protection policy about our handling of your data and your rights in this context. This protection policy describes how CANCOM Austria AG (hereinafter referred to as "we", "us" or "our") processes personal data in the context of providing our service portal platform when you use our services as the person responsible for data processing.

1. Name and contact details of the processor

CANCOM Austria AG

Wienerbergstraße 53, 1120 Vienna, Austria

T +43 50 822 0

info@cancom.com

c/o Data Protection Officer

Wienerbergstraße 53, 1120 Vienna, Austria

datenschutz@cancom.com

2. Processing of personal data

As the data controller, you are responsible for providing us with the personal data of your users that is required to use our service portal platform. We process the data provided by you solely for the purpose of providing our services in accordance with the terms of our contract. "Personal data" means any information relating to natural persons, either directly or indirectly.

2. Purpose, scope and legal basis of data processing

The data we process may include personal information such as name, contact information and incident details that you provide to us, as well as technical information that is automatically collected when you access our platform. This data is processed by us for the purposes of determining your authorization to use the portal (registration), to carry out your login and to provide the service of our portal. We process the data provided by you exclusively for the fulfillment of our services in accordance with the contractual conditions. We do not use the data for other purposes unless this is required by law or you have expressly authorized us to do so.

The processing of personal data for these purposes is based on Art. 6 para. 1 lit. b GDPR (fulfillment of contract or implementation of pre-contractual measures).

3. Recipient of the data

We do not disclose your personal data to any recipients or categories of recipients unless this is required under the terms of our contract with you or due to legal obligations.

4. Storage period and deletion

Where necessary, we process your personal data for the duration of the entire business relationship (from registration until revocation or deletion of your portal account) and beyond in accordance with the statutory retention and documentation obligations.

5. Data security

We take appropriate technical and organizational measures to ensure the confidentiality, integrity and availability of personal data. These measures serve to ensure the security of the data we process and to minimize the risk of data loss, unauthorized access, misuse or disclosure.

6. Data protection rights of users

As the data controller, you have primary responsibility for compliance with data protection laws, so it is your responsibility to ensure that users of our service portal platform are aware of their data protection rights and are able to exercise them. We will assist you in fulfilling these obligations by providing you with the necessary information and support.

7. Changes to this privacy policy

Parts of this protection policy may be changed or updated by us for technical or legal reasons without prior notification. Please always check the current protection policy to ensure that you are up to date with any changes or updates.

8. Contact us

If you have any questions about this protection policy or require assistance in fulfilling your data protection obligations, please contact us at datenschutz@cancom.com.