DATA PRIVACY STATEMENT

The protection of your personal data is a special concern of J. PICHLER Gesellschaft m.b.H (in the following referred to as "us" and "we"). We treat your personal data confidentially and we process your data exclusively on the basis of the statutory provisions. In the context of this Data Privacy Statement, we're informing you about the key aspects of data processing.

1.   These are the purposes for which we process your data:
We use your personal data for the purpose of implementing pre-contractual measures, for contract execution, for the correction of technical faults within the framework of the statutory warranty periods and/or warranties and maintenance contracts agreed as well as for responding to requests, and for purposes of accounting and billing.

If you have given your consent to this, e.g. by having subscribed to our newsletter via our website, or if other legitimate interest by our company in compliance with the statutory provisions is given, we'll furthermore utilize your personal data for advertising purposes.

2.   Which categories of data are processed by us:
We process those data for the above-mentioned purposes, which you as customers provide to us, so that we are able to implement pre-contractual measures and to conclude the contract. We process in particular the following categories of data: name, title, communications data and address data, email correspondence, bank details, payment details, contractual conditions, products ordered, and delivery details.

Within the scope of our support system, apart from your personal data (email address, address, etc.), in order to correct technical faults, we also process device-specific data of the products / facilities that you have procured. These data are for instance: the device type, serial number, IP number of the terminal, installation site, operating mode, temperature, warm water temperature, ventilation stage, operating hours.

If you subscribe to our newsletter in the context of our website, we furthermore process your email address, your first name and surname as well as further data that you have given on a voluntary basis (academic title, your function within the company, company name), in order to provide you with information in our newsletter, for advertising purposes, about the products and services sold by J. PICHLER Gesellschaft m.b.H. and about events of J. PICHLER Gesellschaft m.b.H.

Furthermore, we use cookies on our website. Information regarding the type of cookies and the reason for which they are used are provided to you in our Cookie Policy. Our Cookie Policy has to be read in connection with this Data Privacy Statement.

3.   Legal bases for data processing:
The processing of your personal data by us for the purpose of contract initiation or the performance of a contract is justified in compliance with Section 6 Subsection 1 lit b of the DSGVO (General Data Protection Regulation). In order to be able to handle your requests and orders to your full satisfaction or to solve any technical issues on your device / facility, we have to process your data. Insofar as marketing measures are implemented by us, they are effected in compliance with the statutory provisions and are covered by the specifications laid down by Section 6 Subsection 1 lit f of the DSGVO (General Data Protection Regulation) (legitimate interest in marketing and advertisement) and Section 6 Subsection 1 lit a (consent).

4.   To whom we pass on your personal data:
In the scope of the contract performance, your personal data are only passed on to that extent as is essential for the performance of the contract or for billing purposes. In this connection, your personal data may in particular be passed on by us to subcontractors / suppliers. For processing payment transactions, we furthermore pass on your data to banks.

Furthermore, if you utilize the PICHLERluft app, your personal data (email address, password, device ID and the device-specific data of your Pichler device) are transferred to Amazon Web Services, Inc. 410 Terry Avenue North, Seattle WA 98109 United States. Information on the exact use of your personal data in the scope of the app is provided to you in our PICHLERluft app Data Privacy Statement.

5.   For how long are we storing your data:
We are storing your personal data for as long as the contractual relation with you is effective. When the contractual relation has been terminated, we will only store your data for as long as legal storage times prevent the deletion of the data. Your data will be stored for advertising purposes as long as you have agreed to this or unless you have not disagreed to the utilization of your data for advertising purposes and there is a legitimate interest of our company to utilize your data.

6.   Changes to the Data Privacy Statement

We reserve the right to make changes to this Data Privacy Statement. The current version of the Data Privacy Statement is always available on our website at http://www.pichlerluft.at/datenschutz.html.

7.   Your rights:
If the statutory provisions are complied with, you have the following rights with regard to your personal data: The right to access, correct, delete, restrict processing, object, and transfer your data.

If you have any questions with regard to your data processed, or if you wish to exert the rights granted to you, please contact: J. PICHLER Gesellschaft m.b.H., Karlweg 5, 9021 Klagenfurt am Wörthersee, or office@pichlerluft.at. J. PICHLER Gesellschaft m.b.H., Karlweg 5, 9021 Klagenfurt am Wörthersee is responsible for the utilization of your personal data in terms of the DSGVO (General Data Protection Regulation).

If you wish to object to the utilization of your personal data, you can furthermore contact the competent supervisory authority, under Datenschutzbehörde (Data Protection Authority), Wickenburggasse 8, 1080 Vienna, email: dsb@dsb.gv.at.

J. PICHLER Gesellschaft m.b.H.   Klagenfurt, Mai 2018