

# PRIVACY STATEMENT FOR ONLINE SERVICES AND THE ARA WEBSITE

Data protection and privacy are important to us and we are committed to protecting the privacy of individuals who use our online services (including the ara.at website). Any data are kept confidential and in compliance with national and European data protection and data security legislation.

## 1. WHICH DATA ARE BEING PROCESSED?

When using our online services, your browser may automatically transmit the following data to our server, where they will be stored in **server log files**: your IP address, connection data, the pages you visit on our site, the date, time and duration of your visit, the name and version of your web browser and operating system, and the URL of the website you visited before browsing to our website.

In addition, some online services use certain **cookies** or a **YouTube Player**. Please refer to items (2) and (3) of this Privacy Statement for more information on the tools we use, specifically their purpose and storage periods.

We also collect, process and store the personal data you provide to us by **filling out the contact form**. The personal data we collect to process your enquiry or get in touch as requested include your first name, last name, company name, postal address, telephone number and email address.

## 2. COOKIES

Our online services may use certain cookies. Cookies are small text files that can be stored on your computer by your web browser when you visit a website. Cookies allow us to make our services more user-friendly, effective and secure. Cookies do not damage your computer in any way, and they do not contain viruses.

We use both **session cookies**, which expire once you close your web browser, and **persistent cookies**, which stay on your computer even after closing your web browser.

You can accept or reject cookies by adjusting your browser settings, and you can delete them manually via your browser settings at any time. Please refer to your browser's help function for details (e.g. by pressing F1 on your keyboard).

If cookies are rejected, the full functionality of our online services (e.g. the ARA online portal) may be affected and you may not be able to use certain features.

### 2.1. Essential technical cookies

Essential technical cookies are strictly necessary for the proper functioning of our online services.

Our use of essential technical cookies is based on the overriding legitimate interest for providing technically sound online services (Article 6 paragraph 1 (f) General Data Protection Regulation – GDPR in conjunction with Article 165 paragraph 3 Telecommunications Act 2021).

For details on the essential technical cookies we use, please refer to the Privacy section of our website.

### 2.2. Analytical/statistical cookies

We use analytical cookies to analyse user behaviour on the ara.at website based on anonymous aggregated information and to compile statistics so as to optimise our online presence and further improve and develop our website.

To do so, our website ara.at uses Matomo, an open source application ([www.matomo.org](http://www.matomo.org)). Please refer to the Privacy section of our website for details on the cookies used.

These analysis cookies are only set with your consent (Article 6 paragraph 1 (a) GDPR in conjunction with Article 165 paragraph 3 Telecommunications Act 2021). Should you wish to withdraw or restrict your consent, please modify your browser

settings or click the link provided under Privacy on our website. The withdrawal of your consent will not affect the lawfulness of any processing based on your consent before the withdrawal.

The analysis cookies collect information about your use of our website ara.at. This information is transmitted to our web host's servers in the European Union and stored there. Your information is not shared with third parties.

Your IP address will be anonymized (truncated) before it is stored.

### **3. INTEGRATED GOOGLE APPLICATIONS**

#### **3.1. Youtube Video Player**

In a few instances, the ara.at website uses the **YouTube Video Player** provided by Google LLC (see section 2.2 above) to display videos hosted by youtube.com.

When you visit our website, automatic playback of YouTube videos is disabled by default. To watch the videos, you have to expressly consent to the display of YouTube content and click on the button.

When you merely visit our website, no information or user data are automatically transferred to Google LLC (YouTube). Data are transferred only when you display a video by clicking on the relevant links.

Doing so means you are using a service provided by Google LLC, a US company. **Data** are **transferred** directly to Google LLC in the **USA**, where the data are processed and sent to Google's various Internet domains (youtube.com, gstatic.com, google.com, fonts.gstatic.com, static.doubleclick.net, yt3.ggpht.com, yimg.com (youtube image)).

The videos on this website have been embedded using YouTube's privacy-enhanced mode.

#### **3.2. Google Maps for collection sites**

On the page about ARA's collection sites (<https://uebernahmestellen.ara.at/en>), the ara.at website uses **Google Maps**, a service provided by Google LLC.

When you visit our website, Google Maps is disabled by default. To display the map, you have to expressly consent to the display of Google Maps and click on the button.

When you merely visit our website, no information or user data are automatically transferred to Google LLC (Google Maps).

If you do not consent to the display of the map, you can still scroll down and browse the list of collection sites displayed below the map.

Clicking on the button to activate Google Maps means you are using a service provided by Google LLC, a US company. **Data** are **transferred** directly to Google LLC in the **USA**, where the data are processed and sent to Google's various Internet domains (developers.google.com, maps.googleapis.com, maps.gstatic.com, fonts.googleapis.com, fonts.gstatic.com). See also: <https://developers.google.com/maps/gmp-domains?hl=en>.

#### **3.3. General information on YouTube und Google Maps:**

When you use the applications listed under 3.1 and 3.2, no data are processed by ARA AG. But by embedding the applications on the ARA website, we facilitate a direct transfer of user data to Google LLC, if you consent to the use of your data.

Data protection regulations in the USA are inadequate by European standards according to the European Court of Justice. There is a risk that transferred data are processed by U.S. authorities for monitoring and surveillance purposes and that no effective legal remedy is available against this.

If you consent to the use of Google Maps or YouTube, you also agree to the processing and transfer of your data to the USA and any setting of cookies in accordance with Article 49 paragraph 1(a) GDPR.

The following personal data will be processed by Google: your IP address, under certain circumstances also location and time data as well as information on the device and browser used. When you are not logged in to a Google Account, Google will store data with unique identifiers associated with the browser, app or device you are using.

When you are logged in to your Google Account, Google may add the processed data to your account depending on your account settings and may treat them as personal data.

Please refer to the Google Privacy Policy: <https://policies.google.com/privacy?hl=en>

ARA AG pursues the following **purposes** when transferring and processing your data as described above:

- **Google Maps**: displaying transfer station and facilitating navigation
- **YouTube**: displaying information and strategic communication, improving our service
- **In general**: providing better service as a collection and recovery system

**Legal basis for data processing:**

ARA AG has a legitimate interest to display a map of the transfer stations (on Google Maps) and provide information in video format (on YouTube) so we can offer the best-possible service to interested parties, contracting parties and users (Article 6 paragraph 1(f) GDPR); user consent (Article 6 paragraph 1(a) and Article 49 paragraph 1(a) GDPR). The data of contracting parties of ARA AG are processed also for the performance of the contract (Article 6 paragraph 1(b) and Article 49 paragraph 1(b) GDPR).

**4. LINKS TO OTHER WEBSITES**

This website contains links to the websites of companies affiliated to ARA, initiatives launched by ARA and third-party websites. If you click on a link to a third-party website, please be aware that these websites have their own privacy policies, which we urge you to review when using these websites. We do not accept any responsibility or liability for the privacy practices of any third-party websites.

**5. WHAT IS THE PURPOSE OF, AND LEGAL BASIS FOR, PROCESSING YOUR DATA?**

We will process **log data** for the following purposes:

- to make our online services (including the ara.at website) available to you;
- to ensure network and data security, and specifically to detect, prevent and analyse attacks on our online services.

The legal basis for processing the data is our overriding legitimate interest (pursuant to Article 6 paragraph 1 (f) GDPR), which consists in achieving the purposes listed above.

In addition, we will process your personal data to carry out your wishes and respond to your requests and enquiries (**contact form**). In these cases, the legal basis for processing your data is that we have to process your contact enquiry (Article 6 paragraph 1 (b) GDPR).

**6. WHO WILL HAVE ACCESS TO YOUR DATA?**

Those of our employees who need your data to fulfil contractual and legal obligations and to pursue legitimate interests will have access to your data for the purposes stated above.

Beyond that, your data will only be provided to

- data processors we work with (specifically IT and back office providers), to the extent required for them to provide their services and fulfil their contractual obligations;
- courts and authorities, to the extent that this is necessary to fulfil our legal documentation requirements or an official request.

**7. HOW LONG WILL WE KEEP YOUR DATA?**

We will process your personal data in electronic form on a needs basis until the purpose is achieved, and after that for the duration of the legal retention period; after that your data will be deleted or stored in depersonalised form only.

## **8. WHAT ARE YOUR DATA PROTECTION RIGHTS?**

You have the right to request and receive, free of charge, information on the personal data we hold about you, the origin of the data, the recipient(s) to whom they may be disclosed and the purpose of data processing.

Where we process your data for our legitimate interests, you have the right to object to such processing and we will stop unless our grounds for processing override your interests or where there is a legal reason for doing so.

Where the processing of your personal data is based on consent, you have the right to withdraw consent with effect for the future.

In addition, you have the right to correction of any mistakes in your personal data, the right to erasure of your personal data, the right to restriction of processing of your personal data and the right to data portability. Please do not hesitate to contact us if you have any questions about your rights or other questions concerning our use of your personal data (see contact details under item (11)).

Finally, you have the right to lodge a complaint with the supervisory authority, if you believe that the processing of your data violates data protection law or that your data protection rights have otherwise been infringed. In Austria, the supervisory authority is the Austrian Data Protection Authority.

## **9. WHICH DATA SECURITY MEASURES DO WE TAKE?**

We take all technical and organisational security measures necessary to protect your personal data from loss or misuse. Your data are stored in a secure, restricted-access location. In certain cases, the industry-standard Secure Socket Layer (SSL) technology will be used to encrypt your personal data during transmission between your computer and our servers, if your browser supports SSL. Should you wish to contact us by email, please be aware that confidentiality cannot be guaranteed for information transmitted by email, as emails may be intercepted and read by third parties. We therefore recommend that you encrypt sensitive data before sending them to us.

## **10. CHANGES TO THE PRIVACY STATEMENT**

We reserve the right to amend this privacy statement to reflect new developments and changing legal requirements. We recommend that you read our privacy statement on a regular basis so you are always up to date about the protection of data we gather.

## **11. WHO IS RESPONSIBLE FOR DATA PROCESSING AND WHO CAN YOU CONTACT?**

**Altstoff Recycling Austria AG** (ARA AG) is responsible for processing your personal data. Our contact information is listed below.

- Postal address: ARA AG, Mariahilfer Str. 123, 1060 Vienna, Austria
- Email: office@ara.at

Please send your data protection questions to the following contact details:

- Postal address: ARA AG, Attn. Compliance-Representative, Mariahilfer Str. 123, 1060 Vienna, Austria
- Email: datenschutz@ara.at