

PRIVACY STATEMENT WEBSITE

Data protection and privacy are important to us and we are committed to protecting the privacy of individuals who visit our website. All personal and company data are kept confidential and in compliance with national and European data protection and data security legislation.

1. WHICH DATA ARE BEING PROCESSED?

Personal data is information about personal or factual circumstances relating to an identified or identifiable natural person. This may be information such as your name, postal address, telephone number, date of birth or email address. Information that is not directly linked to your actual identity – such as the number of users of a site – is not personal data.

When you visit our website, our servers routinely log the following data: your IP address, connection data, the pages you visit on this site, the date, time and duration of your visit, which browser and operating system you use and the website from which you visit our site.

In addition, we 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, ARA/ERA license number, telephone number and email address.

2. USE OF COOKIES

To give you the best user experience, we may use cookies on our website, in email communications, for our online services and in interactive applications.

A cookie is a text-only string of information we transfer through our web server to the cookie file of your browser on your device's hard drive. This allows our website to recognise you as a repeat visitor when a connection has been established between our server and your browser. Cookies help us track how many people visit our website and how often they come back. We use cookies that store an identification number only but do not contain any user identification information. Cookies are used above all to recognise repeat visitors of our website.

We use two different types of cookies on the website:

- Session cookies: These are temporary cookies that remain in your browser's cookie file until you leave our website. They are necessary for certain applications or functionalities to work properly.
- Persistent cookies: Persistent cookies allow us to enhance your user experience (e.g. by providing optimal navigation). They will remain in your browser's cookie file for a longer period of time that depends on your browser settings. Persistent cookies allow information to be transferred to a web server during each visit to our website.

You can accept or reject cookies from all websites you visit by adjusting your browser settings. Please be aware that you will not be able to use certain features of our website so the full functionality of this website will be affected if cookies are rejected. If you are unsure how to adjust your browser settings or delete cookies, read the instructions provided by your browser.

3. TRACKING AND ANALYSIS

This website uses Google Analytics, a web analytics service provided by Google Inc. ("Google"), 1600 Amphitheatre Parkway Mountain View, CA 94043, USA. Google Analytics uses cookies (text files) that are stored on your computer and allow us to analyse how you use our website.

Our processing of your data is based on our overriding legitimate interest (pursuant to Article 6 paragraph 1 (f) General Data Protection Regulation – GDPR) of compiling easy-to-use access statistics in a cost-efficient manner.

The information generated by the cookie about your use of the website (including your IP address) will be transmitted to and stored by Google on servers in the USA. We do not store any of your data collected for Google Analytics.

The www.araplus.at website uses the IP anonymisation feature offered by Google Analytics, which means that Google will truncate/anonymise your IP address upon receipt. Google uses this information to perform the following tasks for us: evaluate your use of the website, compile reports on website activities and perform other services connected to the use of the website and the Internet. Google will not collate the IP address transmitted by your browser in connection with Google Analytics with any other data.

You can prevent the setting of cookies by adjusting the settings on your browser; please note that disabling cookies may affect the functionality of our website. You can also prevent the data generated by the cookie concerning your use of this website (including your IP address) from being transferred to and processed by Google, by downloading and installing a browser plugin.

You can prevent your data from being collected and used by Google Analytics on this website by downloading and installing an opt-out cookie. Just click on the link on our website (Privacy – Privacy settings). This will set the opt-out cookie that prevents the future collection of your data when visiting the ara.at website.

For more information of Google's terms of service and Google's privacy policy, go to <http://www.google.com/analytics/terms/gb.html> and <https://policies.google.com>, respectively.

Google is certified under the Privacy Shield Framework, which is a guarantee that Google will comply with EU data protection requirements.

4. SOCIAL MEDIA PLUGINS

Our website uses the plugin YouTube Video Player by Google Inc. (see details under (3)) to display videos we have uploaded to youtube.com. The plugin is deactivated which means that by visiting our website, your data or user information is not automatically transferred to the plugin provider. Your data is only transferred upon clicking on the video or the link respectively.

5. LINKS TO OTHER WEBSITES

This website contains links to websites of companies affiliated with ARaplus and initiatives organised by ARaplus as well as links to other websites. If you click on a link to a third-party website, please be aware that these third-party 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 such third-party websites.

6. WHAT ARE THE PURPOSES AND LEGAL BASIS FOR PROCESSING YOUR DATA?

We will process your personal data for the following purposes:

- to make the araplus.at website available to you,
- to optimise and develop further the araplus.at website, especially in terms of system performance and usability and to provide useful information about our products and services,
- to compile usage statistics, and
- to detect, prevent and analyse attacks on the araplus.at website.

The legal basis for processing your 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 use your personal data to carry out your wishes, respond to your requests and meet your requirements (contact enquiry). In these cases, the legal basis for processing your data is that we have to process your contact enquiry.

7. WHO WILL HAVE ACCESS TO YOUR DATA?

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

Beyond that, only the following parties will have access to your personal information:

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

8. HOW LONG WILL WE KEEP YOUR DATA?

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

9. 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.

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 issues concerning our use of your personal data (see contact details under (12)).

Finally, you have the right to lodge a complaint with the supervisory authority, which in Austria is the Austrian Data Protection Authority.

10. WHAT DATA SECURITY MEASURES DO WE TAKE?

We take all appropriate technical and organisational security measures to protect your personal data from loss or misuse. Your data are stored on a secure system and are not publicly accessible. In some cases, your personal data will be encrypted using Secure Socket Layer (SSL) technology to ensure the secure transfer of data. This means that if your browser supports SSL, communication between your computer and our server will be encrypted by a strong encryption protocol. If you wish to communicate by email, please be aware that we cannot guarantee the confidentiality of the data contained within emails, as the contents of email messages can be read by people they were not intended for. We therefore recommend that you encrypt sensitive information during transmission.

11. CHANGES TO THE PRIVACY STATEMENT

We reserve the right to amend our privacy statement to reflect 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.

12. WHO IS RESPONSIBLE FOR DATA PROCESSING AND WHO CAN YOU CONTACT?

ARAplus GmbH (ARAplus) is responsible for processing your personal data (controller). Our contact information is listed below.

- Postal address: ARAplus, Mariahilfer Str. 123, 1062 Vienna, Austria
- Fax: +43.1.595 35 35
- Email: service@araplus.at

You can contact our data protection officer (ARA group data protection officer) as follows.

- Postal address: ARA AG, to: Data protection officer, Mariahilfer Str. 123, 1062 Vienna, Austria
- Fax: +43.1.595 35 35
- Email: datenschutz@ara.at