

This document explains the personal data Visiometra collects and processes, how this is done, and for what purposes. Visiometra offers a range of products and services, including various websites, software applications, maintenance, technical support and consulting. The present privacy statement applies in principle to all our operations. However, the processed data may vary based on the nature of our respective business relationship. For more information, please refer to the contract-specific data collection terms and, if applicable, the signed non-disclosure agreement.

What data we collect

The data we collect depends on the context of your interactions with us and the choices you make, including your privacy settings and the products and features you use. In the absence of a prior contractual relationship, we only collect and process the data that you make available to us for the purpose of contacting you. The provision of certain personal data is generally required for entering into a contract with us. This includes your

- personal form of address,
- academic degree or title,
- full name,
- email address,
- phone and fax number,
- job function,
- company name,
- business address.

When you use our software applications and web services, we collect additional data for identification and authentication purposes along with license management. This data includes

- your IP address and port number,
- your submitted software license key,
- your selected login name and password,
- a digital fingerprint of the hardware used,
- the time period of your access.

We explicitly do not collect any data about your specific use of our software products. No technical information or application data is transmitted to us unless you manually perform this transmission yourself, e.g. for the purpose of troubleshooting. The treatment of data that you provide to us within the context of a consulting engagement is not covered by this privacy statement and subject to an individual agreement with you.

How we collect your data

Visiometra collects data from you either through direct interaction with us, or through the use of our products and services. Our software applications automatically transmit the necessary data to the license servers via an encrypted connection. We also obtain data about you from third parties such as sales partners and advertisers. We may additionally collect information that you yourself have made publicly available, for example, through your website or promotional materials. In particular, we collect and process your data when you:

- register with our online services,
- enter information in our contact forms,
- leave us a business card or other contact information,
- send mail, fax or email to one of our official addresses,
- call us by telephone or video conferencing software,
- visit our websites or use our web-based products,
- enter into a business relationship with us.

How we use your data

Visiometra uses the information we collect to deliver our products and services, which includes updating, maintaining, troubleshooting, and providing support. We also use the data to operate our business, which includes analyzing our performance, meeting our legal obligations, developing our workforce, and doing research. In particular, we use data to

- manage your account and your software licenses,
- call you back in case of support requests,
- send you promotional material,
- present you with relevant offers.

Visiometra will also share your information with our distributors or affiliates so that they may offer their products and services to you. With your express consent, we may transfer your data in this context to third countries that are insecure in terms of data protection. We would like to point out that no level of data protection comparable to that in the EU can be guaranteed in these countries. For example, US companies are obliged to hand over personal data to security authorities without you as the data subject being able to take legal action against this. It can therefore not be ruled out that US authorities (e.g. intelligence agencies) process, evaluate and permanently store your data located on US servers for monitoring purposes. We have no influence on these processing operations.

How we store your data

Visiometra stores your data securely in our cloud-hosted customer relationship management system. Unless a more specific retention period is specified in an individual agreement, your personal data will remain with us until the purpose of the data processing no longer applies. If you assert a legitimate request for deletion or revoke your consent to data processing, your personal data will be deleted unless there are other legally compelling reasons for its storage (e.g. retention periods under tax or commercial law). In the latter case, the data will be deleted as soon as these reasons no longer exist.

How we host our websites

We host our websites and online services through a reputable European hosting service provider. Currently, this is

Host Europe GmbH

Hansestraße 111
51149 Cologne
Germany

Web: <https://www.hosteurope.de>
Email: info@hosteurope.de
Phone: +49 (0) 221 99999 301
Fax: +49 (0) 221 99999 350

When you visit one of our websites, Host Europe collects various data such as

- the IP address of the requesting computer,
- date and time of your visit,
- name and URL of the accessed files,
- the website from which the access was made,
- name and version of your browser,
- the operating system of your computer,
- the name of your internet service provider.

For more information about what data Host Europe collects and processes, please consult their own data protection policy.

Advertising

If you have agreed to receive promotional materials from us, we will send you information about our products and services, as well as those of our sales partners. You have the right to withdraw your consent at any time and prevent Visiometeta from contacting you for marketing purposes or sharing your information with affiliates. For this purpose, please send us a message using one of the contact options provided at the end of this statement.

Your data protection rights

The General Data Protection Regulation (GDPR) of the European Union (EU), to which we are legally bound, provides the following rights for individuals:

- The right to access. You have the right to request Visiometeta for copies of your personal data. We may charge you a small fee for this service.
- The right to rectification. You have the right to request that Visiometeta correct any information you believe is inaccurate and to complete the information you believe is incomplete.
- The right to erasure. You have the right to request that Visiometeta erase your personal data, under certain conditions.
- The right to restrict processing. You have the right to request that Visiometeta restrict the processing of your personal data, under certain conditions.
- The right to object to processing. You have the right to object to Visiometeta's processing of your personal data, under certain conditions.
- The right to data portability. You have the right to request that Visiometeta transfer the data that we have collected to another organization, or directly to you, under certain conditions.

If you would like to exercise any of these rights, please send us a message using one of the contact options provided at the end of this statement. We are required by law to respond to you within one month of receipt.

Cookies

Some of our websites use so-called cookies, which are small text files that are placed on your computer and stored by your browser in a special folder. The purpose of those cookies is to make our websites more user friendly and more secure. This is achieved by retaining information about your activities as you browse. Certain cookies may be encrypted in order to protect sensitive information such as your login credentials. There are a number of different types of cookies, but we only use cookies that are strictly necessary for functionality and security, specifically to

- keep you logged in to our services,
- remember your previously selected preferences,
- prevent cross site request forgery (CSRF) attacks.

You can set your browser not to accept cookies at all. However, in a few cases, some of our website features may not function as a result. Not all of our online services allow the user to log in, or set preferences. For a list of the specific cookies used, we therefore refer to the cookie policy that is specified on the respective website. We do not use third-party cookies on any of our websites, neither for ad tracking nor for any other purpose.

Third-party websites

Our online content may contain links to third party websites for which Visiometeta is not responsible. Our privacy statement does not apply to such websites. Therefore, if you follow any link to another website, you should likewise inquire about the publisher's data collection practices, as they may differ from those of ours.

Changes to our privacy statement

Visiometeta reviews its privacy statement regularly to comply with legal obligations and publishes any updates on its websites. This document was last updated on June 18, 2022.

How to contact us

If you have any questions about this privacy statement or the data we hold about you, or if you wish to exercise any of your data protection rights, please do not hesitate to contact us.

Visiometeta GmbH

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57392 Schmallenberg
Germany

Web: <https://visiometeta.com>
Email: info@visiometeta.com
Phone: +49 (0) 2971 96198 91
Fax: +49 (0) 2971 96198 87

How to contact the appropriate authority

Should you wish to report a complaint or if you feel that Visiometeta has not addressed your concern in a satisfactory manner, you may contact the appropriate government authority.

Landesbeauftragte für Datenschutz und Informationsfreiheit des Landes Nordrhein-Westfalen

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