

Privacy Policy

timeacle GmbH & Co. KG

01. General information

Thank you for your interest in our website and products. The protection of your personal data is very important to us.

In the following paragraphs, you will find information about how we process your data, which we collect when you use our website and our products.

Your data are processed in accordance with the legal provisions on data protection.

If there are links to other websites, we do not have influence, nor control over the linked content and the privacy policies of these websites.

We recommend checking the privacy policies of the linked websites to determine if and to what extent personal data are collected, processed, used or made accessible to third parties.

02. Contact information

Data controller according to data protection law

timeacle GmbH & Co. KG
Kampstraße 7
20357 Hamburg
datenschutz@timeacle.com
+49 (0)40 368 800 300

Data protection officer contact information

Dominik Fünkner
PROLIANCE GmbH
Leopoldstraße 21
80802 Munich
datenschutzbeauftragter@datenschutzexperte.de

03. Definition of terms

We want our privacy policy to be easily comprehensible to anyone.

The privacy policy generally uses the official terms of the General Data Protection Regulation (GDPR).

The official definitions of the terms are provided in Article 4 of the GDPR.

04. Data processing while visiting our website

When you access our websites, it is technologically essential that your web browser transfers data to our web server.

Our server is located in Germany.

If personal data is collected, you will be expressly informed of this in advance. Your consent must be actively given for this.

The following personal data is recorded during an ongoing connection for communication between your internet browser and our web server:

IP address

Country from which access is made

Browser, operating system, device type, resolution, language

Time and duration of the visit

Website from which the access is made

We collect the listed data to ensure a smooth connection of the website and to enable a comfortable use of our website by the users.

In addition, the log file is used to evaluate system security and stability as well as for administrative purposes. The above data may also be collected to analyse your user behaviour.

The legal basis for the temporary storage of the data or the log files is Art. 6 para. 1 lit. f GDPR.

Your rights regarding the above collected data remain unaffected.

05. General data processing on the website when using our services

On our website or the web portal, personal data may be collected and/or processed if our online services are used. If you use our services, you confirm that you are at least 16 years old.

This applies to the use of the following services:

Registration for a customer account

Rating

Booking of appointments

Registration and booking of appointments as a registered customer: For the registration of a user account, the personal e-mail address and a password are required. This is the minimum data required to book an appointment.

The registered user has the option of adding his or her first name, last name, and phone number to his or her profile.

If requested by the business customer, this data will be passed on for booking. The user must actively agree to this transfer via a checkbox before each new booking.

If this data, which is necessary for the booking, has not been stored, the user will be requested to enter this data via an input mask during the booking.

This data is stored with the appointment ticket and all personal data is deleted again after the ticket is called up. The deletion takes place automatically within 48 hours after the appointment has taken place. In addition, a backup relevant to the system is stored. The backup is stored separately with restricted access and is deleted on a regular basis.

The legal basis for the processing of the data is your consent in accordance with Art. 6 GDPR.

You can change and/or delete your data at any time using the same input mask.

You have the option to cancel the registration or the account at any time.

You can easily cancel your user account by clicking on the "Delete user account" button. You will then receive a confirmation e-mail at your e-mail address.

As a registered user, you are able to cancel appointments and provide ratings.

When you submit your rating, only the text of your rating is displayed on the corporate customer's profile. It is not possible to identify you, unless you enter personal data into the text body.

Booking as a guest: You also have the option to book appointments and direct tickets with our business partners as a guest. Our business partners can request your first name, last name, email address, and phone number as required fields for this booking, if necessary. When you book as a guest, you are asked to enter the required data into a text box.

Before booking, the user is required to consent to the sharing of these data by ticking a check box and is always informed in advance.

This data is stored with the ticket and after calling (the ticket), all personal data is deleted.

The legal basis for the processing of your data is your consent pursuant to Article 6 of the GDPR.

Business customers: In order to process your order, we request in accordance with the necessary legal contractual requirements that you enter your first name, surname, address, company name, and invoice information, payment information (credit card number or bank details), email address, and password upon booking.

In case of credit card payment, your credit card data will be transmitted in encrypted form to Stripe Inc, 510 Townsend Street, San Francisco, USA. Timeacle has no access to the unencrypted credit card information.

The legal basis for the processing of your data is your consent pursuant to Article 6 of the GDPR.

Data deletion occurs in accordance with the legal provisions.

If, as a business customer, you additionally enter e-mail addresses, names of your employees or other personal data, this data is stored in the timeacle system as long as you, as a business customer, do not delete it again. You must inform your employees of this in accordance with the applicable data protection regulations and, if necessary, obtain their consent.

Contact initiation via email: If you send us requests via the contact form or email, we save your information from the request form or your email including the contact information you included therein for the processing of your

request and in case of follow-up questions.

The legal basis for data processing is our legitimate interest in responding to your request pursuant to Article 6 (1) (f) of the GDPR and possibly Article 6 (1) (b) of the GDPR, if your request has the aim of concluding a contract.

Your data is always deleted in accordance with the legal provisions after your request is processed.

06. Cookies

We use cookies to the extent permitted by your security settings.

The use of cookies makes it possible to save data on your computer when you access our website.

We use technically necessary cookies for user login and to differentiate between the different user roles of the system. Furthermore, non-registration-related settings such as the website language are stored.

Optionally, you can have maps from Google Maps displayed. However, your separate consent is required for this.

We use the online map service provider Google Maps via an interface. This allows us to show you interactive maps directly on the website and enables you to use the map function conveniently. The provider of the map service is Google Ireland Limited, Gordon House, Barrow Street, Dublin 4, Ireland. To use the functionalities of Google Maps, it is necessary to save your IP address.

Google uses cookies to collect information about user behaviour. The legal basis for the processing of your personal data is the consent you have given in accordance with Art. 6 Para. 1 S. 1 lit. a DSGVO.

Since personal data is transferred to the USA, further protection mechanisms are required to ensure the level of data protection of the GDPR. To ensure this, Google uses standard data protection clauses in accordance with Art. 46 (2) lit. c DSGVO. These oblige the recipient of the data in the USA to process the data in accordance with the level of protection in Europe. In cases where this cannot be ensured even through this contractual extension, we endeavour to obtain additional regulations and commitments from the recipient in the USA.

Further information on the handling of user data can be found in Google's privacy policy:

<https://www.google.de/intl/de/policies/privacy/>

Opt-out: <https://www.google.com/settings/ads/>

In the case of business customers who purchase hardware, software or services, cookies are set by Stripe (payment provider) and Shopify (shop). We refer here additionally to sections 05 and 06 of this declaration.

The user can prevent the setting of cookies by our website at any time by means of an appropriate setting of the Internet browser used and thus permanently object to the setting of cookies.

However, this does affect the functionality of the main services.

Furthermore, cookies that have already been set can be deleted at any time using an Internet browser or other software programmes. This is possible with all common internet browsers.

07. Social media appearances

In the following, you will find information on the handling of your data that is collected through your use of our social media presences on social networks and platforms. Your data will be processed in accordance with the legal regulations.

7.1 Provider

7.1.1 Facebook Fanpage

7.1.1.1 Responsible party

In the event that the data you provide to us is also or exclusively processed by Facebook, Facebook Ireland Ltd, 4 Grand Canal Square, Grand Canal Harbour, Dublin 2 Ireland, is the data controller within the meaning of the GDPR in addition to us or in our place. For this purpose, we have concluded an agreement with Facebook pursuant to Art. 26 GDPR on joint responsibility for the processing of data (Controller Addendum). This agreement specifies the data processing operations for which we or Facebook are responsible when you visit our Facebook fan page. You can view this agreement at the following link:

https://www.facebook.com/legal/terms/page_controller_addendum.

Since a transfer of personal data by Facebook Ltd. to the USA takes place to Facebook Inc. among others, further protection mechanisms are required to ensure the data protection level of the GDPR. For this purpose, the provider uses standard data protection clauses in accordance with Art. 46 (2) lit. c GDPR. These oblige the recipient of the data in the USA to process the data in accordance with the level of protection in Europe.

If you as a visitor to the site would like to exercise your rights (information, correction, deletion, restriction, data portability, complaint to the supervisory authority, objection or revocation), you can contact both Facebook and us.

You can independently adjust your advertising settings in your user account. To do this, click on the following link and log in:

<https://www.facebook.com/settings?tab=ads> or
<http://www.youronlinechoices.com>

For more details, please refer to Facebook's privacy policy:
<https://www.facebook.com/about/privacy/>

7.1.1.2 Facebook Privacy Officer

To contact Facebook's data protection officer, you can use the online contact form provided by Facebook at the following link
<https://www.facebook.com/help/contact/540977946302970>.

7.1.1.3 Data processing for statistical purposes using page insights

Facebook provides so-called page insights for our Facebook fan page: <https://www.facebook.com/business/a/page/page-insights>. These are aggregated data that provide information about how people interact with our page. Page Insights may be based on personally identifiable information collected in connection with a person's visit to or interaction with our Page and in connection with content provided. Please be aware of what personal data you share with us through Facebook. Your data may be processed for market research and advertising purposes even if you are not logged into Facebook or do not have a Facebook account. For example, user profiles can be created from the usage behavior and resulting interests of the users. The user profiles can in turn be used, for example, to display advertisements within and outside the platforms that presumably correspond to the interests of the users. This data collection takes place via cookies that are stored on your terminal device. Furthermore, data that is independent of the devices used by the users may also be stored in the user profiles; in particular, if the users are members of the respective platforms and logged in to them. The legal basis for the processing is Art. 6 (1) lit. f GDPR. Our legitimate interest lies in the optimized presentation of our offer, effective information and communication with customers and interested parties, as well as the targeted

placement of advertisements. Please note that we have no influence on the data collection and further processing by Facebook. As a result, we cannot provide any information about the extent to which, where and for how long the data is stored by Facebook. Furthermore, we cannot make any statements about the extent to which Facebook complies with existing deletion obligations, which evaluations and links are made with the data on the part of Facebook and to whom the data is passed on by Facebook. If you want to avoid the processing of your personal data by Facebook, please contact us by other means.

7.1.2 Other social media providers

7.1.2.1 Responsible party

If your personal data is processed by a provider listed below, this provider is the data controller within the meaning of the GDPR. For the assertion of your data subject rights, we point out that these can be asserted most effectively with the respective providers. Only they have access to the data collected from you. Should you still require assistance, please feel free to contact us at any time.

We have online presences on the social media platforms of the following providers:

- Instagram Inc, Facebook Ireland Ltd, 4 Grand Canal Square, Grand Canal Harbour, Dublin 2 Ireland.
- YouTube, Google Ireland Limited, Gordon House, Barrow Street, Dublin 4, Ireland.
- LinkedIn Ireland Unlimited Company, Wilton Place, Dublin 2, Ireland
- XING SE, Dammtorstraße 29-32, 20354 Hamburg, Germany

7.1.2.2 Data protection officer

Instructions on how to contact the data protection officer of the other social media providers can be found here:

- Instagram Inc: <https://de-de.facebook.com/help/instagram/155833707900388>
- LinkedIn Ireland Unlimited Company: <https://www.linkedin.com/help/linkedin/ask/TSO-DPO>
- XING SE: Datenschutzbeauftragter@xing.com

- YouTube: To contact YouTube's Privacy Officer, please contact Google Ireland Limited, Gordon House, Barrow Street, Dublin 4, Ireland.

7.2 General disclosures on social media platforms

7.2.1 Responsible party

The responsible party for data processing within the meaning of the GDPR is the body named at the beginning of this privacy policy, insofar as data transmitted by you via one of the social media platforms is processed by ourselves.

7.2.2 Our data protection officer

If you have any concerns about data processing carried out by us as a data controller, you can reach our data protection officer at the contact details provided at the beginning of this privacy policy.

7.3 General data processing on the social media platforms

7.3.1 Data processing for market research and advertising

As a rule, personal data is processed on the company website for market research and advertising purposes. For this purpose, a cookie is set in your browser, which enables the respective provider to recognize you when you visit a website. By means of the collected data, usage profiles can be created. These are used to display advertisements within and outside the platform that presumably correspond to your interests. Furthermore, data can also be stored in the usage profiles regardless of the devices you use. This is regularly the case if you are a member of the respective platforms and logged in to them.

7.3.2 Data processing when contacting

We ourselves collect personal data when you contact us, for example, via a contact form or through a messenger service, such as Facebook Messenger. Which data is collected depends on the information you provide and the contact data you have provided or released. These are stored by us for the purpose of processing the request and in case of follow-up questions. Under

no circumstances will we pass on the data to third parties without your consent. The legal basis for processing the data is our legitimate interest in responding to your request pursuant to Art. 6 (1) lit. f GDPR and, if applicable, Art. 6 (1) lit. b GDPR if your request is aimed at concluding a contract. Your data will be deleted after final processing of your request, provided that this does not conflict with any statutory retention obligations. We assume that processing is complete if it can be inferred from the circumstances that the matter in question has been conclusively clarified.

7.3.4 Data processing for contract processing

If your contact via a social network or other platform aims at the conclusion of a contract for the delivery of goods or the provision of services with us, we process your data for the performance of the contract or for the implementation of pre-contractual measures or for the provision of the requested services. The legal basis for the processing of your data in this case is Art. 6 para. 1 lit. b GDPR. Your data will be deleted if it is no longer required for the performance of the contract or if it is determined that the pre-contractual measures do not lead to the conclusion of a contract corresponding to the purpose of the contact. Please note, however, that it may be necessary to store personal data of our contractual partners even after the conclusion of the contract in order to comply with contractual or legal obligations.

7.3.5 Data processing based on consent

If you are asked by the respective providers of the platforms for consent to processing for a specific purpose, the legal basis for processing is Art. 6 para. 1 lit. a., Art. 7 GDPR. Consent given can be revoked at any time with effect for the future.

7.4 Data transfer and recipients

When visiting and using the platforms listed above, a transfer of personal data to the USA or other third countries outside the EU may occur, which is why further protection mechanisms are required in these cases to ensure the level of data protection of the GDPR. For more information on whether and which suitable guarantees the providers can demonstrate for this, please see the list below.

We have no influence on the processing of your personal data by the provider and how it is handled. Likewise, we have no information on this. For more information, please check the privacy policy of the respective provider and, if necessary, use the options for opt-out / personalization regarding data processing by the provider:

Instagram

- Privacy policy/opt-out: <http://instagram.com/about/legal/privacy/>
- Instagram (Facebook), according to its privacy policy, uses standard data protection clauses to ensure an adequate level of data protection according to the requirements of the GDPR for data transfers to the USA or other third countries outside the EU: <http://instagram.com/about/legal/privacy/>

YouTube/Google

- Privacy Policy: <https://policies.google.com/privacy?hl=de&gl=de>
- Opt-out: <https://adssettings.google.com/authenticated>
- Google, according to its privacy policy, uses standard data protection clauses to ensure an adequate level of data protection as required by the GDPR for data transfers to the US or other third countries outside the EU: <https://policies.google.com/privacy?hl=de&gl=de>

LinkedIn

- Privacy policy: <https://www.linkedin.com/legal/privacy-policy>
- Opt-out: <https://www.linkedin.com/psettings/guest-controls/retargeting-opt-out>
- LinkedIn, according to its privacy policy, uses standard data protection clauses to ensure an adequate level of data protection as required by the GDPR for data transfers to the US or other third countries outside the EU: <https://www.linkedin.com/legal/privacy-policy> and https://www.linkedin.com/help/linkedin/answer/62533?trk=microsites-frontend_legal_privacy-policy&lang=de

XING

- Privacy policy: <https://privacy.xing.com/de/datenschutzerklaerung>
- Opt-out: https://nats.xing.com/optout.html?popup=1&locale=de_DE
- According to its privacy policy, XING uses standard data protection clauses to ensure an adequate level of data protection in accordance with the requirements of the GDPR for data transfers to the USA or other third countries outside the EU: <https://privacy.xing.com/de/datenschutzerklaerung/wer-erhaelt-daten-zu-ihrer-person/drittlaender>

8. Data sharing and recipients

Your data is not transferred to third parties, unless

- this is explicitly noted in the respective description of the type of data processing.
- if you as the user book appointment or instant tickets, and the corporate customer with whom you are booking this appointment or instant ticket requires the transfer of these data. In this case, however, you are informed before booking and you may cancel it at any time.
- if you have given your explicit consent according to Article 6 (1) (1a) of the GDPR,
- transfer according to Article 6 (1) (1f) of the GDPR to enforce, exercise, or defend legal claims is required and there exist no grounds for the assumption that you have an overriding interest in preventing the transfer of your data that must be protected,
- in the event that a legal requirement exists for transfer according to Article 6 (1) (1c) of the GDPR - if this is necessary for the performance of contractual relations with you according to Article 6 (1) (1b).

The transfer of personal data to countries outside of the EEA (European Economic Area) or an international organization only occurs, if this is necessary for the processing of your instant and appointment ticket booking and therefore the fulfillment of the service, the transfer is required by law, or you have given your consent. In these cases, recipients may include local corporate customers or state authorities, amongst others.

In addition, we use external providers to process our services, who have been carefully selected and commissioned in writing.

They are bound to our instructions and regularly scrutinized by us. If required, we have also entered order fulfillment contracts in accordance with Article 28 of the GDPR with them.

The service providers include providers of web hosting, email dispatch, maintenance and service for our IT systems, etc. and, if applicable, suppliers for delivery of hardware. Data is not shared with third parties in this context.

9. Rights of the data subject

You may exercise your right to access, rectification, and erasure with respect to the processing and usage of your personal data at any time.

You also have the right to limitation of processing, data portability, and objection.

You may assert these rights by contacting Timeacle GmbH & Co. KG using the email address datenschutz@timeacle.com or the contact information provided in the imprint.

10. Acknowledgement of the Privacy policy

The user of the timeacle websites and timeacle products accepts this privacy policy to its full extent.

In case of objection, our products and services shall be no longer available.

11. Modifications and version of the privacy policy

We reserve the right to adapt or update this data protection declaration if necessary in compliance with the applicable data protection regulations.

In this way, we can adapt it to the current legal requirements and take into account changes to our services, e.g. when introducing new services.

The current version applies to your visit.

(As of: 07.12.2022)