

## privacy policy

the protection of your personal data is very important to us. we therefore process your data solely based on the applicable legal provisions (eu general data protection regulation, austrian tkg 2003). in this data protection information, we inform you about the most important aspects of data processing in the context of our activities.

the use of our website is usually possible without providing personal data. if you enter personal data, eg for the purpose of contacting us or subscribing to a newsletter, we will treat them confidentially.

### 1. encrypted data transfer

this web site uses ssl encryption in order to ensure safety and privacy. this prevents third parties to intercept or read data you entered on our web site during transmission to or from our site. you can confirm the active encryption by checking the lock symbol in the address bar of your browser.

### 2. contact us

if you contact us by e-mail or any other means, we store the data provided (name, e-mail address and optional the phone number) for one year in order to answer your questions and prepare for follow-up discussions. in case we enter a contract, the statutory retention periods apply. we will not share this data without your consent. the data processing is based on § 6 article 1b (contract) and/or § 6 article 1a (consent) of the gdpr.

### 3. server logs

the server providing this website stores information, which is automatically transmitted to us by your browser, in so-called log files. the saved information is

- browser type and browser version
- operating system used
- the page (url) from which you came to us
- the ip address of your computer
- time of request

this data solely used to ensure security and for technical monitoring of the web server (load, optimization, error detection, security) and is required to offer this service. the data is not connected to other data sources, and therefore cannot be associated with individual persons. the log files are deleted after three months.

the data processing is based on § 6 article 1f (legitimate interests) of the gdpr. the legitimate interest in the sense of the gdpr is the proper and safe function of the website.

## 4. data storage

for accounting purposes, we store the following data of our customers: name, address, telephone number, e-mail address, vat id. if you have agreed to a direct debit mandate (sepa direct debit mandate), also your bank details. this data is not passed on to third parties, with the exception of the transmission to the processing banking institutions/ payment service providers for the purpose of direct debiting, as well as to our tax advisor for the purpose of bookkeeping and to fulfil our obligations under tax law. the data is stored exclusively within the eu.

the data provided by you is necessary to fulfill a contract or for implementation of pre-contractual measures. without this data we cannot conclude and fulfil the contract with you.

all data from a contractual relationship will be stored until the expiry of the retention period under tax law (7 years).

the storage of the above data takes place

- on encrypted local computer systems or portable computers secured by passwords and physical access protection.
- in encrypted and password-protected cloud solutions provided by microsoft (microsoft ireland operations limited, atrium block b, carmenhall road, sandyford industrial estate, dublin 18, ireland).

the data is stored exclusively on servers within the eu.

we have concluded a processor contract with microsoft in which microsoft undertakes to comply with the standard contractual clauses defined by the eu commission. you can find microsoft's data protection regulations here.

the data processing is based on § 6 article 1c (legal obligations) and § 6 article 1b (contract) of the gdpr.

## 5. data processing in the context of order fulfilment and customer care

for the purpose of fulfilling the contract, access data for online services used by you such as web hosting, e-mail providers, office solutions, social media platforms, etc will also be stored, if necessary for the order placed by you and actively transmitted by you.

the storage takes place

- on encrypted local computer systems or portable computers secured by passwords and physical access protection.
- in encrypted and password-protected cloud solutions provided by microsoft (microsoft ireland operations limited, atrium block b, carmenhall road, sandyford industrial estate, dublin 18, ireland).

the data is stored exclusively on servers within the eu.

we have concluded a processor contract with microsoft in which microsoft undertakes to comply with the standard contractual clauses defined by the eu commission. you can find microsoft's data protection regulations [here](#).

for the purpose of social media design and social media marketing, we will publish content on your behalf on the desired social media platforms. the data to be published (images, videos, audio files) will be provided by you. it is your responsibility to ensure that the necessary rights and consents are in place for publication.

we use the following services for the creation, editing and publication of social media content

— adobe illustrator/indesign/photoshop, adobe systems incorporated, usa

mit allen oben genannten unternehmen haben wir eine auftragsverarbeiter-vereinbarung abgeschlossen, in der sich diese unternehmen zur einhaltung der dsgho verpflichten.

we have concluded a processor agreement with all of the above-mentioned companies, in which these companies undertake to comply with the gdpr.

the companies based in the usa undertake to comply with the standard contractual clauses as defined by the eu commission.

the data you provide is necessary for the fulfilment of the contract or for the implementation of pre-contractual measures. without this data, we cannot conclude and fulfil the contract with you. data will only be transferred to third parties with your express permission.

all data from a contractual relationship will be stored until the expiry of the retention period under tax law (7 years). access data to systems used by the customer will be deleted immediately after the end of the contract.

the data processing is based on § 6 article 1a (consent) and/or § 6 article 1b (contract) of the gdpr.

## **6. your rights**

you have the right to request information about stored data and to have data corrected, or deleted. you may restrict the usage of data and may have it transferred to other parties. you have the right to revoke any given consent. please send any request to the email address [office@visualagitation.com](mailto:office@visualagitation.com).

if you believe that the processing of your data violates data protection law or that your data protection claims have otherwise been violated, you may file a complaint with the supervisory authority. in austria, that would be the [datenschutzbehörde](#).