

Privacy Policy

The protection of your personal data is very important to us. We process your data exclusively on the basis of statutory provisions, in particular the revised Swiss Federal Act on Data Protection (revFADP) and the EU General Data Protection Regulation (GDPR), insofar as the latter applies to us as a company based in Austria. In this privacy policy, we inform you about the most important aspects of data processing on our website and within our business activities.

1. Controller

The party responsible for data processing within the meaning of the revFADP and the GDPR is:

IMS Höllinger GmbH

Johann Winter-Gasse 29

3021 Pressbaum, Austria

Tel.: +43 2233 57088

Fax: +43 2233 57088 15

E-mail: office@hoellinger-juice.at

Website: www.hoellinger-juice.at

2. Use of your personal data

The personal data you provide to us, e.g. when contacting us or by e-mail (such as your name and contact details), is processed solely for the purpose of correspondence with you and only for the purpose for which you provided the data. Insofar as it is necessary to carry out these services or to handle enquiries, we collect and process the personal data you provide (in particular first name, last name, address, telephone number, e-mail address, and banking details in the case of business partners).

We pass on your data only to the shipping company commissioned with the delivery, insofar as this is necessary for delivering the goods. For payment processing, we forward your payment data to the credit institution or payment service provider commissioned with the payment.

We assure you that we do not otherwise pass on your personal data to third parties, unless we are legally obliged to do so or you have expressly consented in advance. Where we use third-party services to carry out processing operations, the provisions of the revFADP and the GDPR are observed and corresponding data processing agreements are concluded.

We require your personal data for the following services:

- when you contact us (with compliments and/or complaints)
- when subscribing to or unsubscribing from the newsletter
- for initiating or maintaining a business relationship
- for processing your order in our online shop

We attach great importance to handling your personal data carefully.

3. Duration of storage

When collecting, processing, and using your data, we strictly comply with the statutory provisions (revFADP, GDPR, and other applicable regulations). Your data helps us to design our service individually for you and to continuously improve it. Personal data provided to us via our website is stored only for as long as the purpose for which it was entrusted to us has been fulfilled. Where

commercial and tax retention periods must be observed, the duration of storage of certain data may be up to 10 years.

4. Newsletter

You have the option of subscribing to our newsletter via our website. To do so, we require your e-mail address and your declaration that you agree to receive the newsletter.

Once you have registered for the newsletter, we will send you a confirmation e-mail with a link to confirm your registration (double opt-in).

You can cancel your newsletter subscription at any time via the unsubscribe link in the newsletter. Alternatively, please send your cancellation to the following e-mail address: office@hoellinger-juice.at. We will then promptly delete your data in connection with the newsletter dispatch.

5. Use of the mailing service provider “Brevo”

Our newsletter is dispatched using “Brevo” (formerly Sendinblue), a mailing platform of the French provider Sendinblue SAS / Brevo, 106 Boulevard Haussmann, 75008 Paris, France. You can view the privacy policy of the mailing service provider here: <https://www.brevo.com/legal/privacypolicy/>

The e-mail addresses of our newsletter recipients and the other information described in this privacy policy are stored on Brevo's servers in the European Union. Brevo uses this information to send and statistically evaluate the newsletter on our behalf. According to its own information, Brevo may also use this data to optimise or improve its own services, for example for the technical optimisation of dispatch and display. However, Brevo does not use the data of our recipients to contact them itself and does not pass on the data to third parties.

The mailing service provider is engaged on the basis of a data processing agreement pursuant to Art. 9 revFADP and Art. 28 GDPR, in which Brevo undertakes to protect your personal data and to process it on our behalf.

6. Cookies

Our websites use so-called cookies in some areas. Cookies do not cause any damage to your computer and do not contain viruses. Cookies serve to make our offering more user-friendly, effective, and secure. Cookies are small text files that are stored on your computer and saved by your browser.

Most of the cookies we use are so-called “session cookies”. They are automatically deleted after your visit ends. Other cookies remain stored on your device until you delete them. These cookies enable us to recognise your browser on your next visit. You can configure your browser to inform you about the setting of cookies and allow cookies only in individual cases, exclude the acceptance of cookies for certain cases or in general, and activate the automatic deletion of cookies when closing the browser. Disabling cookies may limit the functionality of this website.

7. Google Analytics

This website uses functions of the web analytics service Google Analytics. The provider is Google Ireland Limited, Gordon House, Barrow Street, Dublin 4, Ireland (for users from the EEA and Switzerland), or Google LLC, 1600 Amphitheatre Parkway, Mountain View, CA 94043, USA. Google Analytics uses so-called “cookies”. These are text files that are stored on your computer and that enable an analysis of your use of the website.

The information generated by the cookie about your use of this website is generally transmitted to and stored on a Google server. If IP anonymisation is activated on this website, however, your IP address will be truncated beforehand by Google within Member States of the European Union, in other contracting states of the Agreement on the European Economic Area, or in Switzerland. Only in exceptional cases will the full IP address be transferred to a Google server in the USA and truncated there.

On behalf of the operator of this website, Google will use this information to evaluate your use of the website, to compile reports on website activity, and to provide further services to the website operator related to website and internet usage. The IP address transmitted by your browser as part of Google Analytics is not combined with other data from Google.

You can prevent the storage of cookies by configuring your browser software accordingly; however, please note that in this case you may not be able to use all functions of this website to their full extent. You can also prevent Google from collecting the data generated by the cookie and relating to your use of the website (including your IP address) and from processing this data by downloading and installing the browser plug-in available at the following link: <https://tools.google.com/dlpage/gaoptout?hl=en>

For more information on how Google Analytics handles user data, please refer to Google's privacy policy: <https://support.google.com/analytics/answer/6004245?hl=en>

8. Payment service providers

We use various payment service providers to process payments in our online shop. Which payment data is collected and processed in detail depends on the payment method you select. As a rule, name, address, bank or card details, and the order amount are transmitted. The data is used exclusively for payment processing.

The payment service providers we use include in particular:

- **PayPal** – PayPal (Europe) S.à r.l. et Cie, S.C.A., 22-24 Boulevard Royal, L-2449 Luxembourg. Privacy information: <https://www.paypal.com/en/webapps/mpp/ua/privacy-full>
- **TWINT** – TWINT AG, Konsumstrasse 20, 3007 Bern, Switzerland. Privacy information: <https://www.twint.ch/en/data-protection/>
- **Sofort (Klarna)** – Klarna Bank AB (publ), Sveavägen 46, 111 34 Stockholm, Sweden. Privacy information: <https://www.klarna.com/international/privacy-policy/>
- **EPS transfer** – processed via the banking system of the respective house bank.
- **Credit card (Visa, Mastercard, Maestro)** – processed via the respective acquirer or card issuer.

The payment service providers act within the scope of their own data protection responsibility. For further information, please refer to the privacy notices of the respective providers.

9. Your rights

Under both the revised Swiss Federal Act on Data Protection (revFADP) and the EU General Data Protection Regulation (GDPR), you are entitled to the following rights as a data subject:

- Right to information about the data processed concerning you
- Right to rectification of inaccurate data
- Right to erasure or destruction of your data

- Right to restriction of processing
- Right to data portability (data release or transfer)
- Right to object to processing
- Right to withdraw consent with effect for the future

You can exercise the above rights by e-mail to office@hoellinger-juice.at or alternatively by letter to the following address: IMS Höllinger GmbH, Johann Winter-Gasse 29, 3021 Pressbaum, Austria.

If you believe that the processing of your data violates data protection law or that your data protection rights have otherwise been infringed, you have the right to lodge a complaint with the competent supervisory authority. In Switzerland this is the Federal Data Protection and Information Commissioner (FDPIC, www.edoeb.admin.ch). In Austria this is the Austrian Data Protection Authority (www.dsb.gv.at).

Contact

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