

## Introduction

Our aim is that you feel comfortable on our website. The protection of your privacy and your personal rights, and compliance with applicable data protection laws, in particular EU GDPR and UK GDPR, are therefore an important concern for us. Therefore, we ask you to carefully read the following summary about the data processing when visiting our website. You can rely on transparent and fair data processing and we strive to handle your data carefully and responsibly.

Below you will find our privacy policy.

## The data controller

To calculate a quote and provide insurance, and to process any claims or complaints, we need to collect and process data about you. This makes Bikmo the "data controller". In this statement, we use the terms "we" or "us" or "Bikmo" to refer to the company acting as the controller of your information.

### Bikmo Limited

Bikmo Limited is authorised and regulated by the Financial Conduct Authority – reference 745230. Registered in the UK under company registration number 09149847.

The responsible party for data protection is:

Bikmo Limited (Bikmo)  
1 Minerva Court  
Minerva Avenue  
Chester CH1 4QT  
UK

If you have any questions, please contact us at +44 1244 470337 or send an email to [hello@bikmo.com](mailto:hello@bikmo.com).

### Bikmo GmbH

Bikmo GmbH is registered in Germany at the IHK Munich as an insurance agent with permission according to §34d Abs. 1 GewO under the number D-7BNS-163BM-35. It is also active as an insurance agent in Austria and Ireland by way of free movement of services. We mainly broker insurance cover to private individuals for their bicycles.

The responsible party for data protection is

Bikmo GmbH (Bikmo)  
c/o Kraftwoerk  
Klepperstr. 19  
83026 Rosenheim  
Germany

If you have any questions, please contact us at +49 89 412 09560 or send an email to [hallo@bikmo.de](mailto:hallo@bikmo.de).

## Data protection officer

Bikmo has appointed an external data protection officer. If you have specific questions about data protection, you can contact our data protection officer at [privacy@bikmo.com](mailto:privacy@bikmo.com).

For confidential inquiries, please contact us by mail.

## About the insurance market

Insurance is the bundling and sharing of risks to provide protection against the consequences of any loss that may occur. To achieve this, information, including your personal data, must be shared among the various insurance market participants. The legal basis for this is the respective contract and legal obligations.

## Which personal data do we collect and process?

It depends on your relationship with us what personal data we collect. For example, we collect different data from Bikmo customers than we do from website visitors, witnesses, brokers or other third parties.

In certain circumstances (e.g., a claim involving physical injury), we may request and/or receive special categories of personal data (hereinafter, "Sensitive Personal Data") about you.

If you provide us with Personal Data about other individuals (e.g., family members), you represent that you will inform the individual of the contents of this Statement and obtain any necessary consent to the processing of the individual's Personal Data in accordance with this policy.

## Customers and Interested parties

This section applies if you apply for or conclude an insurance contract with us or if you are interested in our products and services. In this case, we collect the data that you provide to us as part of your inquiry and, when concluding a contract, the data that is required for the contractual relationship. In detail, this can be the following personal data:

- Master data: first name, last name, address, gender, contact data (phone numbers, e-mail address), date of birth, risk locations of your bike.
- Financial data: Bank details, payment details and information obtained through our credit checks.
- Information relevant to your insurance policy, in particular your claims history and details of previous insurance policies.
- Information relevant to a claim you are making or a complaint you are filing. This depends on the type of claim you are making or complaint you are filing. For example, if you make a claim following a traffic accident, we may process personal data relating to the vehicle and the drivers involved.

- Information (including photographs) we obtain as a result of conducting checks of publicly available sources, such as newspapers and social media sites, for example, if we suspect fraudulent activity or it is relevant to risk assessment.
- Information we obtain as a result of reviewing sanctions lists.
- Information obtained during telephone conversations.
- Your marketing preferences and details of your customer experience with us.

In certain cases, the collection of sensitive personal data will be necessary for the processing of an insurance claim. This data collection will only be done when necessary to fulfil the contract and will be limited to the minimum necessary. The following sensitive data may be collected:

- Information related to criminal convictions (including felonies, alleged felonies, and court sentences or unserved sentences).
- If relevant, information about your current and past health status.

## Witnesses at an event

This section applies if you are a witness to an event that is the subject of a claim. We collect the following personal data in this case:

- Master data: first name, last name, address, gender, contact data (phone numbers, e-mail address), date of birth.
- Information relevant to the event you witnessed.

## Brokers, appointed representatives and other business partners

This section applies if you are an insurance broker working with Bikmo, an appointed representative or any other business partner. We collect the following personal data in this case:

- Master data: first name, last name, address, gender, contact data (phone numbers, e-mail address), date of birth.
- Professional data: job title, status as director or partner, professional history, educational background, and professional accreditations.
- Information obtained as a result of our review of sanctions lists.
- Other information (including publicly available information) that we obtain as part of our due diligence reviews.

## Website

This section applies when you visit our websites. We collect in this case:

- Log data: IP-address, date and time of access, pages / files accessed, protocol and status of access, volume of data transfer, referrer URL, information on the client / browser used.
- Technically necessary cookies.
- If you gave consent: technically unnecessary cookies.

## How do we collect your personal data and for what purposes?

We collect personal data from various sources.

### Contact by you

- We receive personal data directly from you (e.g. by contacting you via mail, telephone, email, contact form, chat function or personal contact). We process the data you provide to us for the purpose of processing, documenting and tracking your request.

### Contract execution / provision of services

- For the processing of orders (e.g. fulfilment of contract, provision of services) we process personal data on the basis of the contract.
- To evaluate your insurance application and to manage the application process.

### Newsletter

- We receive your name and email address when you sign up for our newsletter. The registration is only possible after consent has been granted via the double opt-in procedure.

### Website

- For the delivery of the website, to ensure the functionality, the optimization of the applications and for the security of the websites, we process log data on the basis of our legitimate interests.
- When visiting the website, technically necessary cookies are set (e.g. saving your cookie settings).
- If you give us your consent via the cookie banner, we receive data from technically unnecessary cookies (e.g. language preferences, pages viewed, etc.).

### Third parties

We only receive personal data from third parties if there is a contractual obligation to do so or if this is necessary to fulfil a legal obligation. In a few exceptional cases, data collection may also be necessary to protect vital interests. In detail, we may receive data from the aforementioned third parties:

- We receive data from third parties involved in the administration of our insurance policies or claims (such as our business partners and agents, brokers and other insurers, or witnesses to an event).
- We receive data from third parties who provide a service related to our insurance policies or claims (such as claims adjusters, claims processors, appraisers, and other service providers).
- We receive data from financial crime detection agencies and databases (such as fraud prevention and international sanctions checks).

- We receive data from government agencies, such as police, motor vehicle licensing agencies, or tax authorities
- We receive data from private investigators in certain circumstances;
- We receive data from publicly available sources, such as internet search engines, newspaper articles, and social media sites.

## Who do we share your personal information with?

We treat your personal data confidentially and with maximum security and only disclose it to third parties if there is a legal basis for doing so. We have also concluded order processing contracts and, if necessary, standard contractual clauses with all third parties who process data on our behalf. Before using a new third party, we check it for data protection reliability. Data transfer to the following third parties is possible:

- Insurance carrier of your policy, purpose: conclusion and execution of insurance contract, fulfilment of legal obligations.
- Insurance and reinsurance partners, such as brokers, other (re)insurers, or other companies acting as (re)insurance intermediaries, Purpose: Conclusion and performance of insurance contract, fulfilment of legal obligations.
- Other third parties assisting in the administration of your insurance policy or claim, such as claims adjusters, claims processors, accountants, auditors, banks, lawyers and other experts, including medical experts, purpose: execution of contractual relationship, fulfilment of legal obligations.
- Regulatory authorities, purpose: legal obligations.
- Fraud detection offices and other third parties, purpose: these offices operate fraud detection registries (including the motor vehicle insurance database) or conduct investigations of suspected fraud.
- Police and other third parties (such as banks or other insurance companies), purpose: prevention or detection of crime.
- Industry associations, such as "Gesamtverband der Deutschen Versicherungswirtschaft", the Association of British Insurers, or Lloyd's Market Association, purpose: legal obligations, legitimate interests.
- Credit reference agencies and third parties, purpose: sanction checks on our behalf.
- Our third-party service providers, such as IT providers, actuaries, auditors, lawyers, document management and mailing providers, outsourced business process management providers, contact and service centres, and tax advisors, purpose: day-to-day business operations, execution of contractual relationship, customer service.
- Third parties who handle our direct marketing on our behalf (this includes, for example, adding or removing your personal information from our contact lists, sending marketing communications and analysing responses to our marketing communications).
- Courts and other alternative dispute resolution providers, such as arbitrators, mediators or ombudsmen, Purpose: legal obligations.

If you would like more information regarding the disclosure of your personal information, please contact us.

If you have accessed our website via our partner ÖRV and have concluded a contract with us, we will transmit your personal data (first name, last name, e-mail address) to the ÖRV in order to fulfil our contractual obligations and to check whether you are a member of the ÖRV. If you have given us your explicit consent in the tab "Data protection and e-mail preference", we will pass on your data (first name, last name, e-mail address) to the ÖRV for sending newsletters and further information by email. All information on data protection at the ÖRV can be found at <https://www.radsportverband.at/index.php/oerv-datenschutz>. You can revoke your consent at any time via the unsubscribe link in the ÖRV's advertising emails or by contacting the ÖRV directly.

## Data transfer to third parties

We (or third parties acting on our behalf) may hold or process information that we collect about you in countries outside the European Economic Area ("EEA"). If we make a transfer of your personal information outside the EEA, we will take steps to ensure that your personal information is protected. These steps may include contractually obligating the party to whom we transfer the information to protect your personal information to appropriate standards.

## Our marketing activities

When carrying out marketing, we strictly adhere to the requirements of the GDPR, and other local laws. We only process your personal data for marketing purposes if you have given us explicit consent (e.g. newsletter subscription). One exception is messaging existing customers. If you are an existing customer, we may send you messages about the status of your order, information about similar products and services, or other important information regarding your existing contractual relationship.

If you wish to revoke your newsletter consent, you can click on the "Unsubscribe" link at the end of each newsletter. Alternatively, you can contact us via the contact details provided in this privacy policy and assert your revocation. The revocation is valid with effect for the future.

If you wish to opt-out of other marketing activities, please contact us using the contact information provided in this Privacy Policy. Please note that even if you opt out of receiving marketing communications, we may continue to send you service-related communications.

## How long do we store personal data?

We keep your personal data only as long as this is necessary to fulfil the respective purposes. In doing so, we are guided by the principle of storage limitation. We are also required to retain certain information in order to comply with our legal and regulatory obligations.

Log data and its contents are retained for 30 days and then deleted or anonymized if necessary, unless they are required for the clarification or documentation of an abusive or illegal use that has become known within the retention period.

The exact storage periods of cookies can be found in the information in the cookie banner.

If you would like more information about the periods for which your personal data will be retained, please contact us using the details provided in this privacy policy.

## Use of cookies

Our website uses cookies to provide you with a seamless web experience and to optimise the use of the website. Cookies are small text files that are stored on your terminal devices and contain specific user and usage information.

The use of our website requires consent for those cookies that are technically necessary for its operation. In addition, you can give us consent to use other cookies (e.g. for analysis and marketing purposes). This request is made in each case before the first use of our website and serves as the legal basis for the processing of personal data (title, name, company, IP address, user information, etc.), which are automatically collected by our websites. You can find detailed information about the cookies we use in our Cookie Banner.

## Newsletter

You have the possibility to subscribe to our email newsletter on the website, with which we inform you regularly about news. For the receipt of the newsletter, we also process your IP address, the time of registration for the newsletter and the time of your confirmation in order to document your newsletter registration and to prevent the misuse of your personal data. Our legitimate interest in this processing is fraud prevention. We delete this data at the latest when the newsletter subscription ends. Specification of your name or pseudonym and a valid e-mail address required.

The registration for our newsletter takes place after consent has been given in the double opt-in procedure in order to protect your e-mail address from misuse. We process your data until you unsubscribe from the newsletter or revoke your consent. A revocation is possible at any time via the unsubscribe link at the end of each newsletter. Alternatively, you can also email the above contact details.

For newsletter dispatch, we use the email marketing service "MailChimp" of the provider The Rocket Science Group LLC (675 Ponce De Leon Ave NE, Suite 5000, Atlanta, GA 30308, USA; hereinafter: "MailChimp"). If you have registered for the newsletter, the data provided during registration will also be stored and processed on the servers of "MailChimp" in the USA or other countries outside the EU and UK. MailChimp processes your data exclusively on our behalf. For this purpose, we have concluded an order processing contract, and standard contractual clauses with MailChimp, which form the appropriate guarantee for the data transfer. For more information on data protection at MailChimp, please visit: <https://mailchimp.com/gdpr/>.

## Data protection notice for applicants

Data and documents provided to us in connection with your application are collected, stored and used by our HR department exclusively for the purpose of the application process.

We store your personal data until the application process is completed or until the end of statutory retention periods. As long as no consent to longer storage has been given, we will

delete your data after six months from the date on which the position was awarded. We do not pass on your personal data to third parties; in particular, this data is not sold or rented out.

## Social plugins

We use social plugins on our website. Social plugins are functions of the respective network that you can use, for example, to share content from our website with friends. If you call up a website that contains a plugin, your browser establishes a direct connection to the social network with the information that the website has been called up. To prevent an automatic link to your profile in the respective social network, we recommend that you log out of your profile.

We currently use plugins from Facebook (<https://de-de.facebook.com/policy.php>), Instagram (<https://help.instagram.com/519522125107875>), YouTube (<https://policies.google.com/privacy?hl=de>) and Strava (<https://www.strava.com/legal/privacy>) on our websites. Information on data protection can be found in the links provided.

## External links

Our website contains links to websites of other providers that are not affiliated with us. By clicking on these links, you will be forwarded directly to the websites of these providers. You will recognize this, among other things, by the change of URL. Since we no longer have any influence on the processing of your personal data from this point on, we cannot accept any responsibility for this. In these cases, please inform yourself directly about the data protection provisions on the selected websites.

## How do we protect your personal data?

We have implemented technical and organisational security measures to protect your information. We review these at regular intervals. We also ensure that our employees are bound to data secrecy and receive regular training on data protection and data security.

## Your rights

The General Data Protection Regulation gives you rights that you can exercise at any time regarding your personal data using the information provided in this Privacy Policy.

Please note: We may perform an identity check before responding to your request in order to maintain the security and confidentiality of your data at this point as well.

## Right of access

You have the right to receive a copy of the personal data we hold about you. Your information will generally be provided to you in writing, in a common, structured and machine-readable format, unless otherwise requested. If you have made the request electronically, the information will be provided to you electronically where possible..

## Right of correction

We take reasonable steps to ensure that the information we have about you is accurate and complete. However, if you feel that this is not the case, you can ask us to update or change it.

## Right of deletion / retention

You have the right to ask us to delete your personal data, for example, if the personal data we have collected is no longer needed for the original purpose or if you withdraw your consent. If we are bound by legal retention periods, the right to erasure does not apply. In this case, we may limit data processing to the purpose of retention..

## Right to restrict processing

You have the right to ask us to stop using your personal data, for example, if you think the personal data we hold about you is incorrect, or if you think we no longer need your personal data.

## Right of data portability

If data processing is based on consent or a contract, you have the right to ask us to transfer personal data that you have provided to you or to a third party of your choice.

## The right of withdrawal

You can revoke your consent at any time with effect for the future. Processing based on your consent until its revocation remains unaffected.

## The right to object

You may object to the processing of personal data concerning you for the purposes of the above-mentioned business reasons at any time for reasons arising from your particular situation. We will then no longer process the personal data unless we can demonstrate compelling legitimate grounds for the processing which override your interests, rights and freedoms, or the processing serves to assert, exercise or defend legal claims.

## Rights in relation to automated decision making

Occasionally, we make decisions using automated methods when that decision is necessary with respect to your insurance policy. The automated process looks at the information you provide to us (for example, information about the bicycles you want to insure) and other information, such as zip code and local crime rate, to determine whether your insurance application can be accepted and to set the premium amount. If an automated decision is made on you and you disagree with the outcome, you may contact us and ask us to review the decision. We do not make automated decisions using your sensitive personal information without first asking for your consent.

## The right to make a complaint to a competent supervisory authority

You have the right to make a complaint to a competent supervisory authority (in particular the one in your place of residence or the place of the data breach) if you believe that a processing of your personal data by us violates applicable data protection law. Filing a complaint does not preclude any other legal rights or remedies that you may have.

## Updates to the privacy policy

From time to time, we may need to make changes to the privacy policy, for example, due to legal or technological changes or other developments. The privacy policy available on our website applies in each case.

## Further information on third parties

### Cookiebot

#### Type and scope of processing

We have integrated Cookiebot on our website. Cookiebot is a consent solution of the Cybot A/S, Havnegade 39, 1058 Copenhagen, Denmark, with which consent to the storage of cookies can be obtained and documented. Cookiebot uses cookies or other web technologies to recognize users and to store the consent given or revoked.

#### Purpose and legal basis

The use of the service is based on the legally required consent to receive the use of cookies.

For more information on data protection and storage duration, please see the privacy policy for Cookiebot: <https://www.cookiebot.com/de/privacy-policy/>.

### Cookiebot CDN

#### Type and scope of processing

We use Cookiebot CDN to properly provide the content of our website. Cookiebot CDN is a Cybot A/S service that acts as a Content Delivery Network (CDN) on our website to ensure the functionality of other Cybot A/S services. A CDN helps to deliver content from our online offering, especially files such as graphics or scripts, faster with the help of regionally or internationally distributed servers. When you access this content, you connect to Cybot A/S servers, Havnegade 39, 1058 Copenhagen, Denmark, transmitting your IP address and, if applicable, browser data such as your user agent. This data will be processed exclusively for the above purposes and for the maintenance of the security and functionality of Cookiebot CDN.

#### Purpose and legal basis

The use of the Content Delivery Network is based on our legitimate interests, i.e. interest in a secure and efficient provision and the optimization of our online offer.

For more information on data protection and storage duration, please see the privacy policy for Cookiebot CDN: <https://www.cookiebot.com/de/privacy-policy/>.

## Facebook Custom Audience

### Type and scope of processing

We use Facebook Custom Audience from Facebook Ireland Ltd, 4 Grand Canal Square, Grand Canal Harbour, Dublin 2, Ireland. Facebook Custom Audience is a server-side event tracking tool and provides us with the ability to submit an encrypted customer list to Facebook. Facebook can use this list to identify the named individuals on Facebook and play them on their advertising network.

### Purpose and legal basis

We process your data with the help of Facebook Custom Audience for marketing purposes on the basis of your explicitly granted consent.

You can find more information on data protection and the storage period in the privacy policy for Facebook Custom Audience: <https://www.facebook.com/privacy/explanation>.

## Facebook Pixel

### Type and scope of processing

We use Facebook Pixel of Facebook Ireland Ltd 4 Grand Canal Square, Grand Canal Harbour, Dublin 2, Ireland to create so-called Custom Audiences, i.e. to segment visitor groups of our online offer, to determine conversion rates and then to optimise them. This is especially the case when you interact with ads we have placed with Facebook Ireland Ltd..

### Purpose and legal basis

We process your data with the help of Facebook Pixel for the purpose of optimising our website and for marketing purposes on the basis of your.

For more information on data protection and storage duration, please see the privacy policy for Facebook Pixel: <https://www.facebook.com/privacy/explanation>.

Responsible for all Google services: Google Ireland Limited, Gordon House, Barrow Street, Dublin 4, Ireland.

For more information about Google's privacy policy and retention period, please see the Google Fonts Privacy Policy: <https://policies.google.com/privacy>.

## Google Ads

### Type and scope of processing

We have integrated Google Ads on our website. Google Ads uses cookies and other browser technologies to evaluate user behaviour and recognize users. Google Ads collects information

about visitor behaviour on various websites. This information is used to optimise the relevance of advertising. Furthermore, Google Ads provides targeted advertising based on behavioural profiles and geographical location. Your IP address and other identifiers such as your user agent are transmitted to the provider.

If you are registered with a Google Ireland Limited service, Google Ads can associate the visit with your account. Even if you are not registered with Google Ireland Limited or have not logged in, it is possible that the provider will find and store your IP address and other identifiers.

## **Purpose and legal basis**

We process your data with the help of Google Ads for the purpose of optimising our website and for marketing purposes on the basis of your consent.

## **Google Analytics**

### **Type and scope of processing**

We use Google Analytics as an analytics service for statistical analysis of our online offer. This includes, for example, the number of views of our online offer, visited subpages and the length of stay of visitors. Google Analytics uses cookies and other browser technologies to evaluate user behaviour and recognize users. This information is used, among other things, to compile reports on website activity.

### **Purpose and legal basis**

We process data with the help of Google Analytics for the purpose of optimising our website and for marketing purposes on the basis of your consent.

## **Google CDN**

### **Type and scope of processing**

We use Google CDN to properly provide the content of our website. A CDN helps to deliver content from our online offering, especially files such as graphics or scripts, faster with the help of regionally or internationally distributed servers. When you access this content, you connect to Google Ireland Limited servers, transmitting your IP address and, if applicable, browser data such as your user agent. This data will be processed exclusively for the above purposes and for the maintenance of the security and functionality of Google CDN.

### **Purpose and legal basis**

The use of the Content Delivery Network is based on our legitimate interests, i.e. interest in a secure and efficient provision and the optimization of our online offer.

## Google DoubleClick

### Type and scope of processing

We have integrated components of DoubleClick by Google on our website. DoubleClick is a Google brand under which special online marketing solutions are mainly marketed to advertising agencies and publishers. DoubleClick by Google transfers data to the DoubleClick server with every impression, clicks or other activity.

Each of these data transfers triggers a cookie request to the user's browser. If the browser accepts this request, DoubleClick sets a cookie in your browser.

DoubleClick uses a cookie ID, which is required to complete the technical procedure. For example, the cookie ID is required to display an ad in a browser. DoubleClick can also use the cookie ID to record which advertisements have already been displayed in a browser in order to avoid duplication. In addition, DoubleClick is able to record conversions by means of the cookie ID. Conversions are recorded, for example, if a user has previously been shown a DoubleClick ad and the user subsequently purchases it on the advertiser's website using the same internet browser.

A DoubleClick cookie does not contain any personal data but may contain additional campaign IDs. A campaign ID is used to identify the campaigns you have already been in contact with on other websites. As part of this service, Google becomes aware of data that Google also serves to create commission statements. Google may, among other things, understand that you have clicked on certain links on our website.

### Purpose and legal basis

We process your data with the help of the double-click cookie for the purpose of optimising and displaying advertising on the basis of your consent.

## Google Fonts

### Type and scope of processing

We use Google Fonts as a service to provide fonts for our online offering. To obtain these fonts, connect to servers from Google Ireland Limited, transferring your IP address.

### Purpose and legal basis

The use of Google Fonts is based on our legitimate interests, i.e. interest in a uniform provision and the optimization of our online offer.

## Google Maps

### Type and scope of processing

We use the external mapping service Google Maps, with which we offer an interactive map on our website that shows you where you can find us.

## Purpose and legal basis

The use of Google Maps is based on our legitimate interests to make the website more attractive.

## Google Tag Manager

### Type and scope of processing

We use the Google Tag Manager to manage website tags from a single interface and allows us to control the exact integration of services on our website.

This allows us to flexibly integrate additional services to evaluate users' access to our website.

### Purpose and legal basis

The use of Google Tag Manager is based on our legitimate interests, i.e. interest in optimising our services.

For more information on data protection and storage duration, see the privacy policy for Google Tag Manager: <https://www.google.de/tagmanager/use-policy.html>.

## Google reCAPTCHA

### Type and scope of processing

We have integrated components from Google reCAPTCHA on our website. Google reCAPTCHA allows us to distinguish whether a contact request originates from a natural person or is done automatically by means of a program. When you access this content, you connect to Google Ireland Limited servers, transmitting your IP address and, if applicable, browser data such as your user agent. Furthermore, Google reCAPTCHA records the user's dwell time and mouse movements to distinguish automated requests from human ones. This data will be processed exclusively for the above purposes and for the maintenance of the security and functionality of Google reCAPTCHA.

### Purpose and legal basis

The use of the service is based on our legitimate interests, i.e. for protection in the transmission of forms.

## Pingdom Real User Monitoring

### Type and scope of processing

We have integrated the Pingdom Real User Monitoring on our website. Pingdom Real User Monitoring is a service provided by Pingdom AB that develops cloud-based software that enables website and application owners to track the performance of their services.

Pingdom Real User Monitoring offers us the opportunity to capture and improve the stability of our services by monitoring the system and code errors. Your IP address and activities

performed are collected on our website. In this case, your data will be passed on to the operator of Pingdom Real User Monitoring that Pingdom AB.

## Purpose and legal basis

The use of Pingdom Real User Monitoring is based on our legitimate interests, i.e. interest in optimising our services.

For more information on data protection and storage duration see the privacy policy for Pingdom Real User Monitoring: <https://www.solarwinds.com/legal/privacy>.

## Vimeo Video

### Type and scope of processing

We have integrated Vimeo Video on our website. Vimeo Video is a component of Vimeo, LLC's video platform, where users can upload content, share it over the Internet, and receive detailed statistics. Vimeo Video allows us to integrate platform content into our website.

Vimeo Video uses cookies and other browser technologies to evaluate user behaviour, recognize users and create user profiles. This information is used, among other things, to analyse the activity of the content being listened to and to generate reports.

When you access this content, you connect to Vimeo, LLC servers, 555 W 18th St, New York, New York 10011, transmitting your IP address and, if applicable, browser data such as your user agent.

### Purpose and legal basis

The use of the service is based on our legitimate interests, i.e. interest in a platform-independent provision of content.

For more information on data protection and storage duration, see the privacy policy for Vimeo Video: <https://vimeo.com/privacy>.

## YouTube Video

### Type and scope of processing

We have integrated YouTube Video on our website. YouTube Video is a component of the YouTube, LLC's video platform, where users can upload content, share it over the Internet, and receive detailed statistics. YouTube Video allows us to integrate platform content into our website.

YouTube Video uses cookies and other browser technologies to evaluate user behaviour, recognize users and create user profiles. This information is used, among other things, to analyse the activity of the content being listened to and to generate reports. If a user is registered with YouTube, LLC, YouTube Video can associate the videos played with the profile. When you access this content, you connect to YouTube, LLC servers, Google Ireland Limited,

Gordon House, Barrow Street Dublin 4 Ireland, transmitting your IP address and, if applicable, browser data such as your user agent.

## Purpose and legal basis

The use of the service is based on our legitimate interests, i.e. interest in a platform-independent provision of content.

For more information on data protection and storage duration, see the privacy policy for YouTube Video: <https://policies.google.com/privacy>.

## Zendesk CDN

### Type and scope of processing

We use Zendesk CDN to properly provide the content of our website. When you access this content, you connect to Zendesk, Inc. servers, 989 Market Street #300, San Francisco, CA 94102, transmitting your IP address and, if applicable, browser data such as your user agent. This data will be processed exclusively for the above purposes and for the maintenance of the security and functionality of Zendesk CDN.

### Purpose and legal basis

The use of the Content Delivery Network is based on our legitimate interests, i.e. interest in a secure and efficient provision and the optimization of our online offer.

For more information on data protection and storage duration, see the privacy policy for Zendesk CDN: <https://zendesk.com/company/customers-partners/privacy-policy/>.

## ipify API

### Type and scope of processing

We use Ipify ipify API, to access additional services and data from Ipify. Your IP address will be transmitted to Ipify.

### Purpose and legal basis

The use of ipify API is based on our legitimate interests, i.e. interest in optimising our online offer.

For more information on data protection and storage duration, see the privacy policy for ipify API: <https://www.ipify.org/>.

## JSDelivr CDN

### Type and scope of processing

We use the JSDelivr CDN to properly deliver our website content. The CDN helps to provide content of our online offer, especially files like graphics or scripts, faster with the help of

regionally or internationally distributed servers. When you access this content, a connection to JSDelivr is established, whereby your IP address and possibly browser data are transmitted. This data is processed solely for the above purposes and to maintain security.

## **Purpose and legal basis**

The use of the CDN is based on our legitimate interests, i.e. interest in a secure and efficient provision and optimization of our online offer.

For more information on data protection, please see the privacy policy:  
<https://www.jsdelivr.com/terms/privacy-policy-jsdelivr-net/>.

## **Webgains Ads**

### **Type and scope of processing**

We use Webgains as an affiliate marketing platform. It is a platform of the German Webgains GmbH, Frankenstraße 150C, 90461 Nuernberg.

### **Purpose and legal basis**

We process your data with the help of Webgains Ads for the purpose of optimising our website and for customer acquisition based on your consent.

You can find more information on data protection in the privacy policy:  
<https://www.webgains.com/public/en/privacy-2/>.