

Privacy Policy

Thank you for visiting our online shop. Protection of your privacy is very important to us. Below you will find extensive information about how we handle your data.

1. Access data and hosting

You may visit our website without revealing any personal information. With every visit on the website, the web server stores automatically only a so-called server log file which contains e.g. the name of the requested file, your IP address, the date and time of the request, the volume of data transferred and the requesting provider (access data), and documents the request.

These access data are analysed exclusively for the purpose of ensuring the smooth operation of the website and improving our offer. This serves according to art. 6 (1) 1 lit f GDPR the protection of our legitimate interests in the proper presentation of our offer that are overriding in the process of balancing of interests. All access data are deleted no later than seven days after the end of your visit on our website.

Third-party hosting services

Data are also processed by a third-party provider that we have engaged to render hosting and website presentation services on our behalf. This provider processes on its servers all data that are collected in the manner specified below when you visit our website or fill in forms made available for this purpose in our online shop. Data are processed on other servers only in the scope described herein.

This service provider is based in an EU or EEA member state.

2. Data collection and use for processing the contract and for opening a customer account

We collect personal data when you provide it in the context of your order of products and services, when contacting us (eg: by contact form or e-mail), opening a customer account, the maintenance / repair of products or management of warranty and to give warranty claims voluntarily. Mandatory fields are marked as such because we absolutely need those data to perform the contract or process your contact request or open your customer account, and you would otherwise not be able to complete your order and/or create your customer account or send the contact request. It is evident in each input form what data are collected. We use the data that you disclose to us to perform the contract and process your enquiries according to art. 6 (1) 1 lit b GDPR. Upon completion of the contract or deletion of your customer account, any further processing of your data will be restricted, and your data will be deleted upon expiry of the retention period applicable under relevant regulations, unless you expressly consent to the further use of your data or we reserve the right to further use your personal data in the scope and manner permitted by law, of which we inform you in this notice. Your customer account can be deleted at any time. For this purpose you can either send a message to the contact option specified below or use the relevant function available in the customer account.

Customer correspondence

For the customer correspondence we use the service of Freshdesk. This service provider is Freshworks, Inc., 1250 Bayhill Drive, Suite 315, San Bruno, California 94066, USA.

Among other things, Freshworks is a service for answering, organizing and analyzing customer inquiries. When you enter data for the purpose of responding to requests (e.g., e-mail address), they are stored on Freshwork servers in the United States.

Privacy Policy of Freshworks:

For details, see the [Freshworks Privacy Policy](#).

EU-US-Privacy Shield:

Freshworks is certified under the [EU-US Privacy Shield](#). The Privacy Shield is an agreement between the European Union (EU) and the US to ensure compliance with European privacy standards in the United States.

Right to object to data collection

Data processing is based on your consent art. 6 (1) 1 lit b GDPR. You can revoke this consent at any time by contacting us (for example through our contact form). The data deposited with us for the purpose of processing your inquiries will be stored by us until the notification of your revocation and will be deleted after the revocation both from our servers and from the servers of Freshworks.

3. Transfer of data

We disclose your data to the shipping company in the scope required for the delivery of the ordered goods according to art. 6 (1) 1 lit. b GDPR. Depending on the payment service provider you have selected during the ordering process, we disclose the payment details collected for order processing purposes to the bank commissioned to handle the payment and, as the case may be, to the payment service provider commissioned by us or to the selected payment service. Some of those data are collected by the selected payment service providers themselves if you open an account with them. In such a case, during the ordering process, you must register with your payment service provider using your access data. In this respect, the privacy notice of the relevant payment service provider applies.

Disclosure of data to a shipping provider

If, when or after placing your order, you have given your express consent to us doing so, we disclose your e-mail address and phone number to the selected shipping provider based on that consent according to art. 6 (1) 1 lit. a GDPR, in order to enable the shipping provider to contact you to advise you of the delivery or agree with you the delivery details.

You may revoke your consent at any time by sending a message to the contact option described below or by directly notifying the shipping provider at the contact address specified below. After you revoke your consent, we will delete the data disclosed for this purpose, unless you expressly consent to the further use of your data or we reserve the right to further use your personal data in the scope and manner permitted by the law, of which we inform you in this notice.

Until 50 kg

General Logistics Systems Austria GmbH
Traunuferstrasse 105a
4052 Anstellten
Austria

Hazardous Goods

Tisa Speditions GmbH
Barnabas-Fink-Strasse 4
6845 Hohenems
Austria

4. Email newsletter and postal advertisement

E-mail advertising if you subscribe to the newsletter

If you subscribe to our newsletter, we will regularly send you our e-mail newsletter based on your consent according to art. 6 (1) 1 lit a GDPR, using the data required or disclosed by you separately for this purpose.

The newsletter is sent to you by our service provider who processes data on our behalf and to whom we disclose your email address. For the dispatch of our newsletter we use the services of MailChimp. Provider is the Rocket Science Group LLC, 675 Ponce De Leon Ave. NE, Suite 5000, Atlanta, GA 30308, USA.

Amongst other things, MailChimp is a service that supports the dispatch, organization and analysis of newsletters. If you enter data for the purposes of newsletter subscription (e.g., e-mail address), it will be stored on MailChimp's servers in the United States.

MailChimp analysis

With the help of MailChimp we can analyze our newsletter campaigns. When you open an e-mail sent by MailChimp, a file contained in the e-mail (called web beacons) connects to MailChimp's servers in the United States. This way you can determine if a newsletter message has been opened and which links have been clicked on. In addition, technical information is collected (e.g., time of retrieval, IP address, browser type and operating system). This information can not be assigned to the respective newsletter recipient. They serve exclusively the statistical analysis of newsletter campaigns. The results of these analysis can be used to improve future newsletters to the interests of the

recipient.

Privacy Policy of MailChimp

For details, see the [privacy policy of MailChimp](#).

EU-US-Privacy Shield

MailChimp is certified under the EU-US Privacy Shield. The Privacy Shield is an agreement between the European Union (EU) and the US to ensure compliance with European privacy standards in the United States.

Right to object data collection

If you do not want analysis by MailChimp, please unsubscribe from the newsletter. For unsubscription we provide a corresponding link in each newsletter message. Furthermore, you can unsubscribe from the newsletter directly on the website. Data processing is based on your consent (Article 6 (1) (a) GDPR). You can revoke this consent at any time by unsubscribing from the newsletter. The legality of the already completed data processing operations remains unaffected by the revocation. The data deposited with us for the purpose of obtaining the newsletter will be stored by us from the newsletter until it has been removed from the newsletter and, after unsubscribing from the newsletter, deleted both from our servers and from the servers of MailChimp.

Postal advertising and your right to opt out

Unless you have not opted-out or you are a consumer who consumer has his habitual residence in Spain, we reserve the right to use your first and last name and your postal address for our advertising purposes, e.g. for sending interesting offers and information about our products by post. This serves the protection of our legitimate interests in promoting and advertising our products to customers according to art. 6 (1) 1 lit. f GDPR that are overriding in the process of balancing of interests. The advertisements are sent to you by our service provider who processes data on our behalf and to whom we disclose your data for this purpose. You can opt out of the storage and use of your data for these purposes at any time by sending a message to the contact option specified below.

5. Integration of the Trusted Shops Trustbadge

We have integrated the Trusted Shops Trustbadge on this website in order to display our Trusted Shops Trustmark and offer the Trusted Shops products to customers after placing an order.

This serves the protection of our legitimate interests in the optimal marketing of our offer according to art. 6 (1) 1 lit f GDPR that are overriding in the process of balancing of interests. The Trustbadge and the advertised trust badge services are offered by Trusted Shops GmbH, Subbelrather Str. 15C, 50823 Cologne, Germany.

With every use of the Trustbadge, the web server automatically saves a so-called server log file which contains e.g. your IP address, the date and time of the request, the volume of data transferred and the requesting provider (access data), and documents the request. Those access data are not analysed and are automatically overwritten no later than seven days after the end of your website visit.

Other personal data are transferred to Trusted Shops only if you decide to use or have already registered to use Trusted Shops products after placing an order. In such a case, the contract concluded between you and Trusted Shops applies.

6. Cookies and web-analysis

To improve the user experience on our website and enable you to use its certain features in order to show suitable products or conduct market research, some pages of this website use the so-called cookies. This serves the protection of our legitimate interests in the optimised presentation of our offer according to art. 6 (1) 1 lit a GDPR that are overriding in the process of balancing of interests. A cookie is a small text file which is stored automatically on your end device. Some of the cookies we use are deleted after you close the browser session, i.e. when you close the browser (that's the so-called session cookies). Other cookies are stored in your end-user device and enable us to recognise your browser when you visit us again (persistent cookies). To check the cookie storage period, you can use the Overview function in the cookie settings of your web browser. You can configure your browser for it to inform you whenever a page uses cookies and decide on a case-by-case basis whether to accept or reject the cookies on a given website or generally. Every browser has a different policy for managing the cookie settings. The browser's policy is described in the Help menu of every browser and explains how you can change

your cookie settings. To find out how to change the settings in your browser, see the links below:

Internet Explorer™: <https://support.microsoft.com/en-gb/help/17442/windows-internet-explorer-delete-manage-cookies>

Safari™: <https://support.apple.com/en-gb/guide/safari/sfri11471/mac>

Chrome™: <https://support.google.com/chrome/answer/95647?hl=en&hlrm=en>

Firefox™: <https://support.mozilla.org/en-US/kb/enable-and-disable-cookies-website-preferences>

Opera™: <http://help.opera.com/Windows/10.20/en/cookies.html>

Please note that disabling cookies may limit your access to some features of our website.

Using of Google (Universal) Analytics for web analytics

For the purpose of website analytics, this website uses Google (Universal) Analytics, a web analytics service provided by Google LLC (www.google.com). This serves the protection of our legitimate interests in the optimised presentation of our offer according to art. 6 (1) 1 lit f GDPR that are overriding in the process of balancing of interests. Google (Universal) Analytics uses methods, like e.g. cookies, that enable an analysis of your use of the website. The information collected automatically by cookies about your use of this website are as a rule transmitted to and stored on a Google server in the United States. At the same time, as IP anonymisation is enabled on this website, the IP address will be shortened before being transmitted within the area of member states of the European Union or other parties to the Agreement on the European Economic Area. Only in exceptional cases, the full IP address will be sent to a Google server in the USA and shortened there. Generally, Google does not associate the anonymised IP address, transmitted from your browser through Google Analytics, with any other data held by Google.

Google LLC is headquartered in the USA and is certified to the EU-US-Privacy Shield. You will see the up-to-date certificate [here](#). Based on this agreement between the USA and the European Commission, the latter has recognised entities certified to the Privacy Shield as those ensuring an adequate level of data protection.

You may prevent the data generated by cookies and related to your use of the website (incl. your IP address) from being recorded and processed by Google by downloading and installing the browser plugin available through the following link: <https://tools.google.com/dlpage/gaoptout?hl=en-GB>

Alternatively to the browser plugin, you may click [this link](#), to prevent Google Analytics from recording your data on this website in the future. In this process, an opt-out cookie will be stored on your end-user device. If you clear your cookies, you will have to click the link again.

7. Advertisement for marketing purposes

Google AdWords remarketing

We use Google AdWords to advertise our website in Google search results and on third-party websites. For this purpose, when you visit our website, the so-called remarketing cookie of Google is set on your browser, which allows the automatic displaying of interest-based advertising using a pseudonymous cookie ID and information about your website visits. This serves the protection of our legitimate interests in the optimal marketing of our website according to art. 6 (1) 1 lit f GDPR that are overriding in the process of balancing of interests.

Any data processing that goes beyond that scope takes place only if you have allowed Google to associate your web and app browsing history with your Google account and to use information from your Google account to personalise ads that you see across the web. If, in such a case, you visit our website while being signed in to Google, Google will use your data together with Google Analytics data to build and define audience lists for cross-device remarketing. For this purpose, Google will temporarily join your data with Google Analytics data to build audiences.

Google AdWords remarketing is offered by Google LLC (www.google.com). Google LLC is headquartered in the USA and is certified to the EU-US-Privacy Shield. You will see the up-to-date certificate [here](#). Based on this agreement between the USA and the European Commission, the latter has recognised entities certified to the Privacy Shield as those ensuring an adequate level of data protection.

You can disable the remarketing cookie via [this link](#). In addition, you can obtain information about the setting of cookies from the [Digital Advertising Alliance](#) and accordingly adapt the settings of your browser.

Google Conversion Tracking

As part of Google AdWords, we use the so-called conversion tracking. If you click on an ad served by Google, a cookie will be set for conversion tracking. Cookies are small text files that the Internet browser stores on the user's computer. These cookies lose their validity after 30 days and are not used for the personal identification of the users. If the user visits certain pages of this website and the cookie has not expired yet, Google and we can recognize that the user clicked on the ad and was redirected to this page. You can set your browser so that you will be informed about the setting of cookies and allow cookies only in individual cases, exclude the acceptance of cookies for certain cases or in general, and enable the automatic deletion of cookies when closing the browser. Disabling cookies may limit the functionality of this website. Each Google AdWords customer receives a different cookie. The cookies can not be tracked through the websites of advertisers. The information gathered using the conversion cookie is used to generate conversion statistics for AdWords advertisers who have opted for conversion tracking. Customers are told the total number of users who clicked on their ad and were redirected to a conversion tracking tag page. However, they do not receive information that personally identifies users.

For more information about Google AdWords and Google Conversion Tracking, see the [Google Privacy Policy](#).

Right to object

Although we have legitimate interests in using and storing "conversion cookies", we offer opt-out options. If you do not want to participate in tracking, you can opt out by opting out of the Google Conversion Tracking cookie through your Internet browser under User Preferences. You will not be included in the conversion tracking statistics. The storage of "conversion cookies" is based on Art. 6 para. 1 lit. f DSGVO. We have a legitimate interest in analyzing user behavior in order to optimize both our web site and our advertising.

Facebook Remarketing / Retargeting

There are remarketing tags on our pages which link to and are integrated with the social network website, Facebook, 1601 South California Avenue, Palo Alto, CA 94304, USA. When you visit our pages, a direct connection is made between your browser and the Facebook server via the remarketing tags (Facebook Pixel). Through this process Facebook obtains information about the pages you have visited with your IP address. In this way Facebook can match your visit to our pages to your user account. We can use the information obtained in this way for the display of Facebook ads. Please note that we, as the host of these pages, have no knowledge of the content of the data transmitted or the usage thereof by Facebook. Further information can be found in [Facebook's data protection statement](#). If you do not want your data to be collected via Custom Audience, you can deactivate Custom Audiences here.

To prevent Facebook from assigning collected data to your user account on Facebook, please log out from Facebook before visiting our website. You can also completely prevent the Facebook plugins from loading by using add-ons to your browser, e.g. with the script blocker '[NoScript](#)'.

On the one hand, with the help of the remarketing tag (Facebook Pixel), Facebook is able to designate you as a visitor of our online offer as a target group for the display of advertisements (so-called "Facebook Ads"). Accordingly, we use the Facebook Pixel to display the Facebook Ads we have been sent only to those Facebook users who have shown an interest in our online offer or who have certain features (eg interests in certain topics or products visited by them) Web pages determined), which we transmit to Facebook (so-called "Custom Audiences"). With the help of the Facebook pixel, we also want to make sure that our Facebook ads are in line with the potential interest of users and are not annoying. With the help of the Facebook pixel, we can continue to understand the effectiveness of the Facebook ads for statistical and market research purposes, in which we see whether users were redirected to our website after clicking on a Facebook ad (so-called "conversion").

Facebook is certified under the Privacy Shield Agreement, which provides a guarantee to comply with European data protection law.

Right to object:

While we have legitimate interests in using the Facebook Pixel and storing "conversion cookies", we offer opt-out options. You may object to the capture by the Facebook Pixel and use of your data to display Facebook Ads. To set which types of ads you see within Facebook, you can [go to the page set up by Facebook and follow the instructions on the usage-based advertising settings](#). The settings are platform independent, which means they are adopted for all devices, such as desktop computers or mobile devices. You may also object to the use of cookies for metering and promotional purposes, via the [opt-out page of the Network Advertising Initiative](#), and additionally to the [US](#)

[website aboutads.info](http://website.aboutads.info) or the European website youonlinechoices.com. If you do not want Facebook to collect data via Custom Audience, you can [deactivate Custom Audiences here](#).

The use of Facebook Pixel as well as the storage of "conversion cookies" is based on art. 6 (1) 1 lit a GDPR. We have a legitimate interest in analyzing user behavior in order to optimize both our web site and our advertising.

uptain-Plugin

We are using a Java-Script Plugin from uptain GmbH ('uptain-Plugin') for the improvement of the interaction with our visitors. This allows us to analyse your use of the website and improve the customer approach (e.g. via a dialogue window). We collect information about your usage behaviour, including cursor movement, length of stay, clicked links and (if applicable) information provided. The legal basis for the processing is our legitimate interest in direct marketing and providing our website. As a processor uptain GmbH is acting on our behalf and is strictly bound by our instructions. We will not transfer the information to third parties (unless we are obliged by applying law). If and to the extend the information collected by the uptain-Plugin contains personal data this data will be deleted immediately after your visit to our website.

You can deactivate the uptain-Plugin at any time here:

https://www.myrobotcenter.eu/en/privacy-policy/?_up_tracking_unsubscribe

8. Usage of Social Media

Customer correspondence via social media

For the efficient processing of our social media channels, we use the facelift cloud. Provider is the Facelift Brand Building Technologies GmbH, Gerhofstrasse 19, 20354 Hamburg.

Order data processing contract:

We have a contract data processing contract with Facelift Brand Building Technologies GmbH in which we commit to facelift to protect the data of our customers and not pass them on to third parties.

The basis for data processing is art. 6 (1) 1 lit a GDPR. We have a legitimate interest in analyzing user behavior and efficient communication to optimize our social media communications, customer service, and advertising.

Instagram

Within our online offering, features and content of the Instagram service offered by Instagram Inc., 1601 Willow Road, Menlo Park, CA, 94025, USA, may be incorporated. For this, e.g. content such as pictures, videos or texts and buttons belong to which you can announce your favor regarding content, subscribe to the authors of the content or our contributions. If you are a member of the platform Instagram, Instagram can call the o.g. Assign content and functions to your profiles.

Privacy Policy of Instagram

For more information on how to handle user data on Instagram, see the [Instagram Privacy Policy](#).

The use of Instagram is in the interest of an attractive presentation of our online offers and an easy findability of the places we have indicated on the website. This constitutes a legitimate interest within the meaning of art. 6 (1) 1 lit a GDPR.

Google Maps

We include maps from the Google Maps service provided by Google LLC, 1600 Amphitheater Parkway, Mountain View, CA 94043, USA. The processed data may include, in particular, users' IP addresses and location data, which, however, are not collected without their consent (usually as part of the settings of the mobile devices). The data can be processed in the USA.

Google Privacy Policy

For more information on how to handle user data, please refer to the [Google Privacy Policy](#).

Right to object to data collection

You can prevent Google from collecting your information [by clicking on the link and opting out](#).

The use of Google Maps is in the interest of an attractive presentation of our online offers and an easy findability of the places we have indicated on the website. This constitutes a legitimate interest within the meaning of art. 6 (1) 1 lit a GDPR.

8. Sending rating reminders by email

Rating reminder by Trusted Shops

If, when or after placing your order, you have given us your express consent to doing so according to art. 6 (1) 1 lit a GDPR, we will disclose your e-mail address to Trusted Shops GmbH, Subbelrather Str. 15c, 50823 Cologne, Germany (www.trustedshops.com), so that they can email you a rating reminder.

You may revoke your consent at any time by sending a message to the contact option specified below or directly to Trusted Shops.

9. Contact possibilities and your rights

You are entitled to be obtain free-of-charge information concerning data stored about your person and, as the case may be, to correct, restrict the processing, enable the portability of, or delete those data.

If you have any questions about how we collect, process or use your personal data, want to enquire about, correct, block or delete your data, or withdraw any consents you have given, or opt-out of any particular data use, please contact us directly using the contact data provided in our site notice.

You may also submit a complaint to the responsible data protection supervisory authority.

Right to object

If we process personal data as described above to protect our legitimate interests that are overriding in the process of balancing of interests, you may object to such data processing with future effect. If your data are processed for direct marketing purposes, you may exercise this right at any time as described above. If your data are processed for other purposes, you have the right to object only on grounds relating to your particular situation.

After you have exercised your right to object, we will no longer process your personal data for such purposes unless we can demonstrate compelling legitimate grounds for the processing which override your interests, rights and freedoms or for the establishment, exercise or defence of legal claims.

This does not apply to the processing of personal data for direct marketing purposes. In such a case we will no longer process your personal data for such purposes.

Correct as of: 24/05/2018