

## Impressum

ASERGO Europe GmbH & ASERGO Scandinavia ApS General  
This Privacy Policy applies to all online services of ASERGO  
Europe GmbH & ASERGO Scandinavia ApS.

Responsible bodies are:

**ASERGO Europe GmbH**  
VAT ID No. DE-296477476  
Witzlebenstrasse 6  
DE-14057 Berlin  
Germany

Managing Director; Mr. Peter Lerche-Svendsen

**ASERGO Scandinavia ApS**  
VAT ID No. DK-26277086  
24, Agern Allé, Building 1  
DTU Science Park  
DK-2970 Hoersholm  
Denmark

Tel.: +45 45941401  
Managing Director; Mrs. Tina Lerche

Registered court: The Maritime and Commercial court in  
Copenhagen, Denmark.

## Privacy Policy

### How do we process personal data?

We save and use your personal data only to process your orders and to get in touch with you. If you subscribe to our customer newsletter, we also use your email address to send it out. We will automatically send you status messages from asergo.com if you have previously changed your settings on our customer administration interface in which you request these messages. We also save and process data that job applicants provide us as part of the job application process.

### Which categories of data do we collect?

Every time you visit our website, your IP address and other pieces of information are saved in anonymized form. If you register an account with us, your contact information will be stored. If you order products from us, your address and payment information will also be stored.

In particular, we save the following data from you;

### Registration data

When you register an account with us, we collect and process certain personal data from you as your registration data. For example, we need your name, address information, telephone number, payment information and your email address to process your order. If you pay using a credit card, we do not collect and store any payment information such as credit card numbers or verification codes. You disclose this information only to the respective payment service provider. One exception with credit card payments is what is known as the pseudo card number: in order for you

not to have to enter your credit card information for every payment, a pseudo card number is saved for your account. The pseudo card number only enables payment for products on our website that you order using your customer account. A pseudo card number is not identical to the credit card number. We delete all your registration data either: within 24 months, as soon as you delete your user account with us, or once the statutory retention period expires. You can delete your user account with us by sending an email to support@asergo.com with your deletion request. The legal basis for this data processing is Art. 6 (1) lit. b GDPR.

## **Email addresses**

If you subscribe to our future newsletter or request that you receive automated messages from ASERGO, we also store your email address. We delete your email address once you delete your user account or if you unsubscribe from our newsletter.

We will use the double opt-in method to ensure that you actually want to receive the newsletter. If you go through this process, you agree to receive the newsletter and to be added to the mailing list for it, and then you will receive a confirmation email that will allow you to legally confirm that you have registered for the newsletter. We will only add your name to the mailing list if you actually complete the confirmation.

We use these data exclusively for sending information that you request including information about our new offers.

You can revoke your consent at any time to the storage of your personal data (including your email address) and to the use of your data. You can do this, for example, by clicking on the "Unsubscribe" link in the future newsletter. The legal basis for processing your data for the above purpose is Art. 6 (1) lit. a or Art. 6 (1) lit. b GDPR.

## **Server log files**

Whenever you visit our websites, we automatically store certain data. This includes your IP address, type and version of the browser you use, time, date and website from which you come to our site. Your IP address is saved anonymised. You can then no longer be identified. The legal basis for this data process is Art. 6 (1) lit. f GDPR.

## **Who we forward your data to?**

External service providers may have access to your data while they assist us in providing our services. In some cases, third parties such as government authorities, external consultants, or our business partners may receive your data.

## **Payment via credit card**

When paying via credit card, the payment is processed by an external service provider.

## **Dept collection agency**

If you fail to pay your ASERGO invoices on time, your necessary data are passed on to an external debt collection agency.

## **Other categories of recipients**

State authorities and courts.

## **Where do we process your data?**

Your data is exclusively processed in our data centers in Germany and in Denmark.

## **Cookies and the right to object to direct advertising**

“Cookies” are small files that are stored on users’ computers. Different information can be stored within the cookies. A cookie serves primarily to store the information about a user (or the device on which the cookie is stored) during or after his visit to an online offer. Temporary cookies, or “session cookies” or “transient cookies”, are cookies that are deleted after a user leaves an online service and closes his browser. In such a cookie, e.g. the contents of a shopping cart are stored in an online store or a login jam. “Persistent” or “persistent” refers to cookies that remain stored even after the browser has been closed. Thus, e.g. the login status will be saved if users visit it after several days. Likewise, in such a cookie the interests of the users can be stored, which are used for range measurement or marketing purposes. A “third-party cookie” refers to cookies that are offered by providers other than the person responsible for providing the online offer (otherwise, if only their cookies are called “first-party cookies”).

ASERGO can use temporary and permanent cookies and clarify this in the context of ASERGO’s privacy policy. If users do not want cookies stored on their machine, they will be asked to disable the option in their browser’s system settings. Saved cookies can be deleted in the system settings of the browser. The exclusion of cookies can lead to functional restrictions of this online offer. If you would like to “opt out” of the use of cookies for online marketing and tracking purposes, you may be interested these two sites to help you:

1. the US site <http://www.aboutads.info/choices/>
2. the EU site <http://www.youronlinechoices.com> be explained.

Furthermore, you can deactivate cookies from being stored on your computer or device by changing your browser settings. However, if you do this, it will likely lead to problems when you try to use ASERGO websites, interfaces, and features on the interfaces.

## **Presence on social media**

ASERGO maintain online presence within social networks and platforms in order to communicate with ASERGO’s customers, prospects and users and to inform them about ASERGO’s services. These are e.g. Facebook, Twitter, Instagram and LinkedIn. When calling the respective platforms, the terms and conditions and the data processing guidelines of the respective operator apply.

Unless otherwise stated in ASERGO’s Privacy Policy, ASERGO process users’ data as long as they communicate with us within social networks and platforms, e.g. write posts on ASERGO’s online presence platforms or sending us messages.

The processing of personal data of users is based on ASERGO’s legitimate interests in comprehensive user information and communication with users in accordance with. Art. 6 para. 1 lit. f. GDPR. If users are asked by the respective providers of the platforms for consent in the data processing, the legal basis of the processing is Art. 6 Abs. 1 lit. a. GDPR.

For a detailed description of the respective processing and the possibilities of contradiction (opt-out), ASERGO refers to the provider.

## **Your rights as a “data subject”**

You have the right to information about your personal data that we process. If you do not make requests for information in writing, please bear in mind that we might ask you to provide proof that you who you claim to be. Furthermore, you have a right to rectification or deletion or restriction of processing, as it is applicable to you under the law. Furthermore, in accordance with legal requirements, you have the right to object to us processing your data. You also have the right of data portability.

## **Right to lodge a complaint**

You have the right to lodge a complaint about the processing of your personal data by us to a supervisory authority for data protection.

## **Voluntary nature of data provision**

There is no legal obligation for the provision of the customer’s data to ASERGO Europe GmbH & ASERGO Scandinavia ApS. However, the customer will not be able to use certain services if the customer does not provide us with the customer’s information. The provision of the customer’s data is entirely voluntary.