

PRIVACY STATEMENT ONLINE SERVICES

Data protection and privacy are important to us and we are committed to protecting the privacy of individuals who use our online services (including the araplus.at website). Any data are kept confidential and in compliance with national and European data protection and data security legislation.

1. WHICH DATA ARE BEING PROCESSED?

When using our online services, your browser may automatically transmit the following data to our server, where they will be stored in **server log files**: your IP address, connection data, the pages you visit on our site, the date and duration of your visit, the name and version of your web browser and operating system, and the URL of the website you visited before browsing to our website.

In addition, some online services use certain **cookies**. For more information on the cookies we use, specifically their purpose and storage periods, please refer to item (3) of this Privacy Statement and the table in the Privacy section of our website.

We also collect, process and store the personal data that you provide to us by **filling out the contact form**. The personal data we collect to process your enquiry or get in touch as requested include your first name, last name, postal address, ARA/ERA license number, telephone number and email address.

2. USE OF COOKIES

Our online services may use cookies. Cookies are small text files that can be stored on your computer by your web browser when you visit a website. Cookies allow us to make our services more user-friendly, effective and secure. Cookies do not damage your computer in any way, and they do not contain viruses.

We use both **session cookies**, which expire once you close your web browser, and **persistent cookies**, which stay on your computer even after closing your web browser.

You can accept or reject cookies by adjusting your browser settings, and you can delete them manually via your browser settings at any time. Please refer to your browser's help function for details (e.g. by pressing F1 on your keyboard).

If cookies are rejected, the full functionality of our online services may be affected and you may not be able to use certain features.

2.1. Essential technical cookies

Essential technical cookies are strictly necessary for the proper functioning of our online services.

Our use of essential technical cookies is based on the overriding legitimate interest for providing technically sound online services (Article 6 paragraph 1 (f) General Data Protection Regulation – GDPR in conjunction with Article 96 paragraph 3 Telecommunications Act).

For details on the essential technical cookies we use, please refer to the Privacy section of our website.

2.2. Analytical/statistical cookies

We use analytical cookies to analyse user behaviour on the araplus.at website based on anonymous aggregated information and to compile statistics so as to optimise our online presence and further improve and develop our website.

To do so, our website araplus.at uses Matomo, an open source application (www.matomo.org). Please refer to the Privacy section of our website for details on the cookies used.

These analysis cookies are only set with your consent (Article 6 paragraph 1 (a) GDPR in conjunction with Article 96 paragraph 3 Telecommunications Act). Should you wish to withdraw or restrict your consent, please modify your browser settings or click the link provided under Privacy on our website. The withdrawal of your consent will not affect the lawfulness of any processing based on your consent before the withdrawal.

The analysis cookies collect information about your use of our website araplus.at. This information is transmitted to our web host's servers in the European Union and stored there. Your information is not shared with third parties.

Your IP address will be anonymized (truncated) before it is stored.

3. LINKS TO OTHER WEBSITES

This website contains links to the websites of companies connected to ARaplus and to third-party websites. If you click on a link to a third-party website, please be aware that these websites have their own privacy policies, which we urge you to review when using these websites. We do not accept any responsibility or liability for the privacy practices of any third-party websites.

4. WHAT IS THE PURPOSE OF, AND LEGAL BASIS FOR, PROCESSING YOUR DATA?

We will process **log data** for the following purposes:

- to make our online services (including the araplus.at website) available to you;
- to ensure network and data security, specifically to detect, prevent and analyse attacks on our online services.

The legal basis for processing the data is our overriding legitimate interest (pursuant to Article 6 paragraph 1 (f) GDPR), which consists in achieving the purposes listed above.

In addition, we will process your personal data to carry out your wishes and respond to your requests and enquiries (**contact request**). In these cases, the legal basis for processing your data is that we have to process your contact request (Article 6 paragraph 1 (b) GDPR).

5. WHO WILL HAVE ACCESS TO YOUR DATA?

Those of our employees who need your data to fulfil contractual and legal obligations and to pursue legitimate interests will have access to your data for the purposes stated above.

Beyond that, your data will only be provided to

- data processors we work with (specifically IT and back office providers), to the extent required for them to provide their services and fulfil their contractual obligations;
- courts and authorities, to the extent that this is necessary to fulfil our legal documentation requirements or an official request.

6. HOW LONG WILL WE KEEP YOUR DATA?

We will process your personal data in electronic form on a needs basis until the purpose is achieved, and after that for the duration of the legal retention period; after that your data will be deleted or stored in depersonalised form only.

7. WHAT ARE YOUR DATA PROTECTION RIGHTS?

You have the right to request and receive, free of charge, information on the personal data we hold about you, the origin of the data, the recipient(s) to whom they may be disclosed and the purpose of data processing.

Where we process your data for our legitimate interests, you have the right to object to such processing and we will stop unless our grounds for processing override your interests or where there is a legal reason for doing so.

Where the processing of your personal data is based on consent, you have the right to withdraw consent with effect for the future.

In addition, you have the right to correction of any mistakes in your personal data, the right to erasure of your personal data, the right to restriction of processing of your personal data and the right to data portability. Please do not hesitate to contact us if you have any questions about your rights or other questions concerning our use of your personal data (see contact details under item (10)).

Finally, you have the right to lodge a complaint with the supervisory authority, if you believe that the processing of your data violates data protection law or that your data protection rights have otherwise been infringed. In Austria, the supervisory authority is the Austrian Data Protection Authority.

8. WHICH DATA SECURITY MEASURES DO WE TAKE?

We take all technical and organisational security measures necessary to protect your personal data from loss or misuse. Your data are stored in a secure, restricted-access location. In certain cases, the industry-standard Secure Socket Layer (SSL) technology will be used to encrypt your personal data during transmission between your computer and our servers, if your browser supports SSL. Should you wish to contact us by email, please be aware that confidentiality cannot be guaranteed for information transmitted by email, as emails may be intercepted and read by third parties. We therefore recommend that you encrypt sensitive data before sending them to us.

9. CHANGES TO THE PRIVACY STATEMENT

We reserve the right to amend this privacy statement to reflect new developments and changing legal requirements. We recommend that you read our privacy statement on a regular basis so you are always up to date about the protection of data we gather.

10. WHO IS RESPONSIBLE FOR DATA PROCESSING AND WHO CAN YOU CONTACT?

ARApplus GmbH (ARApplus) is responsible for processing your personal data. Our contact information is listed below.

- Postal address: ARApplus, Mariahilfer Str. 123, 1060 Vienna, Austria
- Fax: +43.1.595 35 35
- Email: service@araplus.at

You can contact our (ARA group) data protection officer as follows.

- Postal address: ARA AG, Attn. Data Protection Officer, Mariahilfer Str. 123, 1060 Vienna, Austria
- Fax: +43.1.595 35 35
- Email: datenschutz@ara.at