

Data Privacy

The protection of your personal data is very important to voestalpine High Performance Metals International GmbH, Donau-City-Straße 7, A-1220 Vienna (hereinafter "we", "us"). We comply with the applicable legal provisions on the protection, lawful handling and confidentiality of personal data as well as on data security, in particular the Austrian Data Protection Act ("DSG"), the EU General Data Protection Regulation ("GDPR") and the Telecommunications Act ("TKG").

This privacy policy informs you about the nature, scope and purposes of the collection and use of your personal data by us in connection with your visit and use of our website <https://www.bohler.at/austria/de/>.

In addition, you will find separately the General Privacy Policy for Business Partners.

Personal Data

Personal data is information about data subjects (natural persons) whose identity is determined or at least determinable (e.g. name, e-mail address or IP address).

Contact

If you contact us by e-mail, telephone or fax, we will process the personal data you provide (e-mail, name, telephone number, fax number as well as your inquiry or the associated documents) for the purpose of processing your inquiry.

Cookies

Our website uses so-called "cookies", which allow the website to recognize your browser on subsequent visits. These are small text files that are stored on your end device with the help of the browser. This allows the website to be optimally adapted to your interests. If you do not agree with the storage of cookies on your computer, you can set up your browser so that it informs you about the setting of cookies and you only allow this in individual cases. In addition, you can deactivate the use of cookies in your browser. However, we would like to point out that in this case you may not be able to use all functions of this website to their full extent.

Google Analytics

This website uses Google Analytics, a web analytics service provided by Google, Inc. ("Google"). Google Analytics uses "cookies", which are text files placed on your computer, to help the website analyze how users use the site. The information generated by the cookie about your use of this website is usually transmitted to a Google server in the USA and stored there. We only use Google Analytics with IP address anonymization activated. This means that your IP address will be truncated beforehand by Google within the Member States of the European Union or in other contracting states to the Agreement on the European Economic Area. Only in exceptional cases will the full IP address be transmitted to a Google server in the USA and shortened there. On behalf of the operator of this website, Google will use this information for the purpose of evaluating your use of the website, compiling reports on website activity and providing other services relating to website activity and internet usage to the website operator. The IP address transmitted by your browser as part of Google Analytics will not be merged with other data from Google. You may refuse the use of cookies by selecting the appropriate settings on your browser, however please note that if you do this you may not be able to use the full functionality of this website. You can also prevent the collection of data generated by the cookie and related to your use of the website (including your IP address) to Google and the processing of this data by Google by downloading and installing the browser plugin available at the following link (<http://tools.google.com/dlpage/gaoptout?hl=de>). For more information on terms of use and data protection, please visit <http://www.google.com/analytics/terms/de.html> or <https://support.google.com/analytics/answer/6004245?hl=de>.

Webshop

On our website we offer you the use of a webshop.

If you decide to register in our webshop, we can assure you that careful and sensitive handling of customer data is of utmost importance to us. Of course, all relevant legal requirements apply to the processing of our customer data. In addition, we would like to refer you to our "General data protection declaration for business partners".

Opening a customer account (registration)

The opening of a customer account (registration) in our webshop requires the following information:

Salutation

First and last name

E-mail address

Telephone number

Company name

Street and house number

Postal code and city

Country

You are neither contractually nor legally obligated to provide us with your personal data, which is required for opening a customer account. However, if you do not do so, registration for our webshop - and subsequently placing orders - will not be possible.

Orders in the webshop

When orders are placed in the webshop, the following personal data is processed in addition to the data already collected by calling up the website and the data collected when opening the customer account:

Username

Customer number

User behavior (customer activity on the webshop, time and place of logging in) and account activity (deactivation, activation)

Profile information (preferences, industry and other information) - optional

Orders and order history

Contract data

Billing data (e.g. invoice details, payment terms)

Communication between the customer and us

Credit assessment

We would like to point out that we reserve the right, in the case of a purchase on account (goods are only paid for after delivery), to subject some of the personal data provided by you in the course of registration to a credit check before delivery. In this process, we transmit the company name, street, house number, postal code, city and country to a domestic credit agency to clarify the solvency of your company.

Since we have to make advance payments for purchases on account, we transmit this data to safeguard our economic interest (prospect of receiving the agreed payment) and rely on the legal basis of legitimate interest pursuant to Art 6 para 1 lit f DSGVO.

The data received from the credit agency will be deleted once the purpose has been fulfilled (receipt of payment), provided that there are no legal obligations to retain such data or the data transmitted is required for the assertion, exercise or defense of legal claims (legitimate interest pursuant to Art 6 para 1 lit f DSGVO).

Purpose of processing, legal basis and storage periods

We use the aforementioned personal information and data of the customer (i) to provide our services and the webshop, (ii) to process orders placed via the webshop (contract processing), (iii) to manage the customer account and (iv) for customer service.

All of the aforementioned processing operations serve in particular to fulfill a contract with you or to carry out pre-contractual measures at your request. Therefore, these processing operations are based either on Art 6 (1) (b) DSGVO ("performance of a contract") or on the protection of legitimate interests (Art 6 (1) (f) DSGVO), whereby these consist in the initiation, implementation and settlement of the business relationship.

We store your personal data until the termination of the business relationship and beyond that (i) as long as it is necessary for the purposes for which they are processed or (ii) as long as legal retention periods exist or (iii) as long as legal claims (in particular guarantee and warranty claims) can be asserted.

Legal Basis, Storage Periods

The data processing is based on Art 6 para 1 lit a (consent) and/or lit f (legitimate interest) of the DSGVO.

The processed personal data is used for statistical evaluations as well as for the purpose of the operation, security and optimization of the website (legitimate interest). Any further use of your personal data (e.g. sending newsletters) will only take place with your consent.

If no explicit storage period is specified at the time of collection (e.g. in the context of a declaration of consent), your personal data will be deleted (or anonymized) if it is no longer required to fulfill the purpose for which it was stored and there are no legal storage obligations (e.g. storage obligations under commercial and tax law) to the contrary.

Transfer and Forwarding of Personal Data

We will not pass on your personal data, which may have been collected on the basis of your use of the website, to third parties without your consent, unless this is necessary for the fulfillment of our obligations or is required by law/authorities.

We commission processors (service providers) to process personal data (e.g. as part of an IT support contract). These processors are contractually obligated to comply with the provisions of data protection law.

Social Plugins

This website uses plugins/functions of the social network Google+. These are deactivated by default for data protection reasons and must be explicitly activated by you when used. Please note the following information on the individual providers before activating them:

Google+

With the help of the Google +1 button, you can publish information worldwide. Via the Google +1 button, you and other users receive personalized content from Google and our partners. Google stores both the information that you have given +1 for a content, as well as information about the page you were viewing when you clicked +1. Your +1s may be displayed as notices along with your profile name and

photo in Google services, such as search results or your Google profile, or elsewhere on websites and ads on the Internet.

Google records information about your +1 activities in order to improve Google services for you and others. To use the Google +1 button, you need a globally visible, public Google profile, which must contain at least the name chosen for the profile. This name is used in all Google services. In some cases, this name may also replace another name you used when sharing content through your Google Account. The identity of your Google profile may be displayed to users who know your email address or have other identifying information about you. In addition to the uses explained above, the information you provide will be used in accordance with Google's applicable privacy policy. Google may publish aggregate statistics about users' +1 activities or share them with users and partners, such as publishers, advertisers or affiliated websites.

Your Rights, Contact Details

You are generally entitled to the rights of information, correction, deletion, restriction, data portability and objection. If the processing of your data is based on your consent, you have the right to revoke your consent at any time without affecting the lawfulness of the processing carried out on the basis of the consent until revocation. Finally, you have the possibility to lodge a complaint with the supervisory authority.

For questions regarding data protection as well as the assertion of your aforementioned rights, you can reach our data protection organization at BIG-dataprotection@voestalpine.com.

This privacy policy will be adapted from time to time.