



Privacy Policy (EU GDPR)

The following privacy policy applies to the use of the website www.reutter-group.com (hereinafter referred to as the "Website").

We place great importance on data protection. The collection and processing of your personal data is conducted in compliance with the applicable data protection regulations, particularly the EU General Data Protection Regulation (GDPR). We collect and process your personal data to be able to offer you the portal. This policy describes how and for what purpose your data is collected and used, and what options you have concerning your personal data.

By using this website, you consent to the collection, use, and transfer of your data in accordance with this privacy policy.

1. Responsible Entity

The responsible entity for the collection, processing, and use of your personal data within the meaning of the GDPR is:

Reutter GmbH
Hans-Paul-Kaysser Straße 10
71397 Leutenbach – Nellmersbach
Tel.: +49 (0) 7195 / 959 87 10
Fax: +49 (0) 7195 / 959 87 11
datenschutz@reutter-group.com

If you wish to object to the collection, processing, or use of your data by us in accordance with these data protection regulations as a whole or for individual measures, you can direct your objection to the responsible entity mentioned above.

2. General Use of the Website

2.1 Access Data

We collect information about you when you use this website. We automatically collect information about your usage behaviour and your interaction with us and record data about your computer or mobile device. We collect, store, and use data about every access to our online offering (so-called server log files). Access data includes the name and URL of the retrieved file, date and time of the retrieval, data volume transferred, notification of successful retrieval (HTTP response code), browser type and version, operating system, referrer URL (the previously visited page), IP address, and the requesting provider.

We use this log data without assigning it to your person or other profiling for statistical analysis for the purpose of operation, security, and optimization of our online offering, but also for anonymous recording of the number of visitors to our website (traffic) as well as the scope and type of use of our website and services. We also use this data for billing purposes to measure the number of clicks received from cooperation partners. Based on this information, we can provide personalized and location-based content and analyse traffic, identify and fix errors, and improve our services. We reserve the right to subsequently



check the log data if there is a justified suspicion of unlawful use based on concrete indications. We store IP addresses in the log files for a limited period if this is necessary for security purposes or for the provision of services or billing for a service, e.g., if you use one of our offers. We also store IP addresses if we have a concrete suspicion of a crime in connection with the use of our website. Additionally, we store the date of your last visit as part of your account (e.g., during registration, login, clicking links, etc.).

2.2 Email Contact

When you contact us (e.g., via contact form or email), we store your information for the processing of the inquiry and in case follow-up questions arise. We only store and use further personal data if you consent to this or if it is legally permissible without special consent.

2.3 Google Analytics

We use Google Analytics, a web analysis service provided by Google Inc. ("Google"). Google Analytics uses "cookies," which are text files placed on your computer, to help analyse how users use the website. The information generated by the cookie about your use of this website is generally transmitted to a Google server in the USA and stored there. In case of activation of IP anonymization on this website, your IP address will be shortened by Google within member states of the European Union or in other contracting states of the Agreement on the European Economic Area beforehand. Only in exceptional cases will the full IP address be transmitted to a Google server in the USA and shortened there. The IP anonymization is active on this website. On behalf of the operator of this website, Google will use this information to evaluate your use of the website, compile reports on website activity, and provide other services related to website 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 Google data. You can prevent the storage of cookies by selecting the appropriate settings on your browser software; however, we point out that in this case, you may not be able to use all functions of this website to their full extent. 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=en>. Alternatively, to the browser plugin or within browsers on mobile devices, you can click the following link to set an opt-out cookie that will prevent the collection by Google Analytics within this website in the future (this opt-out cookie only works in this browser and only for this domain. If you delete the cookies in your browser, you must click this link again): Deactivate Google Analytics.

2.4 Legal Basis and Storage Duration

The legal basis for data processing according to the above-mentioned points is Art 6 para. 1 letter f) GDPR. Our interests in data processing are ensuring the operation and security of the website, investigating the way visitors use the website, and simplifying the use of the website. Unless specifically stated, we store personal data only for as long as necessary to fulfil the pursued purposes.

2.5 Cloudflare Turnstile

We use Cloudflare Turnstile (hereinafter "Turnstile") on this website. The provider of Turnstile is Cloudflare Inc., located at 101 Townsend St., San Francisco, CA 94107, USA (hereinafter "Cloudflare").

Turnstile is used to verify whether data entry on this website, for example, in a contact form, is performed by a human user or by an automated program. This is done by analysing the behaviour of website visitors based on various characteristics. The analysis starts automatically as soon as a website visitor enters a page with activated Turnstile.



Turnstile evaluates various information, such as the IP address, the duration of the website visit, and the user's mouse movements. The data collected during the analysis is forwarded to Cloudflare. The storage and analysis of the data are carried out according to Article 6 para. 1 letter f of the General Data Protection Regulation (GDPR). The website operator has a legitimate interest in protecting its web offerings from abusive automated data collection and spam.

If a corresponding consent to data collection has been given, the processing is carried out in accordance with Article 6 para. 1 letter a of the GDPR and § 25 para. 1 of the Telemedia Act (TTDSG). This consent can be revoked at any time. Data processing is carried out based on standard contractual clauses, which can be found at the following link: [Cloudflare Standard Contractual Clauses](#).

Further information on Cloudflare Turnstile can be found in the privacy policy at the following link: [Cloudflare Privacy Policy](#).

Cloudflare is certified under the "EU-US Data Privacy Framework" (DPF). The DPF is an agreement between the European Union and the USA that ensures compliance with European data protection standards in data processing in the USA. Any company certified under the DPF is committed to complying with these data protection standards. Further information can be found at the provider's site under the following link: [Cloudflare Data Privacy Framework](#).

3. Your Rights as a Data Subject

Under the applicable laws, you have various rights regarding your personal data. If you wish to exercise these rights, please send your request by email or by post, clearly identifying yourself, to the address mentioned in section 1. Below you will find an overview of your rights.

3.1 Right to Confirmation and Access

You have the right to obtain confirmation from us at any time as to whether personal data concerning you is being processed. If this is the case, you have the right to access the personal data stored about you free of charge, along with a copy of this data. Furthermore, there is a right to the following information:

The purposes of the processing.

The categories of personal data being processed.

The recipients or categories of recipients to whom the personal data has been or will be disclosed, especially recipients in third countries or international organizations.

If possible, the planned duration for which the personal data will be stored or, if this is not possible, the criteria for determining this duration.

The existence of a right to rectification or erasure of the personal data concerning you or to restriction of processing by the controller or a right to object to such processing.


The existence of a right to lodge a complaint with a supervisory authority.

If the personal data is not collected from you, all available information about the source of the data.

The existence of automated decision-making, including profiling, in accordance with Article 22 para. 1 and 4 GDPR and, at least in these cases, meaningful information about the logic involved, as well as the significance and intended effects of such processing for you.

Where personal data is transferred to a third country or to an international organization, you have the right to be informed about the appropriate safeguards pursuant to Article 46 GDPR concerning the transfer.

3.2 Right to Rectification



You have the right to request the rectification of inaccurate personal data concerning you without undue delay. Considering the purposes of the processing, you have the right to have incomplete personal data completed, including by means of providing a supplementary statement.

3.3 Right to Erasure ("Right to be Forgotten")

You have the right to request that we erase personal data concerning you without undue delay, and we are obliged to erase personal data without undue delay where one of the following grounds applies:

The personal data is no longer necessary for the purposes for which it was collected or otherwise processed.

You withdraw consent on which the processing is based according to Article 6 para. 1 letter or Article 9 para. 2 letter a GDPR, and where there is no other legal ground for the processing.

You object to the processing pursuant to Article 21 para. 1 GDPR, and there are no overriding legitimate grounds for the processing, or you object to the processing pursuant to Article 21 para. 2 GDPR.

The personal data has been unlawfully processed.

The personal data has to be erased for compliance with a legal obligation in Union or Member State law to which we are subject. The personal data has been collected in relation to the offer of information society services referred to in Article 8 para. 1 GDPR.

Where we have made the personal data public and are obliged pursuant to paragraph 1 to erase the personal data, we, taking account of available technology and the cost of implementation, shall take reasonable steps, including technical measures, to inform controllers who are processing the personal data that you have requested the erasure by such controllers of any links to, or copy or replication of, such personal data.

3.4 Right to Restriction of Processing

You have the right to request that we restrict processing of your personal data where one of the following applies:

The accuracy of the personal data is contested by you, for a period enabling us to verify the accuracy of the personal data. The processing is unlawful, and you oppose the erasure of the personal data and request the restriction of its use instead. We no longer need the personal data for the purposes of processing, but you require it for the establishment, exercise, or defence of legal claims.

You have objected to processing pursuant to Article 21 para. 1 GDPR pending the verification whether the legitimate grounds of our company override your grounds. Where processing has been restricted under this paragraph, such personal data shall, with the exception of storage, only be processed with your consent or for the establishment, exercise, or defence of legal claims or for the protection of the rights of another natural or legal person or for reasons of important public interest of the Union or of a Member State. If you have obtained restriction of processing pursuant to the above conditions, we will inform you before the restriction of processing is lifted.

3.5 Right to Data Portability

You have the right to receive the personal data concerning you, which you have provided to us, in a structured, commonly used, and machine-readable format, and you have the right to transmit that data to another controller without hindrance from us, where:

The processing is based on consent pursuant to Article 6 para. 1 letter a or Article 9 para. 2 letter a or on a contract pursuant to Article 6 para. 1 letter b GDPR; and

The processing is carried out by automated means.

In exercising your right to data portability pursuant to paragraph 1, you have the right to have the personal data transmitted directly from one controller to another, where technically feasible.

3.6 Right to Object

You have the right to object, on grounds relating to your particular situation, at any time to the processing of personal data concerning you which is based on Article 6 para. 1 letters e or f GDPR, including profiling based on those provisions. We shall no longer process the personal data unless we demonstrate compelling legitimate grounds for the processing which override your interests, rights, and freedoms or for the establishment, exercise, or defence of legal claims.

Where personal data is processed for direct marketing purposes, you have the right to object at any time to the processing of personal data concerning you for such marketing, which includes profiling to the extent that it is related to such direct marketing.

Where you object to processing for direct marketing purposes, the personal data shall no longer be processed for such purposes.

In connection with the use of information society services, and notwithstanding Directive 2002/58/EC, you may exercise your right to object by automated means using technical specifications.

3.7 Automated Individual Decision-Making, Including Profiling

You have the right not to be subject to a decision based solely on automated processing, including profiling, which produces legal effects concerning you or similarly significantly affects you, unless the decision:

Is necessary for entering into, or performance of, a contract between you and us.

Is authorized by Union or Member State law to which we are subject, and which also lays down suitable measures to safeguard your rights and freedoms and legitimate interests; or

Is based on your explicit consent.

In the cases referred to in points (1) and (3), we shall implement suitable measures to safeguard your rights and freedoms and legitimate interests, at least the right to obtain human intervention on our part, to express your point of view, and to contest the decision.

3.8 Right to Withdraw Data Protection Consent

You have the right to withdraw your consent to the processing of personal data at any time.

3.9 Right to Lodge a Complaint with a Supervisory Authority

You have the right to lodge a complaint with a supervisory authority, in particular in the Member State of your habitual residence, place of work, or place of the alleged infringement, if you consider that the processing of personal data concerning you infringes the GDPR.

4. Data Security

We make every effort to ensure the security of your data within the framework of the applicable data protection laws and technical possibilities.

Your personal data is transmitted encrypted with us. This applies to your orders and also to the customer login. We use the SSL (Secure Socket Layer) encryption system but point out that data transmission over the internet (e.g., communication by email) can have security vulnerabilities. A complete protection of the data against access by third parties is not possible.

To secure your data, we maintain technical and organizational security measures, which we constantly adapt to the state of the art.

We also do not guarantee that our offering will be available at certain times; disruptions, interruptions, or failures cannot be excluded. The servers we use are regularly and carefully backed up.

5. Disclosure of Data to Third Parties



In principle, we only use your personal data within our company. If and to the extent that we engage third parties in the performance of contracts (such as logistics service providers), they receive personal data only to the extent necessary for the corresponding service. In the event that we outsource certain parts of data processing ("commissioned processing"), we contractually obligate processors to use personal data only in accordance with the requirements of data protection laws and to ensure the protection of the rights of the data subject. Data transmission to entities or persons outside the EU outside of the cases mentioned in this declaration in paragraph 2.3 does not take place and is not planned.

6. Changes to the Privacy Policy

We reserve the right to change this privacy policy to adapt it to changed legal situations, or in the event of changes to the service or data processing. However, this only applies to declarations on data processing. If user consent is required or parts of the privacy policy contain regulations of the contractual relationship with users, changes will only be made with user consent. Please keep yourself informed about the contents of the privacy policy.