

Privacy policy

State 01-2023 (January 2023)

1. General

The protection of your personal data is of particular concern to us. We process your data exclusively on the basis of the legal provisions (DSGVO, DSG, TKG 2003). In the following, we inform you about the processing of your personal data within the scope of our software services by us and the claims and rights to which you are entitled according to the data protection regulations.

The group companies concerned are responsible for the processing of your personal data:

Q Point AG
Güterstraße 20
CH-4900 Langenthal
SWITZERLAND
CHE-420.235.301

Q Point GmbH
Stroheckgasse 11
AT-1090 Wien
AUSTRIA
FN 389013d

Q Point GmbH
Josef-Dietzgen-Str. 36
DE-53773 Hennef
GERMANY
HRB 16212

office@q-point.com

We are available at all times to answer any complaints, questions or suggestions you may have on the subject of data protection. The contact details of the data protection officer are (for all companies of the Group):

Q Point GmbH
Data Protection Officer
Stroheckgasse 11
AT-1090 Vienna
Austria
dpo@q-point.com

2. We process data that you disclose to us as follows:

2.1. Data processing in the context of contacting us

If you contact us (e.g. by e-mail or telephone), your data will be processed to carry out pre-contractual measures or to fulfil a contract for the processing of the enquiry or its handling.

2.2. Data processing within the framework of the user account

If you register on our website, we process the data you provide in your user account to fulfil a contractual relationship for processing within the scope of our services. The deletion of your user account is possible at any time. After deletion of your user account, your data will be deleted by us within seven years.

Further transmission of data to third parties does not take place or only under the condition that you have expressly consented to the transmission or have actively initiated it (e.g. in the context of an order).

2.3. General data processing within the framework of the business relationship

We process your data for the formal handling of the business cases to be handled by us within the scope of our services (processing and administration of orders and processing of contracts). The processing of your data is carried out for the fulfilment of a contractual relationship or is based on a legal basis within the framework of a business relationship (or for the processing of this).

The transmission of the relevant data in the respective individual case is based on a legal basis or takes place for the fulfilment of a contractual relationship. If necessary, data is transferred to the following categories of recipients: Banks, legal representatives, auditors and tax consultants, courts, administrative authorities, collection agencies, third-party financiers, contractual and business partners, insurance companies

In individual cases, other companies of the Q Point Group or commissioned subcontractors also access personal data in connection with all data processing mentioned here. The access is based on the legitimate interest of the data controller to provide services for customers efficiently and in a resource-saving manner.

3. Data processing for the purpose of direct marketing:

If we have received your contact information in connection with a sale or service, you will receive mail or email from us to promote our own similar products and services. This processing of your data in this case is based on our legitimate interest in initiating business concerning our own range of goods or services. The legitimate interest results from our interest in sending you messages in order to inform you regularly about news, current offers and events as well as to promote our own range of services. You can object to the processing of your data for the purpose of direct advertising at any time.

If you subscribe to our newsletter, you will receive regular information from us about our range of services. The legal basis of the processing is your consent. You can unsubscribe from a newsletter you have subscribed to at any time.

The transmission of the relevant data in the respective individual case takes place on the basis of your consent.

4. We process data that we receive through your use of our online presence as follows:

4.1. Serverlogs

When you visit our website, the web server collects usage data (so-called server logs). This collection is necessary to technically enable the connection to our server and the use of our website. The following server logs are collected: The IP address of the requesting computer, together with the date, the time, the request, which file is requested (name and URL), the amount of data transferred to you, a message as to whether the request was successful, identification data of the browser and operating system used, as well as the website from which the access was made (should the access be made via a link).

The legal basis of the processing is based on our legitimate interest in ensuring system security, technically administering the website and optimising the quality of service. This data is passed on to the law enforcement authorities in the event of a hacking attack. Any further disclosure to third parties does not take place. The server logs are stored for a maximum of 2 months.

5. Further information

You have the right to information about the stored data in accordance with Art 15 of the GDPR, to correction of inaccurate data in accordance with Art 16 of the GDPR, to deletion of data in accordance with Art 17 of the GDPR, to restriction of the processing of data in accordance with Art 18 of the GDPR, to data portability in accordance with Art 20 of the GDPR and to object to unreasonable data processing in accordance with Art 21 of the GDPR.

If the processing is carried out on the basis of a declaration of consent, you have the possibility to revoke this at any time without affecting the lawfulness of the processing carried out on the basis of the consent until revocation.

You have the right to complain to the supervisory authority - the competent authority is the data protection authority in your country.

We need the data we ask you to provide in order to provide our services within the framework of the contractual relationship or to provide information you have asked us for or when sending our newsletters and other information. If you do not provide the collected data, we will not be able to provide our services.

Automated decision-making, including profiling, does not take place. If we process your personal data for a purpose other than that for which we collected it, we will disclose that fact to you and inform you of that other purpose.