

SOLUTIONS TO EASY UP YOUR LIFE.

Privacy policy

We welcome you to our website and are pleased about your interest in our company. We take the protection of your personal data very seriously. We process your data in accordance with the applicable legal provisions for the protection of personal data, the EU Data Protection Basic Regulation (EU-DS-GVO) and the country-specific implementation laws applicable to us. With the help of this data protection declaration we inform you comprehensively about the processing of your personal data by KRAMAR CONTROLS GmbH and the rights to which you are entitled.

Personal data is the information that makes it possible to identify a natural person. This includes name, date of birth, address, telephone number, e-mail address, but also your IP address.

Anonymous data exists if no personal reference to the user can be established.

Responsible body

KRAMAR CONTROLS GmbH
Theodor-Heuss-Strasse 97
63457 Hanau
Germany

Phone: +49 6181 96 83 196

fax: +49 6181

E-mail: info@kramar-controls.com

Web: www.KRAMAR-Controls.com

Data protection officer

Marcel Krapf

E-mail: marcel.krapf@kramar-controls.com

Your rights as a data subject

First, we would like to inform you here about your rights as a data subject. These rights are standardized in Articles 15 - 22 EU-DS-GVO. This includes:

The right to information (Art. 15 EU-DS-GVO),

The right to deletion (Art. 17 EU-DS-GVO),

The right of rectification (Art. 16 EU-DS-GVO),

The right to data transferability (Art. 20 EU-DS-GVO),

The right to restrict data processing (Art. 18 EU-DS-GVO),

The right to object to data processing (Art. 21 EU-DS-GVO).

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To exercise these rights, please contact: datasecure@kramar-controls.com. The same applies if you have any questions about data processing in our company. You also have a right of appeal to a data protection supervisory authority.

Right of objection

Please note the following in connection with rights of objection:

If we process your personal data for the purpose of direct marketing, you have the right to object to this data processing at any time without giving reasons. This also applies to profiling, insofar as it is related to direct marketing.

If you object to processing for direct marketing purposes, we will no longer process your personal data for these purposes. The objection is free of charge and can be made in any form, if possible, to: datasecure@kramar-controls.com.

If we process your data to protect legitimate interests, you may object to this processing at any time for reasons arising from your situation, including profiling based on these provisions.

We will then no longer process your personal data unless we can prove compelling reasons for processing worthy of protection that outweigh your interests, rights and freedoms or the processing serves to assert, exercise or defend legal claims.

Purposes and legal bases of data processing

When processing your personal data, the provisions of the EU-DS-GVO and all other applicable data protection regulations are observed. The legal basis for data processing is derived from Art. 6 EU-DS-GVO.

We use your data for business initiation, to fulfil contractual and legal obligations, to implement the contractual relationship, to offer products and services and to strengthen customer relations, which may also include analyses for marketing purposes and direct advertising.

Your consent also constitutes a data protection permission. In this case we will inform you about the purposes of data processing and your right of revocation. Should the consent also relate to the processing of special categories of personal data, we will expressly point this out in the consent, Art. 88 para. 1 EU-DS-GVO.

Processing of special categories of personal data within the meaning of Art. 9 (1) EU-DS-GVO will only take place if this is required by legal provisions and there is no reason to assume that your legitimate interest in excluding processing outweighs Art. 88 (1) EU-DS-GVO.

Disclosure to third parties

We will only pass on your data to third parties within the framework of the legal regulations or with the appropriate consent. Otherwise, your data will not be passed on to third parties, unless we are obliged to do so by mandatory legal provisions (passing on to external bodies, such as supervisory authorities or law enforcement agencies).

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Recipients of the data / categories of recipients

Within our company, we ensure that only those persons receive your data who need it to fulfil contractual and legal obligations. Under certain circumstances, data may be transferred within the KRAMAR CONTROLS group of companies.

In many cases, service providers support our specialist departments in fulfilling their tasks. The necessary data protection agreements have been concluded with all service providers.

Transfer to third countries / Intention to transfer data to third countries

Data will only be transferred to third countries (outside the European Union or the European Economic Area) if this is necessary for the execution of the contractual obligation, if it is required by law or if you have given us your consent.

We transmit your personal data to group companies outside the European Economic Area: China, India, Singapore, Australia, South Korea, Russia, USA, Brazil, South Africa. Compliance with the level of data protection is guaranteed.

Storage period of the data

We store your data if they are needed for the respective processing purpose. Please note that numerous retention periods require that data is (must be) still stored. This applies to storage obligations under commercial or tax law (e.g. German Commercial Code, German Fiscal Code, etc.). Provided that there are no further storage obligations, the data will be routinely deleted once the purpose has been achieved.

In addition, we may retain data if you have given us your permission to do so or if legal disputes arise and we use evidence within the scope of statutory limitation periods, which can be up to thirty years; the regular limitation period is three years.

Secure transmission of your data

To protect the data stored with us in the best possible way against accidental or intentional manipulation, loss, destruction or access by unauthorized persons, we use appropriate technical and organizational security measures. The security levels are continuously reviewed in cooperation with security experts and adapted to new security standards.

The data exchange from and to our website is always encrypted. We offer HTTPS as a transmission protocol for our website, always using the current TLS encryption protocols. In addition, we offer our users a content encryption within the contact forms. The decryption of this data is only possible for us. In addition, there is the possibility of using alternative communication channels (e.g. by post).

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Verpflichtung zur Bereitstellung der Daten

Diverse personenbezogene Daten sind für die Begründung, Durchführung und Beendigung des Schuldverhältnisses und der Erfüllung der damit verbundenen vertraglichen und gesetzlichen Pflichten notwendig. Gleiches gilt für die Nutzung unserer Webseite und der verschiedenen Funktionen, die diese zur Verfügung stellt.

Details dazu haben wir im o.g. Punkt für Sie zusammengefasst. In bestimmten Fällen müssen Daten auch aufgrund gesetzlicher Bestimmungen erhoben bzw. zur Verfügung gestellt werden. Bitte beachten Sie, dass eine Bearbeitung Ihrer Anfrage oder die Durchführung des zugrundeliegenden Schuldverhältnisses ohne Bereitstellung dieser Daten nicht möglich ist.

Kategorien, Quellen und Herkunft der Daten

Welche Daten wir verarbeiten, bestimmt der jeweilige Kontext: Dies hängt davon ab, ob Sie z.B. online eine Bestellung abgeben oder eine Anfrage in unser Kontaktformular eingeben, ob Sie uns eine Bewerbung zukommen lassen oder eine Reklamation einreichen.

Bitte beachten Sie, dass wir Informationen für besondere Verarbeitungssituationen gegebenenfalls auch gesondert an geeigneter Stelle zur Verfügung stellen, z.B. beim Upload von Bewerbungsunterlagen oder bei einer Kontaktanfrage.

Beim Besuch unserer Webseite erheben und verarbeiten wir folgende Daten:

Name des Internet Service-Providers

Angaben über die Webseite von der aus Sie uns besuchen

Verwendeter Webbrowser und verwendetes Betriebssystem

Die von Ihrem Internet Service Provider zugewiesene IP-Adresse

Angeforderte Dateien, übertragene Datenmenge

Angaben über die Webseiten, die Sie bei uns aufrufen inkl. Datum und Uhrzeit

Aus Gründen der technischen Sicherheit (insbesondere zur Abwehr von Angriffsversuchen auf unseren Webserver) werden diese Daten gemäß Art. 6 Absatz 1 lit. F EU-DS-GVO gespeichert. Nach spätestens 7 Tagen findet eine Anonymisierung durch Verkürzung der IP-Adresse statt, so dass kein Bezug zum Nutzer hergestellt wird.

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Obligation to provide the data

Various personal data are necessary for the establishment, execution and termination of the debt relationship and the fulfilment of the contractual and legal obligations associated therewith. The same applies to the use of our website and the various functions it provides.

We have summarized details of this for you in the above-mentioned point. In certain cases, data must also be collected or made available due to legal regulations. Please note that it is not possible to process your enquiry or carry out the underlying contractual relationship without providing this data.

Categories, sources, and origin of the data

Which data we process is determined by the respective context: This depends on whether you place an order online or enter an inquiry in our contact form, whether you send us an application or submit a complaint.

Please note that we may also provide information for special processing situations separately in a suitable place, e.g. when uploading application documents or making a contact request.

When you visit our website, we collect and process the following data:

Name of the Internet service provider

Information about the website from which you visit us

Web browser and operating system used

The IP address assigned by your Internet Service Provider

Requested files, transferred data volume

Information about the web pages that you call up on our website including date and time

For reasons of technical security (to defend against attempts to attack our web server), this data is stored in accordance with Art. 6 (1) letter F EU-DS-GVO. After 7 days at the latest, anonymization takes place by shortening the IP address so that no reference to the user is established.

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In the context of a contact inquiry we collect and process the following data:

name, first name

Salutation

Company

Street, no.

Postcode and town

Country

Phone number

Fax number

E-mail address

Nature of the request

Your individual message

Within the scope of the ordering process we process the following data:

Last name, first name

Salutation

Company

Department

Billing address (street, no., postcode, city, country)

Delivery address (street, no., postal code, city, country)

Value added tax ID

Phone number

Mobile number

E-mail address

Customer number

Contact form / contacting by e-mail (Art. 6 (1) lit. a, b EU-DS GMO)

There is a contact form on our website which can be used for electronic contact. If you write to us via the contact form, we process the data you provide in the contact form to contact you and answer your questions and requests.

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Here the principle of data economy and data avoidance is observed, in that you only must provide the data that we absolutely need to contact you. These are your e-mail address and the message field itself. In addition, your IP address is processed for technical reasons and for legal reasons. All other data are voluntary fields and can be entered optionally (e.g. for individual answers to your questions).

If you contact us by e-mail, we will process the personal data provided in the e-mail solely for the purpose of processing your inquiry. If you do not use the contact forms provided, no further data collection will take place.

Webshop (Art. 6 para. 1 lit. b EU-DS-GVO)

We process the data you provide in the order form only for the purpose of implementing or processing the contractual relationship unless you agree to further use.

The principle of data economy and data avoidance is observed, in that you only have to provide us with the data that we absolutely need to execute the contract or to fulfil our contractual obligations (i.e. your name, address, e-mail address as well as the payment data required for the selected payment method) or that we are legally obliged to collect.

In addition, your IP address is processed for technical reasons and for legal protection. Without this data we will unfortunately have to refuse the conclusion of the contract, as we will then not be able to execute it or we may have to terminate an existing contract. Of course, you can also provide us with more data if you wish.

Registration / Customer account (Art. 6 Par. 1 lit. a, b EU-DS-GVO)

On our website we offer users the possibility to register by providing personal data. The advantage is that you can view the order history and that the data you enter is stored for the order form. This means that you do not have to enter your data again when placing a new order.

The registration is therefore either necessary or possible for the fulfilment of a contract (via our online shop) with you or for the implementation of pre-contractual measures if guest access is also provided. Furthermore, registration is required to use our online calculation tools.

Here, the principle of data economy and data avoidance is observed, as only the data required for registration are marked with an asterisk (*) as mandatory fields. These are, for example, the e-mail address and password including password repetition.

For the order in our online shop, we also require information on the invoice address for delivery (title, first name, surname, company, department, address, telephone number for queries). If the delivery address differs from the invoice address, the above information must also be provided for the delivery address.

When registering on our website, the user's IP address, the date and time of registration are also stored (technical background data). By clicking the button "Register now" you give your consent to the processing of your data.

Bitte beachten Sie: Das von Ihnen vergebene Passwort wird bei uns verschlüsselt gespeichert. Mitarbeiter und Mitarbeiterinnen von unserem Unternehmen können dieses Passwort nicht lesen. Sie können Ihnen daher keine Auskunft geben, sollten Sie Ihr Passwort vergessen haben.

Nutzen Sie in diesem Fall die Funktion „Passwort vergessen“, mit der Ihnen ein automatisch erzeugtes neues Passwort per E-Mail zugesendet wird. Kein Mitarbeiter/keine Mitarbeiterin ist berechtigt, von Ihnen telefonisch oder schriftlich Ihr Passwort abzufragen. Bitte nennen Sie daher nie Ihr Passwort, falls Ihnen derartige Anfragen zugehen.

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With the completion of the registration process, your data is deposited with us for the use of the protected customer area. As soon as you log on to our website with your e-mail address as your user name and password, this data is made available on our website for actions carried out by you (e.g. for orders in our online shop). Completed orders can be tracked in the order history. You can change the billing or delivery address here.

Our customer service will be happy to make changes / corrections if you contact them. Of course, you can also cancel or delete your registration or your customer account. This is possible after you have logged in in the "My account" area under the "Delete user account" item. After the deletion you will receive a confirmation e-mail.

Payment systems (Art. 6 para. 1 lit. a, b EU-DS-GVO), credit assessment (Art. 6 para. 1 lit. f EU-DS-GVO)

In our online shop you can pay on account. In addition, your IP address is processed for technical reasons and for legal protection. The principle of data economy and data avoidance is observed by requiring you to provide us only with the data that we absolutely need to process the payment and thus the contract or that we are legally obliged to collect. Without this data we will unfortunately have to refuse the conclusion of the contract, as we will not be able to execute it. The payment system used by us uses SSL encryption for the protected transmission of your data. Note on invoice payment: If you choose the invoice payment method in our online shop, we will carry out a credit check in individual cases. For this purpose, the data relevant to creditworthiness (contact person, address of the company, managing director, etc.) are sent to Creditreform Bad Homburg to determine creditworthiness or default risks.

Advertising purposes Existing customers (Art. 6 para. 1 lit. f EU-DS-GVO)

KRAMAR Controls GmbH is interested in maintaining customer relations with you and sending you invitations to our trade fairs. Therefore, we process your data to send you corresponding invitations by e-mail or by post.

If you do not wish this, you can at any time object to the use of your personal data for the purpose of direct advertising; this also applies to profiling, insofar as it is connected with direct advertising. If you object, we will no longer process your data for this purpose.

The objection can be made free of charge and without formality without stating any reasons and should be sent to +49 6181 96 83 196, by e-mail to datasecure@kramar-controls.com or by post to:

KRAMAR Controls GmbH, Theodor-Heuss-Straße 97, 63457 Hanau.

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Automated individual case decisions

We do not use purely automated processing to decide.

Cookies (Art. 6 para. 1 lit. f EU-DS-GVO / Art. 6 para. 1 lit. an EU-DS-GVO with consent)

Our Internet pages use so-called cookies in several places. They serve to make our offer more user-friendly, more effective, and safer. Cookies are small text files that are stored on your computer and saved by your browser (locally on your hard disk).

These cookies enable us to analyze how users use our websites. This enables us to design the website content according to the needs of our visitors. Cookies also enable us to measure the effectiveness of a advertisement and to place it, for example, depending on the thematic interests of the user.

Most of the cookies we use are so-called "session cookies". These are automatically deleted after your visit. Permanent cookies are automatically deleted from your computer when their period of validity (usually six months) is reached or if you delete them yourself before the period of validity expires.

Most web browsers accept cookies automatically. However, you can usually change the settings of your browser if you prefer not to send the information. You can then still use the offers on our website without any restrictions (exception: configurators).

We use cookies to make our offer more user-friendly, effective, and safer. In addition, we use cookies to enable us to analyze how users use our website. This enables us to design the contents according to the needs of the visitors. Cookies also enable us to measure the effectiveness of a advertisement and to place it, for example, depending on the thematic interests of the user.

Cookies are stored on the user's computer and transmitted by the user to our site. Therefore, you as a user also have full control over the use of cookies. By changing the settings in your Internet browser, you can deactivate or restrict the transmission of cookies. Furthermore, cookies that have already been set can be deleted at any time via an Internet browser or other software programs. This is possible in all common internet browsers.

Please note: If you deactivate the setting of cookies, it is possible that not all functions of our website can be used to their full extent.

User profiles / web tracking procedures

This website uses functions of the web analysis service Google Analytics. The provider is Google Inc, 1600 Amphitheatre Parkway Mountain View, CA 94043, USA.

Google Analytics uses so-called "cookies". These are text files which are stored on your computer and which enable an analysis of your use of the website. The information generated by the cookie about your use of this website is usually transferred to a Google server in the USA and stored there.

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IP anonymization

We have activated the IP anonymization function on this website. This means that your IP address will be truncated by Google within member states of the European Union or in other signatory states to the Agreement on the European Economic Area before it is transmitted to the USA. Only in exceptional cases will the full IP address be transferred to a Google server in the USA and shortened there. On behalf of the operator of this website, Google will use this information to evaluate your use of the website, to compile reports on the website activities and to provide further services to the website operator in connection with the use of the website and the internet. The IP address transmitted by your browser within the framework of Google Analytics is not combined with other data from Google.

Browser Plugin

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 under the following link: <https://tools.google.com/dlpage/gaoptout?hl=de>

Opposition to data collection

You can prevent the collection of your data by Google Analytics by clicking on the following link. An opt-out cookie is set to prevent the collection of your information on future visits to this site: Disable Google Analytics

You can find more information on how Google Analytics handles user data in the Google privacy policy: <https://support.google.com/analytics/answer/6004245?hl=de>

Contract data processing

We have concluded a contract with Google for commissioned data processing and fully implement the strict requirements of the German data protection authorities when using Google Analytics.

Demographic characteristics in Google Analytics

This website uses the "demographic features" function of Google Analytics. This allows reports to be generated that contain information about the age, gender, and interests of the site visitors. This data comes from interest-based advertising by Google as well as from visitor data from third parties. This data cannot be attributed to any specific person. You can deactivate this function at any time via the ad settings in your Google account or generally prohibit the collection of your data by Google Analytics as described in the section "Objection to data collection".

Google Tag Manager

Google Tag Manager is a solution with which we can manage so-called website tags via an interface (and thus integrate e.g. Google Analytics and other Google marketing services into our online offer). The Tag Manager itself (which implements the tags) does not process any personal user data. Regarding the processing of users' personal data, we refer to the following information on Google services. Terms of use: <https://www.google.com/intl/de/tag-manager/use-policy.html>.

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Online offers for children

Persons under 16 years of age may not transmit any personal data to us or submit a declaration of consent without the consent of a parent or guardian. We would like to encourage parents and guardians to actively participate in the online activities and interests of their children.

Links to other providers

Our website also contains - clearly visible - links to the Internet presentations of other companies. As far as there are links to websites of other providers, we have no influence on their contents. Therefore, we cannot assume any guarantee or liability for these contents. The respective provider or operator of these sites is always responsible for the contents of these sites.

The linked pages were checked for possible violations of law and recognizable infringements at the time of linking. Illegal contents were not recognizable at the time of linking. A permanent control of the contents of the linked pages is not reasonable without concrete evidence of a violation of the law. With becoming known of law breakings such links will be removed immediately.