

General data protection declaration (GDPR) - BIOS BIOENERGIESYSTEME GmbH

The protection of your personal data is very important to us. We therefore process your data exclusively on the basis of the statutory provisions (DSGVO, DSG 2018, TKG 2003). We conscientiously take precautions to protect your data from loss, manipulation and unauthorized access. The precautions correspond to the state of technological development. In this data protection declaration, we inform you about the most important aspects of data processing on our website.

Contact us

If you contact us via an email link on the website (e.g. office@bios-bioenergy.at), the date and time of receipt of the email, sender and recipient, as well as the subject of the email will be stated. This data and the content of your e-mail can only be viewed by the IT administrator of BIOS BIOENERGIESYSTEME GmbH and the recipient to whom your e-mail is forwarded within our company to process the request. We will not pass on your data without your consent. In the event of follow-up questions, we will store this data for a maximum of 6 months if it is not relevant for a subsequent business relationship between you and our company.

Data storage webshop

We would like to point out that for the purpose of simplifying the shopping process in our webshop and for later contract processing as a webshop operator, the buyer data you provide (your e-mail address, date of order receipt, number and information of the ordered article, delivery address, billing address, your telephone number and your VAT number) will be saved.

The data you have provided are required to process the contract. Without this data we cannot conclude the contract with you. Data transmission to third parties takes place only to the transport company commissioned by us to deliver the goods / as well as to our tax advisor to fulfill our tax obligations.

The order processing in our web shop is encrypted. The data of your order in our webshop is sent by email to the office address of BIOS BIOENERGIESYSTEME GmbH on a password-protected computer. You will receive a prompt e-mail order confirmation from us with the corresponding order number.

In the event of a contract being concluded, all data from the contractual relationship will be stored until the expiry of the tax retention period (7 years). The data: name, address, purchased goods, associated order number and date of purchase will also be stored until the end of product liability (10 years).

Cookies

Session cookies are used in our webshop for the duration of your session in order to ensure that the shopping cart functions properly.

Our website does not use any other cookies or web analysis services.

Transfer of data

Data is processed for the purpose of fulfilling legal requirements, fulfilling contracts, processing customer inquiries about our products and services and handling business transactions within BIOS BIOENERGIESYSTEME GmbH.

Contractual partners of BIOS BIOENERGIESYSTEME GmbH, such as sales partners, tax consultants or service providers, such as transport companies for the delivery of goods or software solutions from third-party providers (e.g. Skype), only use the data transmitted by us or transmitted to us by them to fulfill the respective defined purpose. Any other use of the data is not permitted.

Data processing

With the commissioning or the conclusion of the contract, the contractual partner (client) consents to the processing of the personal data passed on by him to us for the purpose of the proper fulfillment of the contract, as well as to the specified storage and retention periods under federal law. The contractual partner agrees that the personal data passed on to us may be passed on to authorized sub-contractors / sub-planners for the purpose of the proper fulfillment of the contract. Such a transfer of data to sub-contractors / sub-planners takes place exclusively on the basis of the consent of the client.

The personal data include the following categories: first name, surname, address, telephone number, email address, bank details, as well as other personal data voluntarily transmitted to us by the client.

We do not pass on this data without your consent. We only pass on your data to third parties if we are obliged to do so by law or by official or court orders. Personal data is stored for the duration of our contractual relationship or until the purpose of the data processing as well as the specified storage and retention periods under federal law are fulfilled.

This consent to data processing can be revoked by the client at any time.

Data secrecy

The person responsible, the processor and their employees must keep personal data from data processing that have been entrusted to them or have become accessible solely due to their professional activity, without prejudice to other statutory confidentiality obligations, secret, unless there is a legally permissible reason for the transfer of the entrusted or made accessible personal data exists.

Employees may only transmit personal data on the basis of an express instruction from their employer.

Image processing

Images / photographs (personal data) taken in the course of the proper fulfillment of the contract are used exclusively for these purposes and are not passed on to third parties. We only pass on recorded images to third parties if we are obliged to do so by law or by official or judicial orders.

Your rights

In principle, you have the right to information, information, correction, deletion, restriction, data portability, revocation and objection with regard to your personal data stored by us (rights of data subjects).

Please contact us if you have any questions about the collection, processing or use of your personal data, information, correction, blocking or deletion of data, as well as revocation of consent or objection to a specific use of data.

Responsible body and contact:

BIOS BIOENERGIESYSTEME GmbH

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If you believe that the processing of your data violates data protection law or that your data protection claims have been violated in any other way, you have the right to lodge a complaint with the competent supervisory authority. In Austria, this is the data protection authority (you can find more information on this at www.dsb.gv.at).