

# Privacy

## Protection of your personal data

We are very pleased that you are interested in our website and our range of products. The protection of your personal data while you are visiting our website is very important to us and a matter of great concern. We take this protection very seriously, in particular with regard to collecting, sharing, processing and using your personal data related to your visit to our website.

If you have any questions regarding your personal data or about this Privacy Policy Statement, please simply get in touch with:

top flow GmbH  
Hauptstraße 100  
D-88348 Bad Saulgau  
Phone 07581.20 295-0  
Fax 07581.20 295-19  
[info@top-flow.de](mailto:info@top-flow.de)

We would be pleased to provide you with information regarding the personal data we store about you.

## Consent to the use of data

The mere use of our website or the reading of this privacy policy does not replace a legally required consent on your part for the fact that we may collect, transfer, process and use your personal data in the form mentioned below and for the purposes mentioned below. Moreover, we would like to point out that at all times you have the right to revoke the consent that you have previously granted us regarding data collection or data usage with future effect.

## Protection according to the European General Data Protection Regulation (GDPR) and the Telemedia Act (TMG)

Your data will be fully protected by us within the framework of legal regulations. Such legal protection regulations include, in particular, the European General Data Protection Regulation (GDPR) and the Telemedia Act (TMG).

## Future changes to this Privacy Policy are possible

Experience has shown that the data protection legislation is subject to regular reforms, to which our Privacy Policy may also have to adapt. Similarly, the content of our offer is also subject to continuous changes and further developments. We therefore reserve the right to correspondingly amend the Privacy Policy Statement and, where applicable, to send you notification of amendments to the Privacy Policy Statement. Moreover, you should also visit our website at regular intervals to inform yourself about any possible changes to the Privacy Policy Statement and other terms of use on our website. We would like to assure you that any significant changes to our Privacy Policy Statement that could lead to an increase in the use of your data will only be implemented with your permission.

## Collection and logging of data when accessing our website

In the following you will find information on what type of personal data is collected during your visit to our website and how this is used by us.

Every visit to our website (including sub-pages) is automatically registered and logged. In particular, the IP address of the inquiring computer is recorded and logged. Correspondingly also every click, every download or any other request for data on our website is recorded and logged. The storage associated with this is only used for our internal statistical evaluations. The following data record is stored: file name; point in time of the request (date and time); requested files or volume of data transferred; the browser that was used; notification of whether the request or the transfer process was successful; name of the requesting domain or email. Also recorded and logged are, if applicable, recipient and read confirmation of emails and, insofar as they exist on our website, logins and passwords.

### **Collection of further personal data only if voluntary**

Other than the personal data mentioned in the previous section will only be collected and stored by us if this information has been provided by you voluntarily, e.g. in the context of an email request via a contact form provided by us or a registration to receive a newsletter offered by us. You have the right to withdraw prior consent regarding data collection with future effect at any time.

### **Use and disclosure of personal data**

Insofar as you have transmitted or provided us with personal data, we will only use it to answer your enquires, to conclude a contract that you have taken out with us, to process an order you have made with us, as well as for technical administration, further file management and invoicing. With your consent, we will also send you current information at regular intervals in the form of a free newsletter insofar as we offer such a service. Your personal data will only be passed on or transferred in another way to third parties if it is required for the purpose of concluding a contract or for issuing an invoice or if you have given your consent at an earlier point in time or if, due to legal regulations, we are authorised or obliged to do so (e.g. information to the authorities or the public prosecution). You may withdraw such prior consent with effect for the future at any time.

### **In principle, no transfer of personal data abroad or to supranational or intergovernmental bodies**

In principle, we do not transfer personal data to foreign countries or supranational or international locations. If it is necessary to transfer data abroad or to supranational or intergovernmental bodies, this will only be done in accordance with the legal admissibility regulations in accordance with Art. 44 and Art. 49 GDPR.

### **Deletion of personal data**

We delete your personal data immediately after you withdraw your consent. Deletion of your data also takes place if the data record is no longer required for the purpose for which it was stored or if its storage is, or has become, inadmissible for any other legal reason.

### **Right to information**

On request, we will be happy to provide you with information about the personal data stored by us, as well as about their origin and recipient as well as the purpose of the respective storage (see § 13 para. 7 TMG and Art. 15 GDPR).

### **Protection against spying on personal data by third parties**

We would like to assure you that we will protect your personal data stored with us from illegal spying by third parties, as far as this is reasonably possible for us with the help of modern technical and

organisational means. If we contact you or you contact us by email, we cannot grant complete data security, in spite of various protection mechanisms employed. For this reason, we recommend you send confidential information in written form through the postal service.

### **Note on cookies**

On our website, we only use so-called session-related cookies. Session cookies are managed on the server-side and are not saved on your computer's hard disk drive. Session cookies facilitate navigation during a visit to our website, however, they lose their validity immediately upon leaving our website. If you then revisit our website, new cookies will be created on the server-side that will once again lose their validity upon leaving. Identification of visitors to our website or personal data of the visitors to the website with the help of a session cookie is therefore not possible. If you do not wish to accept any cookies, also not session cookies, the help function of most browsers (generally in the form of a question mark) will explain how you can change the settings of your browser so that new cookies will no longer be permitted when using the Internet. Many browsers can also be set up in such a way that you will be automatically notified by your browser if a new cookie has been stored. Generally, the help function of your browser will also explain how you can erase all cookies from your computer once again. Some browsers can also be set so that cookies are only created or allowed on your computer according to your specifications, depending on the respective requesting address.