

# Privacy policy

## Name and contact of the controller pursuant to Article 4 (7) GDPR

Schreiber & Witt GbR

Gritschstrasse 66

85276 Pfaffenhofen

Phone: 08441 - 7864114

E-mail: [info@accesspoint-ai.com](mailto:info@accesspoint-ai.com)

## Security and protection of your personal data

We consider it our primary task to maintain the confidentiality of the personal data you provide and to protect it from unauthorized access. We therefore take the utmost care and apply the latest security standards to ensure maximum protection of your personal data.

As a company under private law, we are subject to the provisions of the European General Data Protection Regulation (GDPR) and the provisions of the German Federal Data Protection Act (BDSG). We have taken technical and organizational measures to ensure that the data protection regulations are observed both by us and by our external service providers.

## International data transfers and use of AccessPoint AI

(1) The provision of our AccessPoint AI service requires the processing and transfer of your personal data to the USA, where our partner OpenAI is based. This data transfer is essential for the functionality of AccessPoint AI, as it would not be possible to use our services without the use of the technologies and servers there.

(2) We are aware of the importance of protecting your personal data and have therefore decided to work with OpenAI within the framework of the Trans-Atlantic Data Privacy Framework (TADPF). The TADPF ensures that the transferred data enjoys an appropriate level of protection and that our partner's data protection practices meet the high standards of European data protection regulations.

(3) We would like to emphasize that the transfer of your data to OpenAI is strictly for the purpose of providing you with the best possible services and making full use of the functionalities of AccessPoint AI. We ensure through contractual agreements and ongoing reviews that OpenAI adheres to the data protection standards of the TADPF and that your data is processed securely and in accordance with the law.

(4) Your consent to this data transfer is required in order to use AccessPoint AI. If you do not consent to this data transfer, certain AccessPoint AI services cannot be provided. You can withdraw your consent at any time; please note, however, that this may affect the use of the service.

## Definitions

The legislator requires that personal data be processed lawfully, fairly and in a manner that is comprehensible to the data subject ("lawfulness, fairness and transparency"). To ensure this, we inform you about the individual legal definitions that are also used in this privacy policy:

### **Personal data**

"Personal data" means any information relating to an identified or identifiable natural person (hereinafter referred to as "data subject"); an identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person.

## **Processing**

"Processing" means any operation or set of operations which is performed on personal data or on sets of personal data, whether or not by automated means, such as collection, recording, organization, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction.

## **Restriction of processing**

"Restriction of processing" is the marking of stored personal data with the aim of restricting its future processing.

## **Profiling**

"Profiling" means any form of automated processing of personal data consisting of the use of personal data to evaluate certain personal aspects relating to a natural person, in particular to analyze or predict aspects concerning that natural person's performance at work, economic situation, health, personal preferences, interests, reliability, behavior, location or movements.

## **Pseudonymization**

"Pseudonymization" means the processing of personal data in such a manner that the personal data can no longer be attributed to a specific data subject without the use of additional information, provided that such additional information is kept separately and is subject to technical and organizational measures to ensure that the personal data are not attributed to an identified or identifiable natural person.

## **File system**

"File system" means any structured collection of personal data that is accessible according to specific criteria, regardless of whether this collection is managed centrally, decentrally or according to functional or geographical aspects.

**Person responsible**

"Controller" means a natural or legal person, public authority, agency or other body which, alone or jointly with others, determines the purposes and means of the processing of personal data; where the purposes and means of such processing are determined by Union or Member State law, the controller or the specific criteria for its nomination may be provided for by Union or Member State law.

**Processor**

"Processor" means a natural or legal person, public authority, agency or other body which processes personal data on behalf of the controller.

**Receiver**

"Recipient" means a natural or legal person, public authority, agency or another body, to which the personal data are disclosed, whether a third party or not. However, public authorities which may receive personal data in the framework of a particular inquiry in accordance with Union or Member State law shall not be regarded as recipients; the processing of those data by those public authorities shall be in compliance with the applicable data protection rules according to the purposes of the processing.

**Third party**

"Third party" means a natural or legal person, public authority, agency or body other than the data subject, controller, processor and persons who, under the direct authority of the controller or processor, are authorized to process personal data.

**Consent**

"Consent" of the data subject is any freely given, specific, informed and unambiguous indication of the data subject's wishes by which he or she, by a statement or by a clear affirmative action, signifies agreement to the processing of personal data relating to him or her.

## Legal basis for the processing of personal data

The processing of personal data on our website is only lawful if there is a legal basis for this. In accordance with Article 6(1) of the General Data Protection Regulation (GDPR), these legal bases may be, in particular

**Consent:** The data subject has expressly given their consent to the processing of their personal data for one or more specific purposes.

**Performance of a contract:** Processing is necessary for the performance of a contract to which the data subject is party or in order to take steps at the request of the data subject prior to entering into a contract.

**Legal obligation:** Processing is necessary for compliance with a legal obligation to which the controller is subject.

**Vital interests:** Processing is necessary in order to protect the vital interests of the data subject or of another natural person.

**Public interest:** Processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller.

**Legitimate interests:** Processing is necessary for the purposes of the legitimate interests pursued by the controller or by a third party, except where such interests are overridden by the interests or fundamental rights and freedoms of the data subject which require protection of personal data.

## Specific information on the use of AI services by OpenAI

When using AI-based functions on our website, which are made possible by OpenAI technologies, certain data is transmitted to OpenAI servers, which may also be located in the USA. This data transfer is necessary to provide the full functionality of our AI-supported services. Without this data transfer, the corresponding services would not be usable. We ensure that

these transfers are carried out in accordance with the applicable data protection laws, in particular the GDPR and the Trans-Atlantic Data Privacy Framework (TADPF).

## Information on data collection on our website

When you use our website for information purposes, i.e. without registering or actively transmitting information, we only collect the personal data that your browser sends to our server. This includes:

IP address

Date and time of the request

Time zone difference to Greenwich Mean Time (GMT)

Content of the request (specific page)

Access status/HTTP status code

Amount of data transferred in each case

Website from which the request comes

Browser

Operating system and its interface

Language and version of the browser software.

This data is technically necessary in order to display our website to you and to ensure stability and security (legal basis is Art. 6 para. 1 sentence 1 lit. f GDPR).

## Use of cookies

(1) Our website uses cookies to improve the user experience and provide more efficient services. Cookies are small text files that are stored on your device and provide us with specific information. These files cannot execute programs or transmit viruses.

(2) Types of cookies that we use:

**Transient cookies:** These are automatically deleted when you close your browser. They mainly include session cookies, which store a session ID that can be used to assign various requests from your browser to the shared session. These make it possible to recognize your computer when you return to our website. Session cookies are removed when you log out or close the browser.

**Persistent cookies:** These remain stored on your device for a predefined period, which may vary depending on the cookie. You can delete these cookies at any time in the security settings of your browser.

(3) Cookie settings: You can configure your browser to refuse to accept third-party cookies or all cookies. Please note that some functions of our website may not be available if cookies are deactivated.

(4) Specific cookies:

Cookie name: apai\_session

Category: Technically necessary

Storage period: For the duration of the login, maximum 12 hours

Purpose: Identification of your login

Cookie name: auth0State

Category: Technically necessary

Storage period: During the login process

Purpose: Securing your login process

Cookie name: apai\_aimee\_creator\_session

Category: Technically necessary

Storage period: For the duration of the login, maximum 12 hours

Purpose: Identification of your login

Cookie name: apai\_aimee\_creator\_logged\_in

Category: Technically necessary

Storage period: For the duration of the login, maximum 12 hours

Purpose: Identification of your login

Cookie name: apai\_aimee\_creator\_csrf

Category: Technically necessary

Storage period: For the duration of the login, maximum 12 hours

Purpose: Securing your server requests

These measures serve to improve the functionality of our website and to ensure that your visit is as smooth and secure as possible. Your settings and preferences are respected and you have full control over the use of cookies and local storage in your browser.

## Other functions and offers on our website

### (1) Additional services

In addition to the purely informational use of our website, we offer various services for which the provision of further personal data is necessary. This data is used exclusively for the provision of the respective service and is subject to the data protection principles described below.

### (2) Use of external service providers

We use external service providers for certain processes and services. These service providers have been carefully selected and commissioned by us and are strictly bound by our instructions. We regularly review their compliance with data protection standards and other contractual requirements.

### (3) Data transfer to third parties

Your personal data may be passed on to third parties in the context of cooperations, for example in the case of participation in promotions, competitions or the conclusion of contracts that we offer together with other companies. We will provide you with detailed information on these



partners and the respective data processing procedures at the time of data collection or in the respective offer description.

#### (4) International data transmission

If our service providers or partners are based outside the European Economic Area (EEA), data will only be transferred in strict compliance with the data protection regulations of the European Union. We will inform you about these international data transfers and the associated risks in the respective offer description, in particular about the measures we take to ensure an appropriate level of data protection, such as the use of standard contractual clauses.

## Customer account

#### (1) Creating a customer account

In order to use our services to their full extent, it is necessary to create a customer account. When you register, the personal data you provide - such as your name, e-mail address and any other voluntary information - will be stored by us. This data processing takes place exclusively for the purpose of using the customer account and providing the services associated with the account. Your data will be stored for as long as your account is active and deleted after the end of use in accordance with the statutory provisions, provided there are no statutory retention obligations.

#### (2) Double opt-in procedure

We use the double opt-in procedure to register for a customer account. After your registration, we will send you an e-mail to the e-mail address you have provided, asking you to confirm that you wish to open a customer account. If you do not confirm your registration within 24 hours, your information will be temporarily blocked and automatically deleted from our systems after one month. This measure serves to protect against misuse of your data or identity.

#### (3) Authentication service Auth0

For a secure login to our website, we use the authentication service Auth0, provided by Auth0 Inc, 10900 NE 8th St, Bellevue, Washington 98004, USA. This service helps us to secure access to your customer account and prevent unauthorized access attempts. Information transmitted to Auth0 during the authentication process is intended solely for authentication and to ensure the integrity and security of your user account. The processing is based on our legitimate interest

in providing a secure and user-friendly login procedure in accordance with Art. 6 para. 1 lit. f GDPR.

#### (4) Data storage within the EU

Your user account data is stored on servers located within the European Union. This ensures that your personal data is treated and protected in accordance with the strict standards of the GDPR.

## Conclusion of subscriptions

#### (1) Subscription to our services

If you wish to take out a subscription for the use of our services, we require certain personal data from you in order to fulfill the contract. Necessary mandatory information is marked separately on our order form, further information can be provided on a voluntary basis. The processing of this data, including the transmission of your payment data to our house bank or other payment service providers, takes place exclusively for the processing of your subscription. This processing is based on Art. 6 para. 1 sentence 1 lit. b GDPR.

#### (2) Storage and restriction of processing

In accordance with commercial and tax regulations, we are obliged to store your address, payment and order data for a period of ten years. However, in order to ensure the protection of your data, we restrict processing after two years. This means that from this point on, your data will only be used to fulfill statutory retention obligations.

#### (3) Data security during the ordering process

To protect your personal and especially your financial data from unauthorized access by third parties, our order process is encrypted using TLS technology. This security measure helps to ensure the integrity and confidentiality of your data during transmission over the Internet.

#### (4) Data transfer to third parties

In addition to the transfer of your payment data to banking institutions or payment service providers involved in the processing, it may be necessary to pass on certain data to other service

providers who support us in the execution of the order process, logistics and customer service. All service providers are contractually obliged to comply with data protection standards and may not use your data for other purposes.

#### (5) Your right to information, correction and deletion

You have the right at any time to receive information about the personal data stored by us, to request its correction if it is incorrect, or to request the deletion of your data, provided that there is no legal obligation to retain it. Please contact us using the contact details above to exercise these rights.

## Data protection provisions about the use of external payment service providers

#### (1) Order process and payment processing by Paddle

The ordering process on our website is handled entirely by our distribution partner Paddle (Paddle.com Market Limited, Judd House, 18-29 Mora Street, London, EC1V 8BT, United Kingdom). Paddle acts as a merchant of record, which means that Paddle is responsible for the entire sales process, including payment processing, invoicing, refunds and customer inquiries.

#### (2) Data protection and payment information

In order to place an order, it is necessary that you agree to Paddle's General Terms and Conditions and Privacy Policy. We would like to point out that we do not store or process any payment data. All payment-related information is processed directly by Paddle. The security of your data is guaranteed by Paddle's compliance with data protection standards. You can view Paddle's full privacy policy at the following link: [Paddle Privacy Policy](#).

#### (3) Responsibility and contact persons

As Paddle acts as a merchant of record, Paddle is your first point of contact for all questions and concerns relating to the ordering process, including queries about payments, refunds and product deliveries. This gives you the benefit of centralized processing and support from an experienced e-commerce partner.

#### (4) Legal information

Please note that by using our services and agreeing to Paddle's terms, you are entering into a contractual relationship with both us and Paddle. It is important that you carefully review both our Terms of Use and Paddle's Terms of Use to fully understand your rights and obligations in this multi-party relationship.

#### (5) Data protection rights

In accordance with the applicable data protection laws, you have the right to information, correction, deletion or restriction of the processing of your personal data stored by Paddle. Please contact Paddle directly to assert these rights. We are, of course, at your disposal for inquiries relating to our specific services.

## Use of the document upload

#### (1) Data transmission

If you use the document upload to expand the knowledge base of your application, we extract relevant information from the documents and store this extracted information in machine-readable form. The documents themselves are only used to extract information and are only stored for a short time for this purpose. In addition, user input in the corresponding projects is compared with the stored content if necessary.

#### (2) Use of Azure Document Intelligence

(i) To extract information from the uploaded documents, they are analyzed using the Azure Document Intelligence service. The documents are transferred to Microsoft Azure servers located within the European Union (EU) to ensure compliance with European data protection standards. The service is provided by Microsoft Corporation, based in Redmond, WA 98052-6399, USA. Despite the company's headquarters in the USA, the server locations within the EU ensure compliance with local data protection laws.

(ii) Microsoft's privacy practices are described in detail in its privacy policy (<https://privacy.microsoft.com/privacystatement>). Further details on the handling of documents, including information on data storage and retention, can be found at <https://learn.microsoft.com/en-us/legal/cognitive-services/document-intelligence/data-privacy-security>.

(iii) The processing and transmission of your data to Microsoft Azure takes place on the legal basis of Art. 6 para. 1 sentence 1 lit. b GDPR, which permits the processing of data for the performance of a contract or pre-contractual measures. Our use of Azure Document Intelligence technologies serves to improve the functionality of our services, which is in the direct interest of our users and customers.

### (3) Use of OpenAI Text Embedding

(i) Data extracted from the uploaded documents and user input are further processed using the OpenAI Text Embedding service, which is offered on Microsoft Azure servers. For this purpose, the data is transferred to Microsoft Azure servers. The server location is within the EU.

(ii) The service is provided by Microsoft Corporation, based in Redmond, WA 98052-6399, USA. Despite the company's headquarters in the USA, the server locations within the EU ensure compliance with local data protection laws.

(iii) The processing and transfer of your data to Microsoft Azure takes place on the legal basis of Art. 6 para. 1 sentence 1 lit. b GDPR, which permits the processing of data for the performance of a contract or pre-contractual measures. Our use of these technologies serves to improve the functionality of our services, which is in the direct interest of our users and customers.

### (4) Use of Weaviate Cloud Services

(i) Data extracted from the uploaded documents is stored in a database.

(ii) This service is provided by Weaviate, B.V., located at Prinsengracht 769A, Amsterdam, The Netherlands. The server location is within the EU.

(iii) Weaviate's data protection practices are described in detail in its privacy policy (<https://weaviate.io/privacy>). Further details on the handling of stored data can be found at <https://weaviate.io/security>.

(iv) The processing and transmission of your data to Weaviate takes place on the legal basis of Art. 6 para. 1 sentence 1 lit. b GDPR, which permits the processing of data for the fulfillment of a contract or pre-contractual measures. Our use of these technologies serves to improve the functionality of our services, which is in the direct interest of our users and customers.

## Use of the GPT language model

### (1) Transmission of user input

We use OpenAI technologies, including the GPT language model, to generate responses within our application. For this purpose, we transmit all text input or voice input converted to text that you or end users make on our customers' portals to OpenAI. This transfer includes all types of input made within the usage contexts of our services, regardless of whether they are made directly on our platform or via our customers' portals.

#### (2) Transmission of images

Depending on the project settings, images are captured by your camera or the end user's camera and transferred to OpenAI.

#### (3) Provider information

The service is provided by OpenAI, L.L.C., located at 3180 18th St; San Francisco, CA 94110; USA.

#### (4) Handling training data

We would like to point out that, according to OpenAI's guidelines, the transmitted data is not used to improve or train its AI models. OpenAI has given assurances that the privacy and integrity of user data will be maintained and that no data from interactions with the services will be used to further develop their models. This assurance is an important aspect of our commitment to protecting your data and complying with data protection standards.

#### (5) Legal basis and purpose of the data transfer

The processing and transmission of your data to OpenAI takes place on the legal basis of Art. 6 para. 1 sentence 1 lit. b GDPR, which permits the processing of data for the performance of a contract or pre-contractual measures. Our use of OpenAI technologies serves to improve the interactivity and functionality of our services, which is in the direct interest of our users and customers.

The processing and transmission of your image data to OpenAI in accordance with paragraph 2 takes place on the legal basis of Art. 6 para. 1 sentence 1 lit. a GDPR. You can object to the transfer by denying or not consenting to the use of the camera on our website in your browser.

#### (6) Duty to provide information to end users

As a provider, we undertake to inform both our direct users and the end users on our customers' portals clearly and comprehensibly about the use of their data in connection with the OpenAI services. This includes information about the transfer of data to the USA and the handling of data by OpenAI. It is also required that our customers who use AIMEE on their portals actively

inform their end users about these practices and obtain their consent before any personal data is processed. This consent must be given in accordance with the respective customer's terms and conditions, which should clearly outline the use of OpenAI services and the associated data protection measures.

Customers of the operator are encouraged to include appropriate sections in their own privacy policies and terms and conditions that inform end users about the use of OpenAI and obtain consent for data processing in a transparent manner. This ensures that all parties are aware of their rights and obligations and that compliance with data protection regulations is guaranteed.

## Use of speech-to-text

### (1) Data transmission

For the transmission of speech to text, we use services from Microsoft Azure or services from OpenAI, which are offered on Microsoft Azure servers. For this purpose, the voice input is transmitted to Microsoft Azure servers. The server location is within the EU.

### (2) Provider information

The service is provided by Microsoft Corporation, based in Redmond, WA 98052-6399, USA. Despite the company's headquarters in the USA, the server locations within the EU ensure compliance with local data protection laws.

### (3) Privacy policy and specific information on data processing

Microsoft's data protection practices are described in detail in its privacy policy (<https://privacy.microsoft.com/privacystatement>). Further details on the handling of audio data, including information on data storage and retention, can be found at <https://learn.microsoft.com/en-us/legal/cognitive-services/speech-service/speech-to-text/data-privacy-security#data-storage-and-retention>.

### (4) Security and confidentiality

Microsoft is committed to maintaining high security standards to protect your data. This includes technical and organizational measures to ensure that your voice input is treated confidentially and used exclusively for the specified service.

## Use of text-to-speech

(1) We use Microsoft Azure services for the transfer of text to speech. For this purpose, the text output is transferred from GPT to Microsoft Azure servers. The server location is within the EU.

(2) The provider is Microsoft Corporation; Redmond, WA 98052-6399; USA. Despite the company's headquarters in the USA, the server locations within the EU ensure compliance with local data protection laws.

(3) You can find Microsoft's privacy policy here: <https://privacy.microsoft.com/privacystatement>

## Newsletter

(1) With your consent, you can subscribe to our newsletter, with which we inform you about our current interesting offers. The advertised goods and services are named in the declaration of consent.

(2) We use the so-called double opt-in procedure to subscribe to our newsletter. This means that after you have registered, we will send you an e-mail to the e-mail address you have provided in which we ask you to confirm that you wish to receive the newsletter. If you do not confirm your registration within 24 hours, your information will be blocked and automatically deleted after one month. In addition, we store the IP addresses you use and the times of registration and confirmation. The purpose of this procedure is to be able to prove your registration and, if necessary, to clarify any possible misuse of your personal data.

(3) The only mandatory information for sending the newsletter is your e-mail address. The provision of further, separately marked data is voluntary and is used to address you personally. After your confirmation, we will store your e-mail address for the purpose of sending you the newsletter. The legal basis is Art. 6 para. 1 sentence 1 lit. a GDPR.

(4) The data stored by us as part of your consent for the purpose of the newsletter will be stored by us until you unsubscribe from the newsletter and deleted from both our servers and the servers of rapidmail after you unsubscribe from the newsletter. Data stored by us for other purposes (e.g. e-mail addresses for the member area) remain unaffected by this. You can revoke your consent to the sending of the newsletter at any time and unsubscribe from the newsletter. You can declare your revocation by clicking on the link provided in every newsletter e-mail, by e-



mail to [info@accesspoint-ai.com](mailto:info@accesspoint-ai.com), by sending a message to the contact details given in the imprint or via a setting in your customer account (if available).

(5) We use rapidmail to send newsletters. The provider is rapidmail GmbH, Wentzingerstraße 21, 79106 Freiburg, Germany. Among other things, rapidmail is used to organize and analyse the sending of newsletters. The data you enter for the purpose of subscribing to the newsletter is stored on rapidmail's servers in Germany. If you do not wish to be analyzed by rapidmail, you must unsubscribe from the newsletter. For this purpose, we provide a corresponding link in every newsletter message. For the purpose of analysis, the emails sent with rapidmail contain a so-called tracking pixel, which connects to the rapidmail servers when the email is opened. In this way, it can be determined whether a newsletter message has been opened. We can also use rapidmail to determine whether and which links in the newsletter message have been clicked on. Optionally, links in the email can be set as tracking links with which your clicks can be counted. Data is not transferred to third countries. For more information, please refer to rapidmail's data security information at: <https://www.rapidmail.de/datensicherheit>. For more information on the analysis functions of rapidmail, please see the following link: <https://www.rapidmail.de/wissen-und-hilfe>

## Children

Our services are generally aimed at adults. Persons under the age of 18 should not transmit any personal data to us without the consent of their parents or legal guardians.

## Rights of the data subject

### (1) Revocation of consent

If the processing of personal data is based on consent, you have the right to withdraw your consent at any time. The withdrawal of consent shall not affect the lawfulness of processing based on consent before its withdrawal.

You can contact us at any time to exercise your right of withdrawal.

### (2) Right to confirmation

You have the right to request confirmation from the controller as to whether we are processing personal data concerning you. You can request confirmation at any time using the contact details above.

### (3) Right to information

If personal data is processed, you can request information about this personal data and the following information at any time:

the purposes of processing;

the categories of personal data that are processed;

the recipients or categories of recipients to whom the personal data have been or will be disclosed, in particular recipients in third countries or international organizations;

where possible, the envisaged period for which the personal data will be stored, or, if not possible, the criteria used to determine that period;

the existence of a right to rectification or erasure of 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 of appeal to a supervisory authority;

if the personal data are not collected from the data subject, all available information about the origin of the data;

the existence of automated decision-making, including profiling, referred to in Article 22(1) and (4) GDPR and, at least in those cases, meaningful information about the logic involved, as well as the significance and the envisaged consequences of such processing for the data subject.

If personal data is transferred to a third country or to an international organization, you have the right to be informed of the appropriate safeguards pursuant to Article 46 GDPR in connection with the transfer. We will provide a copy of the personal data that is the subject of the processing. For any further copies you request, we may charge a reasonable fee based on administrative costs. If you make the request electronically, the information shall be provided in a commonly used electronic format, unless it specifies otherwise. The right to receive a copy in accordance with paragraph 3 must not adversely affect the rights and freedoms of other persons.

### (4) Right to rectification

You have the right to obtain from us without undue delay the rectification of inaccurate personal data concerning you. Taking into account the purposes of the processing, you have the right to have incomplete personal data completed, including by means of providing a supplementary statement.

#### (5) Right to erasure ("right to be forgotten")

You have the right to obtain from the controller the erasure of 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 are no longer necessary for the purposes for which they were collected or otherwise processed.

The data subject withdraws consent on which the processing is based according to point (a) of Article 6(1), or point (a) of Article 9(2) GDPR, and where there is no other legal ground for the processing.

The data subject objects to the processing pursuant to Article 21(1) GDPR and there are no overriding legitimate grounds for the processing, or the data subject objects to the processing pursuant to Article 21(2) GDPR.

The personal data was processed unlawfully.

The deletion of personal data is necessary to fulfill a legal obligation under Union law or the law of the Member States to which the controller is subject.

The personal data was collected in relation to information society services offered in accordance with Article 8 (1) GDPR.

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

The right to erasure ("right to be forgotten") does not exist if the processing is necessary:

to exercise the right to freedom of expression and information;

for compliance with a legal obligation which requires processing by Union or Member State law to which the controller is subject or for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller;

for reasons of public interest in the area of public health in accordance with Article 9(2)(h) and (i) and Article 9(3) GDPR;

for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes in accordance with Article 89(1) GDPR in so far as the right referred to in paragraph 1 is likely to render impossible or seriously impair the achievement of the objectives of that processing, or

for the assertion, exercise or defense of legal claims.

#### (6) Right to restriction of processing

You have the right to demand that we restrict the processing of your personal data if one of the following conditions is met:

the accuracy of the personal data is contested by the data subject, for a period enabling the controller to verify the accuracy of the personal data,

the processing is unlawful and the data subject opposes the erasure of the personal data and requests the restriction of their use instead;

the controller no longer needs the personal data for the purposes of the processing, but they are required by the data subject for the establishment, exercise or defense of legal claims, or

the data subject has objected to processing pursuant to Article 21(1) GDPR pending the verification whether the legitimate grounds of the controller override those of the data subject.

Where processing has been restricted in accordance with the above conditions, such personal data shall, with the exception of storage, only be processed with the data subject's consent or for the establishment, exercise or defense 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.

To assert the right to restriction of processing, the data subject can contact us at any time using the contact details provided above.

#### (7) 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 those data to another controller without hindrance from the controller to which the personal data have been provided, where one of the following applies

the processing is based on consent pursuant to Article 6(1)(a) or Article 9(2)(a) or on a contract pursuant to Article 6(1)(b) GDPR, and

the processing is carried out using automated procedures.

When exercising the 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.

The exercise of the right to data portability does not affect the right to erasure ("right to be forgotten"). This right does not apply to processing that is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller.

#### (8) Right of objection

You have the right to object, on grounds relating to your particular situation, at any time to processing of personal data concerning you which is based on point (e) or (f) of Article 6(1) GDPR, including profiling based on those provisions. The controller shall no longer process the personal data unless the controller demonstrates compelling legitimate grounds for the processing which override the interests, rights and freedoms of the data subject or for the establishment, exercise or defense of legal claims.

Where personal data are processed for direct marketing purposes, you have the right to object at any time to processing of personal data concerning you for such marketing, which includes profiling to the extent that it is related to such direct marketing. If you object to processing for direct marketing purposes, the personal data will no longer be processed for these purposes.

In the context of 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.

You have the right to object, on grounds relating to your particular situation, to processing of personal data concerning you for scientific or historical research purposes or statistical purposes pursuant to Article 89(1), unless the processing is necessary for the performance of a task carried out for reasons of public interest.

You can exercise your right to object at any time by contacting the respective controller.

#### (9) Automated decisions in individual cases 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. This does not apply if the decision:

is necessary for the conclusion or performance of a contract between the data subject and the controller,

is authorized by Union or Member State law to which the controller is subject and which also lays down suitable measures to safeguard the data subject's rights and freedoms and legitimate interests, or

with the express consent of the data subject.

The data controller shall implement suitable measures to safeguard the data subject's rights and freedoms and legitimate interests, at least the right to obtain human intervention on the part of the controller, to express his or her point of view and to contest the decision.

The data subject can exercise this right at any time by contacting the respective controller.

#### (10) Right to lodge a complaint with a supervisory authority

Without prejudice to any other administrative or judicial remedy, you also 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 the data subject considers that the processing of personal data relating to him or her infringes this Regulation.

#### (11) Right to an effective judicial remedy

Without prejudice to any available administrative or extrajudicial remedy, including the right to lodge a complaint with a supervisory authority pursuant to Article 77 GDPR, you have the right to an effective judicial remedy if you consider that your rights under this Regulation have been infringed as a result of the processing of your personal data in non-compliance with this Regulation.

## Existence of automated decision-making

We do not use automated decision-making or profiling.

# Processors

We use external service providers (processors), e.g. for payment processing. A separate contract data processing agreement has been concluded with the service provider to ensure the protection of your personal data.

We work with the following service providers:

## **User authentication**

Auth0 Inc.

10900 NE 8th St

Bellevue, Washington 98004

USA

## **Online resellers / authorized dealers**

Paddle.com Market Limited

Judd House, 18-29 Mora Street

London, EC1V 8BT

United Kingdom

## **Text-to-speech / speech-to-text / text embedding / document analysis / web hosting**

Microsoft Corporation

Redmond, WA 98052-6399

USA

## **Database**

Weaviate, B.V.

Prinsengracht 769A

Amsterdam, Netherlands

### **Language model**

OpenAI, L.L.C.

3180 18th St

San Francisco, CA 94110

USA

### **Customer relationship management**

HubSpot, Inc.

25 First Street

Cambridge, MA 02141

USA

### **Newsletter**

rapidmail GmbH

Wentzingerstraße 21

79106 Freiburg im Breisgau

Germany