

cylib GmbH Online Privacy Notice

Last updated: December 13, 2023

This Privacy Policy describes how cylib GmbH, Philipsstraße 8, 52068 Aachen, Germany (the "**Site**", "**we**", "**us**", or "**our**") collects, uses, and discloses your personal information when you visit cylib.de (the "**Site**"), use our services, or otherwise communicate with us (collectively, the "**Services**"). For purposes of this Privacy Policy, "**you**" and "**your**" means you as the user of the Services, whether you are a customer, website visitor, or another individual whose information we have collected pursuant to this Privacy Policy.

Please read this Privacy Policy carefully. By using and accessing any of the Services, you agree to the collection, use, and disclosure of your information as described in this Privacy Policy. If you do not agree to this Privacy Policy, please do not use or access any of the Services.

Changes to This Privacy Policy

We may update this Privacy Policy from time to time, including to reflect changes to our practices or for other operational, legal, or regulatory reasons. We will post the revised Privacy Policy on the Site, update the "Last updated" date and take any other steps required by applicable law.

How We Collect and Use Your Personal Information

To provide the Services, we collect personal information about you from a variety of sources, as set out below. The information that we collect and use varies depending on how you interact with us.

In addition to the specific uses set out below, we may use information we collect about you to communicate with you, provide the Services, comply with any applicable legal obligations, enforce any applicable terms of service, and to protect or defend the Services, our rights, and the rights of others.

What Personal Information We Collect

The types of personal information we obtain about you depends on how you interact with our Site and use our Services. When we use the term "personal information", we are referring to information that identifies, relates to, describes or can be associated with you. The following sections describe the categories and specific types of personal information we collect.

Information We Collect Directly from You

Information that you directly submit to us through our Services may include:

- **Basic contact details** including your name, address, phone number, email.

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- **Customer support information** including the information you choose to include in communications with us, for example, when sending a message through the Services.

Some features of the Services may require you to directly provide us with certain information about yourself. You may elect not to provide this information, but doing so may prevent you from using or accessing these features.

Information We Collect through Cookies

We also automatically collect certain information about your interaction with the Services ("**Usage Data**"). To do this, we may use cookies, pixels and similar technologies ("**Cookies**"). Usage Data may include information about how you access and use our Site and your account, including device information, browser information, information about your network connection, your IP address and other information regarding your interaction with the Services.

Information We Obtain from Third Parties

Finally, we may obtain information about you from third parties, including from vendors and service providers who may collect information on our behalf, such as:

- Companies who technically support our Site and Services like hosting providers.
- When you visit our Site, open or click on emails we send you, or interact with our Services or advertisements, we, or third parties we work with, may automatically collect certain information using online tracking technologies such as pixels, web beacons, software developer kits, third-party libraries, and cookies.

Any information we obtain from third parties will be treated in accordance with this Privacy Policy. For more information, see the section below, *Third Party Websites and Links*.

How We Use Your Personal Information

- **Providing Products and Services.** We use your personal information to provide you with the Services in order to perform our contract with you, including to process your payments, fulfill your orders, to send notifications to you related to your account, purchases, returns, exchanges or other transactions, to create, maintain and otherwise manage your account, to arrange for shipping, facilitate any returns and exchanges and to enable you to post reviews. The legal basis for this is the performance of the contract. This also includes providing our website.
- **Security and Fraud Prevention.** We use your personal information to detect, investigate or take action regarding possible fraudulent, illegal or malicious activity. The legal basis of this is legitimate interests, namely the legitimate interest to provide a secure and stable visit of our website.
- **Communicating with you.** We use your personal information to provide you with customer support and improve our Services. This is in our legitimate interests in order to be responsive to you, to provide effective services to you, and to maintain our business relationship with

you. The legal basis of this is legitimate interests, namely the legitimate interest to communicate with you.

Cookies

Like many websites, we use Cookies on our Site.

We use the following types of cookies:

- **Essential Cookies:** These cookies are necessary for the Services to function and cannot be switched off in our systems. They are usually only set in response to actions made by you that amount to a request for services, such as logging in or filling in forms. These also include cookies we may rely on for fraud prevention. You can set your browser to block or alert you about these cookies, but some of the Services may not work. The legal basis for using Essential Cookies is legitimate interest. The legitimate interest pursued is providing free information online to people who freely decide to visit that website which would not work without Essential Cookies.
- **Analytics Cookies:** These cookies allow us to count visits and traffic sources so we can measure and improve the performance of our Services. They help us understand page popularity and visitors' movement around the Services. All information these cookies collect is aggregated and is therefore anonymous. If you do not allow these cookies, we will not know when you have used our Services and will not be able to monitor performance. The legal basis for using Analytics Cookies is the user's consent. Your consent can be freely withdrawn at any time.
- **Personalization Cookies:** These cookies allow us to remember the choices you make and to tailor our Services so we can provide relevant content to you. For example, a personalization cookie can remember your preferences (e.g., country or language selection), or your username. The legal basis for using Personalization Cookies is the user's consent. Your consent can be freely withdrawn at any time.
- **Marketing Cookies:** These cookies are used to deliver advertising that is more relevant to you and your interests. They may also be used to limit the number of times you see an advertisement and measure the effectiveness of advertising campaigns. The legal basis for using Marketing Cookies is the user's consent. Your consent can be freely withdrawn at any time.

We and our third-party service providers employ web beacons for the reasons stated below, but primarily to help us better manage content on our Services by informing us which content is effective.

Together, these tools allow us to:

- Perform website analytics;
- Prevent fraud and prevent attacks against our websites and Services; and

We use cookies and trackers to assign you a unique identifier so we can record:

- Sub-websites you visit
- Visit events
- Device metadata
- Browser metadata
- Your IP Address

You can block cookies at any time using your web browser settings, but doing so may limit your browsing experience and your ability to use certain features of the Services.

How We Disclose Personal Information

In certain circumstances, we may disclose your personal information to third parties for legitimate purposes subject to this Privacy Policy. Such circumstances may include:

- With vendors or other third parties who perform services on our behalf (e.g., IT management, data analytics, customer support, cloud storage,). Our data analytics services include Google Analytics. Further information on the collection and storage of data by Google can be found [here](#).
- With business and marketing partners, to provide services and advertise to you. Our business and marketing partners will use your information in accordance with their own privacy notices.
- When you direct, request us or otherwise consent to our disclosure of certain information to third parties, such as through your use of social media widgets or login integrations, with your consent.
- With our affiliates or otherwise within our corporate group, in our legitimate interests to run a successful business.
- In connection with a business transaction such as a merger or bankruptcy, to comply with any applicable legal obligations (including to respond to subpoenas, search warrants and similar requests), to enforce any applicable terms of service, and to protect or defend the Services, our rights, and the rights of our users or others.

We do not use or disclose sensitive personal information for the purposes of inferring characteristics about you.

Third Party Websites and Links

Our Site may provide links to websites or other online platforms operated by third parties. If you follow links to sites not affiliated or controlled by us, you should review their privacy and security policies and other terms and conditions. We do not guarantee and are not responsible for the privacy or security of such sites, including the accuracy, completeness, or reliability of information found on these sites. Information you provide on public or semi-public venues, including information you



share on third-party social networking platforms may also be viewable by other users of the Services and/or users of those third-party platforms without limitation as to its use by us or by a third party. Our inclusion of such links does not, by itself, imply any endorsement of the content on such platforms or of their owners or operators, except as disclosed on the Services.

Children's Data

The Services are not intended to be used by children, and we do not knowingly collect any personal information about children. If you are the parent or guardian of a child who has provided us with their personal information, you may contact us using the contact details set out below to request that it be deleted.

As of the Effective Date of this Privacy Policy, we do not have actual knowledge that we "share" or "sell" (as those terms are defined in applicable law) personal information of individuals under 16 years of age.

Security and Retention of Your Information

Please be aware that no security measures are perfect or impenetrable, and we cannot guarantee "perfect security." In addition, any information you send to us may not be secure while in transit. We recommend that you do not use non-secure channels to communicate sensitive or confidential information to us.

How long we retain your personal information depends on different factors, such as whether we need the information to maintain your account, to provide the Services, comply with legal obligations, resolve disputes or enforce other applicable contracts and policies.

Your Rights and Choices

Depending on where you live, you may have some or all of the rights listed below in relation to your personal information. However, these rights are not absolute, may apply only in certain circumstances and, in certain cases, we may decline your request as permitted by law.

- **Right to Access / Know.** You may have a right to request access to personal information that we hold about you, including details relating to the ways in which we use and share your information.
- **Right to Delete.** You may have a right to request that we delete personal information we maintain about you.
- **Right to Correct.** You may have a right to request that we correct inaccurate personal information we maintain about you.
- **Right of Portability.** You may have a right to receive a copy of the personal information we hold about you and to request that we transfer it to a third party, in certain circumstances and with certain exceptions.

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- **Right to restrict processing.** You have the right to demand that we restrict processing in accordance if required by law.
 - **Right to object to processing.** You have the right to object at any time, on grounds relating to your particular situation, to the processing of personal data concerning you which is carried out, inter alia, on the basis of legitimate interests.

You may exercise any of these rights where indicated on our Site or by contacting us using the contact details provided below.

We will not discriminate against you for exercising any of these rights. We may need to collect information from you to verify your identity, such as your email address or account information, before providing a substantive response to the request. In accordance with applicable laws, You may designate an authorized agent to make requests on your behalf to exercise your rights. Before accepting such a request from an agent, we will require that the agent provide proof you have authorized them to act on your behalf, and we may need you to verify your identity directly with us. We will respond to your request in a timely manner as required under applicable law.

Complaints

If you have complaints about how we process your personal information, please contact us using the contact details provided below. If you are not satisfied with our response to your complaint, depending on where you live you may have the right to appeal our decision by contacting us using the contact details set out below, or lodge your complaint with your local data protection authority. Our competent lead supervisory authority is the Bavarian Data Protection Supervisory Authority (Bayerisches Landesamt für Datenschutzaufsicht, BayLDA).

International Users

Please note that we may transfer, store and process your personal information outside the country you live in, namely to the United States (USA). Your personal information is also processed by staff and third party service providers and partners in the USA. The European Commission has not yet found the personal data to be adequately protected in the USA (except for commercial organizations participating in the EU-US Data Privacy Framework). The transfer of data to the USA is taking place under the protection of appropriate suitable safeguards, namely the Standard Contractual Clauses by the European Commission. A copy of those can be found [here](#).

Contact

Should you have any questions about our privacy practices or this Privacy Policy, or if you would like to exercise any of the rights available to you, please email us at info@cylib.de or contact us at cylib GmbH, Philipsstraße 8, 52068 Aachen, Deutschland. You can contact our DPO under the same mailing address under the subject "DPO" or via e-mail under datenschutz@cylib.de.