

Privacy Policy

1. Responsible

SF Medical Products GmbH
General Manager: Natalia Sauerwein
Forckenbeckstraße 9-13,
14199 Berlin, Germany

Tel. +49 (0) 30 26 39 97 95
Fax. +49 (0) 30 26 39 97 96
E-Mail: info@sfmedical.de

2. Which data we collect and process

a) Contract Data

We collect process and store the data that you provide us with your order. In addition, we store and process data about the order and payment history.

b) Data that you provide us via the contact form

If you send us an inquiry via our contact form, we will use your contact data and your inquiry to answer and the necessary contact and save this data (Art. 6 para. 1 lit. f DSGVO).

Answering your request is a service to you and at the same time helping us to improve our information on the Website. We will not disclose your information to third parties unless applicable data protection regulations justify a transfer or there is a legal obligation to do so.

The transmission of your request is encrypted via SSL. Further information on this encryption can be found in section 3. You can object to the storage of your data at any time in the future. We will delete the stored data immediately. In addition, we delete your data either after processing your request or at the latest after one year. Please read the rest of our privacy policy.

c) Connection Data

Our website collects a set of general data and information whenever an affected person or an automated system calls it. This general data and information is stored in the log files of the server. The

(1) browser types and versions used, (2) the operating system used by the accessing system, (3) the website from which an accessing system can access our website (so-called referrers), (4) the sub-web pages which (5) the date and time of access to the website, (6) an Internet Protocol address (IP address), (7) the accessing Internet service provider Systems and (8) other similar data and information used in the event of attacks on our information technology systems.

When using this general data and information, SF Medical Products GmbH does not draw any conclusions about the person concerned. Rather, this information is required to (1) deliver correctly the contents of our website, (2) to optimize the content of our website and to advertise it, (3) to ensure the continued functioning of our information technology systems and the technology of our website, and (4) to provide law enforcement authorities with the information necessary for law enforcement in the event of a cyberattack. This anonymously collected data and SF Medical Products GmbH evaluates information on the one hand statistically and further with the aim to increase the data protection and data security in our company, in order to ensure an optimal level of protection for the personal data processed by us. The anonymous data of the server log files are stored separately from all personal data provided by an affected person.

We store IP addresses only to the extent necessary to provide our services. Otherwise, the IP addresses are deleted or anonymized. We store your IP address when visiting our website for a maximum of 14 months to detect and ward off attacks.

d) Cookies

To optimize our website, we use cookies. These small text files are temporarily stored in your computer's memory. These cookies are deleted after closing the browser.

You can prevent the storage of cookies by selecting "Block cookies" in your browser settings.

However, this can result in a functional restriction of our offers.

A cookie ID is a unique identifier of the cookie. It consists of a string through which Internet pages and servers can be assigned to the specific Internet browser in which the cookie was stored. A particular web browser can be recognized and identified by the unique cookie ID. By using cookies, we can provide users of this website with more user-friendly services that would not be possible without cookies. By means of a cookie, the information and offers on our website can be optimized in terms of the user, e.g. for the shopping cart in the online shop. The online Shop remembers the items that a customer has placed in the virtual shopping cart via a cookie.

The data subject can prevent the setting of cookies through our website at any time by means of a corresponding setting of the Internet browser used and thus permanently contradict the setting of cookies. Furthermore, already set cookies can be deleted at any time via an internet browser or other software programs.

e) Tools, Plugins, Third Party Services

aa) Google Analytics

This website uses Google Analytics, a web analytics service provided by Google Inc., 1600 Amphitheater Parkway, Mountain View, California 94043, USA ("Google"). Google Analytics uses so-called "cookies", text files that are stored on your computer and that allow an analysis of the use of the website by you. The information generated by the cookie about your use of this website is usually transmitted to a Google server in the USA and stored there. However, in the event of activation of IP anonymization on this website, your IP address will be shortened beforehand by Google within member states of the European Union or in other contracting states of the Agreement on the European Economic Area. Only in exceptional cases, will the full IP address be sent to a Google server in the US 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 website activity and to provide other services related to website activity and internet usage to the website operator. The IP address provided by Google Analytics as part of Google Analytics will not be merged with other Google data.

You can prevent the storage of cookies by a corresponding setting of your browser software; however, please note that if you do this, you may not be able to use all the features of this website to the fullest extent possible. In addition, you may prevent the collection by Google of the data generated by the cookie and related to your use of the website (including your IP address) and the processing of this data by Google by downloading the browser plug-in available under the following link and install: <https://tools.google.com/dlpage/gaoptout?hl=de> .

You can also prevent the entry by setting an opt-out cookie. If you wish to prevent the future collection of your data when visiting this website, please click here: <https://tools.google.com/dlpage/gaoptout?hl=de> .

This website uses Google Analytics with the extension "anonymizeIP ()", so that the IP addresses are processed only shortened, in order to exclude a direct in order to exclude a direct personal reference. The use therefore takes place exclusively with active IP anonymization. The personal data of users will be deleted or anonymized after 14 months.

bb) Google Maps Plug-Ins

We use a plugin of the internet service Google Maps on our website. The operator of Google Maps is Google. By using Google Maps on our website, information about the use of this website and your IP

address will be transmitted to and stored on a Google server in the United States. We have no knowledge of the exact content of the submitted data, nor about their use by Google. The company denies in this context the connection of the data with information from other Google services and the collection of personal data. However, Google may transmit the information to third parties. If you disable JavaScript in your browser, you prevent the execution of Google Maps. You cannot use a map display on our website. By using our website, you consent to the collection and processing of information by Google Inc. as described. For more information about the Google Maps Privacy Policy and Terms of Use, please visit: https://www.google.com/intl/en_en/help/terms_maps.html.

cc) Google AdSense

Insofar as Google AdSense, a web advertising service of Google, switches advertisements (text ads, banners, etc.) on this website, your browser may store a cookie sent by Google or a third party. The information stored in the cookie can be recorded, collected and evaluated by Google or third parties. In addition, Google AdSense uses so-called "Web Beacons" (small invisible graphics) for the collection of information, through the use of which simple actions such as visitor traffic on the website can be recorded, collected and evaluated. The information generated by the cookie and / or web beacon about your use of this website is transmitted to a Google server in the USA and stored there. Google uses the information so obtained to evaluate your usage behavior with respect to the AdSense ads. Google may also transfer this information to third parties if required by law or as far as third parties process this data on behalf of Google. You can prevent the storage of cookies on your hard disk and the display of web beacons. To do this, you must select "Do not accept cookies" in your browser settings.

dd) Google AdWords

We have integrated Google AdWords on this website. Google AdWords is an Internet advertising service that allows advertisers to run ads on both Google and Google Network search engine results. Google AdWords allows an advertiser to pre-determined Define keywords that display an ad in Google's search engine results only when the user retrieves a key-word search result using the search engine. In the Google Network, ads are distributed on topical web pages using an automated algorithm and according to predefined keywords.

The purpose of Google AdWords is to promote our website by displaying interest-based advertising on third-party websites and in the search engine results of Google's search engine and by displaying advertisements on our website.

If a data subject arrives on our website via a Google ad, a so-called conversion cookie will be stored on Google's information technology system by Google. What cookies are, has already been explained above. A conversion cookie expires after thirty days and is not used to identify the data subject. About

the conversion cookie is, if the cookie has not yet expired, traced whether certain sub-pages, such as the shopping cart from an online shop system, were accessed on our website. The conversion cookie allows both us and Google to understand whether an affected person who came to our website via an AdWords ad generated revenue, i.e., completed or canceled a purchase.

The data and information collected through the use of the conversion cookie are used by Google to create visitor statistics for our website. These visit statistics are then used by us to determine the total number of users who have been sent to us through AdWords ads, in order to determine the success or failure of each AdWords ad and to optimize our AdWords ads for the future, Neither our company nor any other Google AdWords advertiser receives any information from Google that could identify the data subject.

The conversion cookie stores personally identifiable information, such as the web pages visited by the affected person. Each time you visit our website, your personal information, including the IP address of the Internet connection used by the data subject, will be transferred to Google in the United States of America. This personal information is stored by Google in the United States of America. Google may transfer such personal data collected through the technical process to third parties.

The affected person can prevent the setting of cookies through our website, as shown above, at any time by means of a corresponding setting of the Internet browser used and thus permanently contradict the setting of cookies. Such an attitude of the used Internet browser would also prevent Google a conversion cookie on the information technology system of the concerned Person is seated. In addition, a cookie already set by Google AdWords can be deleted at any time via the Internet browser or other software programs.

Furthermore, the data subject has the opportunity to object to Google's interest-based advertising. To do this, the person concerned must access the link www.google.com/settings/ads from each of the Internet browsers they use and make the desired settings there.

Additional information and Google's privacy policy can be found at <https://www.google.com/intl/en/policies/privacy/>.

ee) Facebook Plug-Ins

We use social plugins from facebook.com, operated by Facebook Inc., 1601 S. California Ave, Palo Alto, CA 94304, USA. The plugins can be recognized by the Facebook logo or the addition "Facebook Social Plugin". If you e.g. Click on the "Like" button or leave a comment, the corresponding information will be transmitted directly from your browser to Facebook and stored there. Furthermore, Facebook makes your preferences public for your Facebook friends. If you are logged in to Facebook, Facebook can assign the call of our page directly to your Facebook account. Even if you are not logged in or do not have a Facebook account, your browser will send information (such as which web page you accessed, your IP address) that Facebook stores. For details on the handling of your personal data by Facebook and your rights in this regard, please refer to the privacy policy of Facebook (<https://de-de.facebook.com/about/privacy/>). If you do not want Facebook to associate the data collected about you via our websites with your Facebook account, you must log out of Facebook before visiting our websites. You can completely prevent the loading of Facebook plugins even with add-ons for your browser, e.g. with the "Facebook Blocker" (Facebook).

3. Encoding

Our website uses SSL encryption when it comes to the transmission of confidential or personal content of our users. This encryption is activated, for example, in the processing of payments and requests that you make to us through our website. Please make sure that the SSL-encryption is activated by your side during activities. The use of encryption is easy to recognize: The display in your browser line changes from "http: //" to "https: //". SSL encrypted data is not readable by third parties. Submit your confidential information only with activated SSL encryption and contact us in case of doubt.

4. Legal basis of processing

Your data will be processed to perform the contract, to improve our services and websites, to provide updates and upgrades and to notify us about the service and billing purposes.

Art. 6 para. 1 lit. a General Data Protection Regulation (DSGVO) serves us as the legal basis for processing operations in which we obtain consent for a specific processing purpose. If the processing of personal data is required to fulfill a contract, the processing is based on Art. 6 para. 1 lit. b DSGVO. The same applies to processing operations that are necessary to carry out pre-contractual measures, for example in cases of inquiries about our products and services. If the processing of personal data is based on a legal obligation, the processing is based on Art. 6 para. 1 lit. c DSGVO. Finally, processing operations could be based on Art. 6 (1) lit. f DSGVO are based. This regulation permits processing

operations, which are not covered by any of the above-mentioned legal bases if the processing is necessary for the protection of our legitimate interests or that of a third party, if the interests, fundamental rights and fundamental freedoms of the person concerned do not prevail.

We process applicant data in accordance with Art. 88 DSGVO in conjunction with § 26 BDSG (new).

5. Categories of recipients

- - Participants in the ordering process

Your data will be forwarded to the shipping company charged with the delivery, insofar as this is necessary for the delivery of the goods. For the processing of payments, we pass on your payment data to the bank responsible for the payment or to the payment service selected during the ordering process.

When paying with Amazon Payments: All personal information provided to Amazon Payments or collected by Amazon Payments is primarily provided by Amazon Payments s.c.a. (the "Responsible Body") and secondarily controlled by Amazon EU SARL, Amazon Services Europe SARL and Amazon Media EU SARL, all three located at 5, Rue Plaetis L 2338, Luxembourg. Further Information at:

<https://payments.amazon.de/lhelp/Privatkunden/Datenschutz- Sicherheit / Datenschutzbestimmungen>.

Payment via PayPal: When paying by direct debit via PayPal, we give the payment data of the customer / user in the context of the payment to the PayPal (Europe) S.à r.l. et Cie, S.C.A., 22-24 Boulevard Royal, L-2449 Luxembourg, continue. For more information on the privacy of PayPal (Europe) www.paypal.de.

We transfer the data necessary for the processing of the order to our Service partner for shipping (DHL Germany or Deutsche Post AG). In addition, we will send your e-mail address to our shipping company DHL Germany, so that you can be informed about the shipment history and the possible delivery date. The privacy policy of DHL Germany can be viewed here: <https://www.dhl.de/de/toolbar/footer/datenschutz.html> the privacy policy of Deutsche Post AG can be viewed here: <https://www.deutschepost.de/de/f/footer/datenschutz.html>

- - Processors

We pass on various personal data as the person responsible for the order processing to our processors. We have ensured the security of your data by concluding data processing agreements.

- - Authorities and third parties

We only provide data to authorities and third parties in the presence of legal regulations or a judicial title. Information to authorities may have to be given due to a legal security regulation

or for prosecution. Third parties only receive information if required by law. This can be z. B. be the case for copyright infringement.

6. Data transmission to third countries

We do not transfer your data to third countries outside the European Economic Area. By using certain software, e.g. under point 2. lit. (d) Programs may be transmitted to recipients in third countries.

7. Duration of storage and deletion

We only process and store personal data for the period required to achieve the purpose of storage or where required by law. As a rule, the processing purpose is achieved upon termination of your contract and complete settlement and payment.

Backup copies in our backup systems are automatically deleted with a time delay. For contract data, processing is restricted after the contract has been terminated; after expiry of the legal retention period, it will be deleted.

Data that you enter during the application process is stored for a maximum of six months.

8. Your rights

a) Right to information

You have the right to receive free information from us at any time as well as confirmation of your personal data and a copy of this information.

b) Right of rectification

You have the right to demand the immediate correction of incorrect personal data concerning you. You also have the right to request the completion of incomplete personal data, taking into account the purposes of processing.

c) Cancellation rights

You have the right to have your personal data deleted immediately, if any of the following is true and if processing is not required:

- The personal data has been collected or otherwise processed for purposes for which further processing is no longer required.
- You revoke your consent on which the processing was based and there is no other legal basis for the processing.
- You object to the processing in accordance with Art. 21 (1) GDPR, and there are no legitimate reasons for the processing, or you object to the processing in accordance with Art. 21 (2) GDPR.
- The processing of personal data was unlawful.
- The deletion of personal data is required to fulfill a legal obligation under Union or national law to which we are subject.
- The collection of personal data was carried out in relation to information society services offered pursuant to Art. 8 (1) GDPR

d) Right to restriction of processing

You have the right to request the restriction of processing if one of the following conditions is met:

- The accuracy of your personal information is contested by you for a period of time that allows us to verify the accuracy of your personal information.
- The processing is unlawful; you refuse the deletion of personal data and instead require the restriction of the use of personal data.
- We no longer need your personal information for processing purposes, but you need it to assert, exercise or defend your rights.
- You have objection to the processing acc. Art. 21 para. 1 DSGVO and it is not yet clear whether our legitimate reasons prevail over yours.

e) Opposition rights against processing

You have the right at any time against the processing of personal data relating to you which, because of Art. 6 para. 1 lit. e or f DSGVO takes an objection.

In the event of an objection, we will no longer process personal data unless we can demonstrate compelling legitimate reasons for processing that outweigh your interests, rights and freedoms, or the processing is for the purpose of asserting, exercising or defending legal claims.

You have the right to object at any time to the processing of your personal data for the purpose of direct mail.

f) Data transferability

You have the right to receive the personal data relating to you provided to us in a structured, common and machine-readable format. You also have the right to transfer this data to another person responsible without hindrance by us, if the processing is based on the consent in accordance with Art. 6 para. 1 lit. a GDPR or Art. 9 para. 2 lit. a DSGVO or on a contract pursuant to Art. 6 para. 1 lit. b DSGVO and processing is done by automated means, unless the processing is necessary for the performance of a task in the public interest or in the exercise of public authority delegated to the controller.

Furthermore, in exercising their right to data portability under Article 20 (1) GDPR, they have the right to request that personal data be transmitted directly from one controller to another, where technically feasible and to the extent that this does not confer rights and other people's freedoms.

g) Right to revoke a data protection consent

You have the right to withdraw your consent to the processing of personal data at any time.

h) Right to complain to the supervisory authority

You have the right to contact a supervisor in your Member State of residence or work or the alleged violation at any time if you believe that the processing of personal data concerning you is in breach of the EU General Data Protection Regulation.

9. Rules for the provision of personal data

The provision of personal data may be partly required by law (such as tax regulations) or may result from contractual arrangements (such as details of the contractor). It may be necessary for you to conclude a contract that you provide us with personal data that must subsequently be processed by us. Failure to provide the personal data would mean that the contract could not be concluded.

10. Existence of automatic decision-making / profiling

Do not take an automatic decision-making or profiling.