

## **Data Protection Guidelines for L&G Electric s.r.o.**

("L&G ELECTRIC" or "Licensor")

The contractual language is German.

### **Data protection at a glance**

#### **1. General information**

The following information provides a simple overview of what happens to your personal information when you visit our website, use special services of our company through our website and online store, or use our AIO CREATOR NEO software and related AIO REMOTE NEO application using the VIZ Designer software and application, as well as the IQONTROL NEO, IQONTROL, IP QONTROL and SteckerPRO applications and our AIO Gateway.

Personal data is any data that can be used to identify you personally. For detailed information on the topic of data protection, please refer to our data protection policy below.

#### **Data processing**

##### **Who is responsible for data processing?**

Data processing is carried out by the responsible authority. Their contact details can be found in point 2 of the data protection policy.

##### **What do we use your data for and for how long?**

Some of the data is collected in order to ensure the error-free provision of the website, the use of the services, to improve our products, services and offers, to fulfil our contractual obligations, in particular the smooth processing of your order, including our cancellation and defect claim services and to answer your questions or carry out the application process. Other data may be used to analyse your user behaviour.

Your data will be passed on or otherwise transferred to third parties if this is necessary for the purposes of processing the contract, e.g. for the transfer of data to transport service providers, cooperating partners in the Professional Partner Programme, for invoicing purposes, for the performance of our services or if you have given your prior consent. You have the right to withdraw your consent at any time with future effect.

The stored personal data will be deleted if you withdraw your consent to storage, if knowledge of it is no longer necessary for the purpose for which it was stored or if its storage is inadmissible for other legal reasons.

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The stored personal data will be deleted if you withdraw your consent to storage, if knowledge of it is no longer necessary for the purpose for which it was stored or if its storage is inadmissible for other legal reasons.

### **What rights do you have regarding your data?**

You have the right to receive information about the origin, recipient and purpose of your stored personal data at any time free of charge. You also have the right to request the rectification, blocking or erasure of this data. In addition, you have the right to restriction of processing, data portability and the right to object to processing. For this purpose and for further questions on the topic of data protection, you can contact us at any time at the address mentioned in point 2 of the data protection policy. You also have the right to lodge a complaint with the competent supervisory authority.

### **Are you obliged to provide the data?**

In the context of our business relationship, you must provide personal data that are necessary for the establishment, performance and termination of the business relationship and for the performance of related contractual or pre-contractual obligations or that we are legally obliged to collect. Without this information, we will generally not be able to enter into, conclude and terminate a contract with you.

### **Analytics and third-party tools**

When you visit our website, your surfing behaviour can be statistically evaluated. This happens primarily with cookies and so-called analytics programs. You can usually prevent this by deactivating cookies or not using certain tools. Please refer to the following privacy policy for detailed information.

## **General information and mandatory information**

### **Data protection**

We are very pleased with your interest in our company. Data protection is a particularly high priority for the administration of L&G ELECTRIC.

Through this data protection statement, L&G ELECTRIC would like to inform you about the type, scope and purpose of the personal data we collect, use and process during your visit to our website and when using our cloud servers and services. Furthermore, data subjects are informed of the rights to which they are entitled by means of this data protection declaration.

Registration for our offers is necessary and there is no legal basis for such processing, we usually obtain the data subject's consent. Please read the relevant terms of use and consent statements for the respective offers carefully and then make an informed and independent decision whether you want to use our offers and services and what data you subsequently provide to us in this context. You are free to decide whether and to what extent you disclose personal information. When registering, a valid email address is sufficient to verify your L&G ELECTRIC user account. However, some offers (especially free trials and upgrades of our software) may require additional information, which we provide, among other things, use to improve our products

The processing of personal data, such as the name, address, e-mail address, or telephone number of a data subject shall always be in line with the General Data Protection Regulation (GDPR), in accordance with the country-specific data protection regulations (BDSG) applicable to L&G ELECTRIC and any other applicable legal provisions (e.g. TMG), as well as L&G ELECTRIC's data protection guidelines.

As the controller, L&G ELECTRIC has implemented numerous technical and organizational measures to ensure the most complete protection of personal data processed through this website. We use secure SSL encryption on our website to protect your personal data and other confidential content.

However, data transmissions over the internet can generally have security gaps, so absolute protection cannot be guaranteed.

### **Definition of**

L&G ELECTRIC's privacy statement is also based on the terms used by the European legislator for directives and regulations when issuing the General Data Protection Regulation (GDPR). Our data protection declaration should be easy to read and understand for the public as well as for our customers and business partners. To ensure this, we would like to explain the terms used in advance.

In this data protection declaration, we use the following terms, among others:

(a) personal data

Personal data is any information relating to an identified or identifiable natural person ("data subject"). A natural person shall be considered identifiable if he or she 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 specific characteristics which reflect the physical, physiological, genetic, psychological, economic, cultural or social identity of that natural person.

(b) the data subject

A data subject is any identified or identifiable natural person whose personal data is processed by the data controller.

c) Processing

Processing is any operation or series of operations relating to personal data, such as collection, which is carried out with or without the assistance of automated processes

Collecting, organizing, arranging, storing, adapting or modifying, reading, querying, using, disclosing by transmission, disseminating or otherwise making available, comparing or combining, restricting, deleting or destroying.

(d) Restrictions on processing

Restriction of processing is the marking of stored personal data in order to restrict its future processing.

e) Profiling

Profiling is any type of automated processing of personal data which consists in using that personal data to evaluate certain personal aspects relating to a natural person, in particular aspects relating to the work performance, economic situation, health, personal analysis or prediction of the preferences, interests, reliability, behaviour, location or movements of that natural person.

f) Pseudonymisation

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

#### g) Controller or driver

The person responsible or accountable for the processing is the natural or legal person, public authority, institution or other body which alone or jointly with others decides on 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 his or her appointment may be determined by Union or Member State law.

#### h) Processor

A processor is a natural or legal person, authority, institution or other body which processes personal data on behalf of the controller.

#### (i) Beneficiary

The recipient is the natural or legal person, public authority, institution or other body to which the personal data are disclosed, whether or not it is a third party. However, public authorities which may receive personal data in connection with a specific investigative task under Union or Member State law shall not be considered as recipients.

#### j) Third party

A third party is a natural or legal person, public authority, agency or other entity other than the data subject, the controller, the processor and persons authorised to process personal data under the direct responsibility of the controller or processor.

#### k) Consent

Consent is any voluntary, informed and unambiguous expression of the data subject's wishes for a particular case, in the form of a declaration or other unambiguous affirmative action, by which the data subject indicates that he or she consents to the processing of personal data concerning him or her.

## **2. Name and contact details of the data controller**

The responsible person within the meaning of Article 4 No. 7 of the General Data Protection Regulation, other data protection laws in force in the Member States of the European Union and other provisions of a data protection nature is:

L&G ELECTRIC - Connected living AG, Rennbahnstraße 72-74, D-60528 Frankfurt am Main  
Tel: +4969 96870-324, email: [info@L&G ELECTRIC.com](mailto:info@L&G ELECTRIC.com)  
Website: [www.L&G ELECTRIC.com](http://www.L&G ELECTRIC.com)

You can contact our Data Protection Officer at:

L&G ELECTRIC - connect living AG, Data Protection Officer, Rennbahnstraße 72-74, D-60528 Frankfurt am Main

E-mail: [datenschutzbeauftragter@L&G ELECTRIC.com](mailto:datenschutzbeauftragter@L&G ELECTRIC.com)

If you have any questions or concerns about data protection at L&G ELECTRIC, please contact us using the keyword "data protection" or contact the Data Protection Officer directly.

For enquiries about the collection, processing or use of your personal data, for information, rectification, blocking or deletion of data and revocation if necessary. If you have consented or objected to certain data processing, please contact the person responsible or our Data Protection Officer.

### **3. Your privacy rights**

As a data subject, you have the right to do so free of charge

request confirmation as to whether we process personal data concerning you (Article 15 GDPR),

To request information about your personal data that we process (Article 15 GDPR). In particular, you can obtain information about the purposes of the processing, the category of personal data, the categories of recipients to whom your data has been or will be disclosed, the intended retention period, the existence of a right to rectification, erasure, restriction of processing or objection, the existence of a right to complain, the origin of your data if it has not been collected by us, as well as the existence of automated decision-making, including profiling, and, where applicable, request meaningful information about their details, request without delay the rectification of incorrect or incomplete personal data stored with us (Article 16 GDPR),

to request the erasure of your personal data that we store with us if the processing is not necessary for the exercise of the right to freedom of expression and information, for compliance with a legal obligation, for reasons of public interest or for the establishment, exercise or defence of legal claims (Article 17 GDPR),

to request restriction of the processing of your personal data if you contest the accuracy of the data, the processing is unlawful but you refuse to erase it and we no longer need the data but you need it to assert, exercise or defend legal claims, or to object to the processing in accordance with Article 21 of the GDPR (Article 18 of the GDPR), to obtain the personal data you have provided to us in a structured, common and machine-readable format or to request that it be transferred to another responsible person (Article 20 of the GDPR),

Withdraw your consent to us at any time. Withdrawal of consent does not affect the lawfulness of the processing carried out on the basis of consent prior to its withdrawal.

Restrictions in accordance with Sections 34 and 35 BDSG apply to the right to information and the right to erasure.

If you have exercised your right to rectification, erasure or restriction of processing with us, we are obliged to inform all recipients to whom personal data concerning you have been disclosed of this rectification or erasure of data or restriction of processing, unless this proves impossible or requires disproportionate effort. You still have the right to be informed of these recipients (Article 19 GDPR).

You also have the right to lodge a complaint with the data protection supervisory authority responsible for us (<https://www.datenschutz.hessen.de>) about our processing of your personal data (Article 77 GDPR).

#### **4. Collection of general data and information**

In connection with the use of our website, online shops, user forums and other websites, it is generally not necessary for you to disclose personal data. These may be used without separately providing personal information.

However, for statistical purposes and to continuously optimise our online presence, we record every access to our website and every file stored on the website that is accessed. We record the name of the file accessed, the date and time of access, the amount of data transferred, the notification of successful retrieval, the web browser used and the requesting domain. This usage data is collected anonymously and does not allow us to draw any conclusions about you personally. If necessary, user profiles are created using a pseudonym. We also anonymously record the IP address of the requesting computer. However, it is not possible for us to draw any conclusions about you from this record.

The L&G ELECTRIC website collects a range of general data and information each time you or an automated system accesses the website. This is data that your internet browser transmits to us or our web space provider. This general data and information is stored in server log files. They may be recorded.

- Types and versions of browsers used
- the operating system used by the accessing system
- the website from which the accessing system accesses our website (so-called referrer)
- subpages that are accessible through the access system on our website
- the date and time the website was accessed,
- Internet Protocol (IP) address
- the ISP of the accessing system and

other similar data and information,

which are designed to help ward off the risk of attacks on our information technology systems.

When using these general data and information, the L&G ELECTRIC does not draw any conclusions about the data subject. Rather, this information is necessary for the correct delivery of the content of our website,

- to optimise the content of our website and advertising on it,
- to ensure the long-term functionality of our information technology systems and our website technology; and

provide law enforcement authorities with information necessary for prosecution in the event of a cyber-attack.

Therefore, L&G ELECTRIC evaluates this anonymously collected data and information both statistically and in order to improve data protection and data security in our company, ultimately ensuring an optimal level of protection for the personal data we process. The anonymous data in the server log files are only temporarily stored separately from any personal data provided by the data subject.

The legal basis for the processing of data in connection with the server log files is Article 6(1) sentence 1 letter f GDPR. The data will be deleted as soon as it is no longer necessary to achieve the purpose for which it was collected. If the data is collected for the purpose of providing the website, this is when the respective session is terminated.

The collection of data is strictly necessary for the provision and storage in log files for the operation of our website. You therefore have no possibility to object to this data processing.

## **5. Cookies**

The L&G ELECTRIC website uses cookies to recognise multiple uses of our offer by the same user/owner of the internet connection. Cookies do not cause any damage to your computer and do not contain viruses. Cookies are used to make our offer more user-friendly, efficient and secure. Cookies are small text files that are saved and stored on your computer system via your internet browser.

Most of the cookies we use are so-called "session cookies". They are automatically deleted at the end of your visit. "Session or session cookies" store so-called session IDs that can be used to associate different requests from your browser to a common session. Session cookies are deleted when you log out or close your browser. Other cookies, so-called "persistent cookies", remain stored on your device until you delete them or until their storage/lifetime expires. These cookies allow us to recognize your browser the next time you visit.

By using cookies we can provide a more user-friendly service to visitors of this website and optimize our services and offers, which would not be possible without the use of cookies. Cookies also help us to know if you are still logged in to your customer account so that you do not have to re-enter your login details, to temporarily store items you have placed in your virtual shopping cart, and to allow access to protected areas of our site to record text you have entered so that it is not lost when the page is updated.

You can set your browser to be informed of your cookie settings and to allow cookies only in individual cases, to exclude the acceptance of cookies for certain cases or in general and to activate the automatic deletion of cookies when you close your browser.

However, we would like to point out that if you deactivate cookies, you may not be able to take full advantage of all the features of our website.

L&G ELECTRIC has a legitimate interest in storing cookies for the technically flawless and optimised provision of our services. If other cookies are stored (e.g. cookies for analysing your surfing behaviour), these will be treated separately in this privacy policy.



The legal basis for the processing of personal data by means of cookies necessary to carry out electronic communication processes or to provide certain functions that you request (e.g. the shopping cart function) is the legitimate interest of L&G ELECTRIC Article 6 (1) (GDPR) for the purposes mentioned above.

You can find out how to manage cookies in the most important browsers (including how to deactivate them) using the links below:

Chrome browser: <https://support.google.com/accounts/answer/61416?hl=de>

InternetExplorer: <https://support.microsoft.com/de-de/help/17442/windows-internet-explorer-delete-manage-cookies>

Mozilla Firefox: <https://support.mozilla.org/de/kb/cookies-erlauben-und-ablassen>

Safari: <https://support.apple.com/de-de/guide/safari/manage-cookies-and-website-data-sfri11471/mac>

Change cookie selection

Google Analytics

## **6. Registration on our website / registration for your L&G ELECTRIC user account**

The registration options on our website and the related processing of personal data are set out in this data protection policy under points 6, 7, 8, 10 and 12.

Registration as an expert partner

Technical service and trade dealers, specialist craftsmen and system partners can be accredited with us as specialist partners. To do so, they must register and authenticate themselves with their personal data (e.g. trade licence, VAT number). In this context, the following data is collected as part of the contact form:

First name First name  
Telephone number  
e-mail address  
Company  
TAX ID  
address  
Business license details

For optimum customer service and support, we work with our professional cooperation partner TECHNIKHAUS (brand or company Monitor Service GmbH), which specialises in these areas within the framework of our specialist partner programme. As part of the cooperation,

TECHNIKHAUS takes over the complete supervision, delivery and training, support of the L&G ELECTRIC® expert partners and, in cooperation with L&G ELECTRIC®, offers TECHNIKHAUS the qualification to become a certified L&G ELECTRIC® expert partner.

The data will be processed, stored and sent to our cooperation partner TECHNIKHAUS, Monitor Service GmbH, Friedrich for the establishment of the contractual relationship and the above-mentioned purposes.

Big 68 passed in D-44628 Herne. Without this handover, participation in the L&G ELECTRIC Professional Partner Programme is not possible.

As part of the registration, the user gives consent to the processing of personal data.

We collect, process and use personal data to the extent necessary for the establishment, content or change of the legal relationship (stock data). This is based on Article 6(1)(b) GDPR, which allows the processing of data for the performance of a contract or pre-contractual measures. The data is further processed with the given consent, so Article 6(1)(a) GDPR also serves as a basis for this.

The collected customer data will be deleted after the order is completed or the business relationship is terminated. Legal retention periods remain unaffected.

### **L&G ELECTRIC user account registration**

We only collect personal data to the extent that you provide it to us when you register your L&G ELECTRIC user account or in the context of e.g. B. your support request (see information under point 12) by specifying the software, components, etc. that you use. As part of the registration of your L&G ELECTRIC user account, we collect the following data:

Valid e-mail address

Name and surname

L&G ELECTRIC software license number, client licenses and plug-ins.

The username and password combination you have chosen to upload and distribute the controls of the applications you create to our cloud server, as well as for any remote access you may have set up.

Additional voluntary information (e.g. device categories, device types and/or manufacturer names) about devices controlled by L&G ELECTRIC software as well as other available services such as visualisation of your consumption data.

In order to use our AIO CREATOR NEO software and the associated AIO REMOTE NEO application, the VIZ Designer software and application, as well as the IQONTROL NEO, IQONTROL, IP QONTROL and SteckerPRO applications and our AIO Gateway in conjunction with the software (without these data If the software cannot be used), registration of an L&G ELECTRIC user account is required for clear identification and to ensure that only you have access to your system. For this we need the following from you:

- a valid e-mail address

- a password that only you know
- Your name and surname

After entering your email address, you will receive an email from us asking you to confirm your address. This will ensure that you have access to the mailbox you have entered. The password is not stored in plain text format, but as a so-called hash value. The provider's employees do not, of course, know the password.

We store your information on specially protected servers at service providers in Germany, such as ALL-INKL.COM - Neue Medien Münnich - Hauptstraße 68, D-02742 Friedersdorf, and at Amazon Web Services (AWS) with servers in the EU (Ireland and Frankfurt am Main).

By activating your L&G ELECTRIC user account, you agree to our Terms of Use and License (EULA), our cloud server and service terms of use, and our data protection guidelines and consent to our processing of your personal data.

### **Use of cloud services**

By choosing to use our services and requesting or accessing an L&G ELECTRIC user account, you have also consented to L&G ELECTRIC collecting, storing, processing, using and transferring personal data for the purpose of providing personal features such as providing visualization of consumption data and operational statuses. This includes information such as name, address, email address, phone number, and e.g. B. Consumption and equipment status data, even if it cannot be attributed to a specific person, but has a personal reference because of the context in which it was collected. Once the L&G ELECTRIC software or your gateway/server integrated into the local network establishes a connection to the services, L&G ELECTRIC collects the system ID of your gateway and/or the IP address of your server in addition to the dynamically assigned and changeable system ID:

All the information you provided us when you registered to create your L&G ELECTRIC user account, a list of devices with device categories, device types and/or manufacturer names that you have set up for control with L&G ELECTRIC software, all devices used or trained, device events (e.g. error messages from devices, etc.), device actions (statuses and operations), device connections (automation rules, tasks, scenes and business profiles, etc.), system events (e.g. system error messages), local user management data (access rights of different users, etc.), consumption values, system data of mobile devices (operating system, software version and manufacturer) that communicate with the services, the username/password combination you have chosen to log in to your L&G ELECTRIC user account, your valid e-mail address, the serial number of your software license as well as your local L&G ELECTRIC gateway/server, in-app purchases and licensed function modules (plug-ins) and other functional extensions of the L&G ELECTRIC software.

This data is recorded in the L&G ELECTRIC software, processed and transferred to the L&G ELECTRIC cloud or service server (see L&G ELECTRIC user account registration). They are processed and stored there.

The processing and storage of this data is used, among other things, to view the status of your devices outside your local network and, for example, to keep track of all devices along with consumption data. The service provider stores this data as a server provider and makes it available for display in processed form. In addition, we anonymise your data and use it to improve the products we offer and our marketing concepts. However, this use does not allow us to draw any conclusions about you personally. Any further collection, storage, use, processing or transfer of personal data will only take place on the basis of your express, renewed consent or as part of our legal information obligations to authorised governmental authorities or by court order.

The data will be stored as long as your L&G ELECTRIC user account is activated. Once the user account is deleted, all online stored data associated with it will be deleted. Independent of this is the data you have provided us with in the context of other registrations (e.g. shop account, newsletter, advisor community, etc.).

The legal basis for the processing of your data is Article 6(1) sentence 1 letter GDPR on the basis of your consent.

### **Using voice controls**

The use of voice control components such as Amazon Alexa and Google Assistant may require the transfer of personal data to the relevant device provider. Some products available for our software and applications (AIO CREATOR NEO, IQONTROL NEO, IQONTROL, IP-QONTROL) allow voice control via third party providers (e.g. Amazon Echo via L&G ELECTRIC Smart Home Skill). Depending on the provider, this may require the transfer of personal data. However, in order to use it, you must activate the corresponding services within the apps of the respective third-party provider and then link them to your L&G ELECTRIC user account.

The data processed for the purpose of using voice control will be stored until you delete this third-party service.

The legal basis for the processing of your data is Article 6(1) sentence 1 letter GDPR on the basis of your consent.

## **7. Use of our online shop (order function)**

If you wish to order from our online shop, you must create a merchant account (customer account) by entering your personal data in order to conclude a contract. For this we need the following information:

- Reaching out
- First name First name
- Valid e-mail address
- the password you have chosen to "authenticate" you when you log in
- Address (as billing address and other delivery address if applicable)

Failure to provide this information would mean that you would not be able to use the ordering function of our online shop and therefore you would not be able to purchase any of our products or any additional services.

We process the data you provide to us for the purpose of processing your order, including our cancellation services, defect claims and answering your questions.

Your personal data will be passed on to third parties if this is necessary for the processing of the contract and payment. Third parties commissioned by us, such as shipping partners and payment service providers, will only receive personal data if the transfer is necessary for the delivery of your order and payment processing.

We store your information on specially protected servers at service providers in Germany, such as ALL-INKL.COM - Neue Medien Münnich - Hauptstraße 68, D-02742 Friedersdorf.

### **Using PayPal as a payment method**

L&G ELECTRIC has integrated components from PayPal on this website. PayPal is a provider of online payment services. Payments are processed via so-called PayPal accounts, which are virtual private or corporate accounts. PayPal also offers the possibility to process virtual payments via credit cards if the user does not have a PayPal account. The PayPal account is managed via an email address, so there is no traditional account number. PayPal allows you to initiate online payments to third parties or accept payments.

If you choose to pay with "PayPal" as part of your order process, your personal data will be automatically transferred to PayPal. PayPal is an offer of PayPal (Europe) S.à.r.l. & Cie. S.C.A., 22-24 Boulevard Royal, L-2449 Luxembourg. PayPal assumes the function of online payment service provider and administrator and offers buyer protection services.

Personal data transmitted to PayPal usually includes name, surname, address, email address, IP address, telephone number/mobile phone number or other data that is necessary for payment processing. In addition, personal data related to the respective order (e.g. number of items, item number, invoice amount and taxes, and other billing data) are required for the processing of the purchase contract.

The transmission of your data is necessary for the processing of payments via PayPal and is used to confirm your identity and to manage your payment instructions. PayPal may transfer your personal data to affiliated companies and service providers or subcontractors to the extent necessary to fulfil contractual obligations or if the data is processed on your behalf.

The personal data we transmit to PayPal may be transferred by PayPal to credit reference agencies. The purpose of this transfer is to verify your identity and creditworthiness. You can see which credit reference agencies are involved here:

<https://www.paypal.com/de/webapps/mpp/ua/privacy-full#rAnnex>

## **Legal basis**

The legal basis for the processing of your data in connection with the performance of a contract or pre-contractual measures is Article 6(1) sentence 1 letter b GDPR.

## **Storage time**

After the contract has been fully processed, the data will first be stored for the duration of the guarantee period, then, taking into account statutory retention periods, in particular tax and commercial law, and then deleted after the expiry of the period, unless you have agreed to further processing and use.

## **8. Subscribe to our newsletter**

With the following information, we will inform you about the content of our newsletter as well as about registration, delivery and statistical evaluations as well as about your rights to object. By subscribing to our newsletter, you agree to receive it and to the procedures described.

### **Content of the newsletter**

We only send newsletters with advertising information ("newsletter") with the consent of the recipient or with legal permission. If the content is specifically described when registering for the newsletter, it is decisive for the user's consent. Our newsletters also contain information about offers, product innovations and promotions.

### **Double login and log in**

Registration for our newsletter is done in a so-called double opt-in process. This means that after registration you will receive an email asking you to confirm your registration. This confirmation is necessary to ensure that no one can sign up using someone else's email address.

Newsletter registrations are logged to provide evidence of the registration process in accordance with legal requirements. This includes the storage of registration and confirmation times (date and time) as well as IP addresses.

### **Using MailChimp shipping service provider**

We use the MailChimp component to send our newsletters. MailChimp is a newsletter delivery platform from The Rocket Science Group, LLC, 512 Means Street, Suite 404, Atlanta, GA 30318, USA.

The data you store when you register for the newsletter (email address, name, IP address, date and time of your registration) will be transferred to The Rocket Science Group's server in the USA and stored there in accordance with the EU-US Privacy Shield.

MailChimp uses this information to send and evaluate the newsletter on our behalf. In addition, MailChimp may use this data to optimize or improve its own services, e.g. for technical optimization of the sending and presentation of the newsletter or for economic purposes to determine which countries recipients come from. However, MailChimp does not use our newsletter recipients' data to write to them ourselves or to pass it on to third parties. We believe in the reliability and IT and data security of MailChimp. MailChimp is certified under the U.S.-EU "Privacy Shield" data protection agreement and is therefore committed to complying with EU data protection regulations. We have also entered into a "Data Processing Agreement" with MailChimp. This is a contract in which MailChimp undertakes to protect our users' data, to process it on our behalf in accordance with its data protection regulations and, in particular, not to pass it on to third parties. You can view MailChimp's privacy policy here:

<http://mailchimp.com/legal/privacy/>

For more information on the "EU-US Privacy Shield", please visit:  
Federal Commissioner for Data Protection and Freedom of Information

[http://ec.europa.eu/justice/data-protection/international-transfers/eu-us-privacy-shield/index\\_en.htm](http://ec.europa.eu/justice/data-protection/international-transfers/eu-us-privacy-shield/index_en.htm)

### **Login details**

To sign up for the newsletter via our website, simply enter your email address. Optionally, we ask you to provide your first and last name. This information is only used to personalize the newsletter.

### **Statistical research and analysis**

Newsletters contain a so-called "web beacon", a pixel-sized file that is loaded from the MailChimp server when the newsletter is opened. As part of this retrieval, technical information such as information about your browser and your system is first collected, as well as your IP address and the time of retrieval. This information is used to make technical improvements to the service based on technical data or target audiences and their reading behavior based on their access points (which can be determined by IP address) or access times.

Statistical surveys also include whether newsletters are opened, when they are opened and which links are clicked. For technical reasons, this information can be attributed to individual newsletter recipients. However, it is not our or MailChimp's intention to track individual users. The ratings serve us much more to identify our users' interests or preferences and to tailor our content to them or to send other content according to our users' interests, i.e. personalized newsletters that are relevant to you.

### **Termination and revocation**

You can unsubscribe from our newsletter at any time, i.e. withdraw your consent. This means that your consent to receive MailChimp and statistical analyses expires at the same time.

Unfortunately, cancelling the transmission or the statistical evaluation on your own is not possible. At the end of each newsletter you will find a link to unsubscribe from the newsletter.

### **Legal basis**

After your confirmation, we will store your e-mail address for the purpose of sending you our newsletter. The legal basis for this is Article 6(1) sentence 1 letter GDPR. Your email address will be stored for the duration of your subscription. For the purpose of documenting your unsubscribe, your email address will be stored by MailChimp even after you deactivate your newsletter subscription.

Furthermore, we would like to inform you that the legal basis for consenting to the sending of email addresses is based on Article 6(1)(a), (7) GDPR and Section 7(2)(3) and (3) UWG .

The use of the shipping service provider MailChimp, the performance of statistical surveys and analyses as well as the logging of the registration process are based on our legitimate interests in accordance with Article 6(1)(f) GDPR. Our interest is to use a user-friendly and secure newsletter system that serves our business interests while meeting the expectations of our users.

We would also like to point out that you can object to the future processing of your personal data at any time in accordance with the legal requirements in accordance with Article 21 of the GDPR. In particular, you can object to processing for direct advertising purposes.

### **9. Contact options via the website**

For legal reasons, the L&G ELECTRIC website contains information that enables quick electronic contact with our company and direct communication with us, including a general address for electronic mail (e-mail address).

We therefore offer you the possibility to contact us on our website by e-mail and/or by using the contact form. In this case, the information you provide, including the contact details provided, will be stored for the purpose of processing your contact. We will not pass on this data without your consent. The data collected in this way is also not compared with data that may be collected by other parts of our website.

#### **Contact form**

The data entered in the contact form are processed on the basis of the consent given by the user before submitting the form, solely on the basis of your consent, i.e. in accordance with Article 6(1)(a) of the GDPR. All you have to do is to send an informal message by e-mail to the contact details mentioned in point 2.

The data that you enter in the contact form will remain with us until you ask us to delete it, you withdraw your consent to storage or the purpose for which the data was stored expires



(e.g. after your request has been processed). Mandatory statutory provisions - in particular retention periods - remain unaffected.

### **Communication via email**

You can contact us at any time using the email address we have provided. In this case, only the personal data you provided us with in the email will be stored. The data will only be used to answer your request.

The legal basis for the processing of the data you transmit to us when sending an email is Article 6 (1) (f) GDPR.

We will delete the data generated in this context when its storage is no longer necessary or restrict processing if there are legal requirements for storage. You can object to the storage of your personal data at any time by sending an email to the contact details listed in section 2. However, the correspondence cannot be continued thereafter.

### **10. Support/product inquiries**

L&G ELECTRIC offers its customers the opportunity to take advantage of service and support services as well as questions/advice on the product portfolio. These enquiries can be made by telephone, but in most cases via email enquiries. Within z. B. In the case of your support request, usually indicating the software and components you use, you provide us with the personal, case-specific information we need to answer your request or to resolve your technical problem. For example, if you make a product inquiry by phone, your name and phone number may be sent to us via an email address. If you request support via email, your name and phone number will be sent to us via the support form on our website

- First name First name
- Valid e-mail address
- L&G ELECTRIC software license number, client licenses and plug-ins if required

as well as a description of your problem, including details of the products used (AIO CREATOR NEO software and related AIO REMOTE NEO applications, VIZ Designer software and applications, and IQONTROL NEO, IQONTROL, IP-QONTROL and SteckerPRO as well as our AIO Gateway).

The following are also required for support requests from Ultimate licensees:

a valid callback telephone number

Final licence number or valid support ticket ID

Additional voluntary information (e.g. device categories, device types and/or manufacturer names) about the devices controlled by the L&G ELECTRIC software as well as other available services, such as visualization of your consumption data, may be necessary in the course of support processing and may be provided by you.

The data sent to us via email will also be stored on our own servers for further processing of the queries that are necessary for processing, and you ask us to delete them. Data

transmitted by telephone will only be used in the context of a telephone call or stored for further enquiries with your consent.

The purpose of the processing of this personal data is to process your request and resolve your technical problem and is based, as the implementation of contractual or pre-contractual measures, on the basis of Article 6(a) GDPR.

## **11. Blog comments feature**

L&G ELECTRIC offers users the opportunity to read blog posts published by the company on a blog located on our website.

A blog is a portal maintained on a website, usually publicly accessible, where one or more people can post articles or write comments in so-called blog posts. These blog posts cannot be commented on from your website. However, you can share them at your own request using the social media buttons provided on this page via the "Shariff component", which is compliant with data protection.

The functionality of this Shariff component used by L&G ELECTRIC is explained in more detail in Section 13.

## **12. Forum questions and answers / Community of Advice / Subscribe to questions and tags**

L&G ELECTRIC offers users the opportunity to read, ask and/or post individual questions (Q) and answers (A) about L&G ELECTRIC products, developments, innovations, etc. in the Q&A forum, the so-called "Advisory Community".

We use the services and software platform "answerbase" from Lumin Creative S.L., Calle Puigmartí 22, Ent 2, 08012 Barcelona, Spain, to operate and host this Q&A forum. "answerbase" is a common tool for implementing an effective Q&A platform.

No registration is required to read questions, answers and comments in the L&G ELECTRIC "Advisory Community", the number of answers posted per user and the associated "reputation" or to view the user's "points" or profile (including ratings, number of posts posted, activity ratings (badges)) as well as areas of expertise. However, if you wish to ask questions, post answers and comments and/or subscribe and rate ("like", "dislike"), collect points or reputation points, have activity ratings (badges) and knowledge areas assigned, you must register on the website in the mandatory "Community of Advice". To register, you must provide a valid email address, username and password. By registering, you consent to the processing of your personal data by accepting the terms of use. Registration for our advisory community is carried out in a so-called double opt-in process. This means that after registration you will receive an email asking you to confirm your registration. This confirmation is necessary so that no one can log in using someone else's email address.

Registrations are logged to provide evidence of the registration process in accordance with legal requirements. This includes storing registration and confirmation times (date and time) as well as IP addresses.

Other information such as your last name, first name, phone number, website, country, specific social networking URLs you use are used to personalize your profile and are only stored if you voluntarily provide them to us.

In addition, you can enable or disable these email alerts within your Q&A account using the individual settings for automatic email alerts for questions, comments and answers. This includes the option for another user registered in the forum to ask you direct questions or not. These settings are stored as part of your account.

If you ask a question, post a comment or reply in the advisor community, in addition to the comments you leave (activity feeds), information about the time the comment was posted, the username (pseudonym) you chose, and the number of points, badges and knowledge areas achieved will be stored and published. The IP address assigned by your Internet Service Provider (ISP) is also recorded. This storage of the IP address is done for security reasons, as we do not check the comment on our site before it is activated and in case you violate the rights of third parties or post illegal content by submitting a comment. It is therefore in our own interest and yours to store this personal data so that we can absolve ourselves of liability in the event of a breach of the law, if necessary.

As part of the advice community, as a registered user we offer the ability to explicitly subscribe to questions, answers and tags in specific questions and/or subject areas so that you will automatically receive an email when questions, answers or comments are posted in that area. You can deactivate these subscriptions at any time.

As part of the operation and hosting, your data will be transferred to the operator of the "answerbase" platform, Lumin Creative S.L., Calle Puigmartí 22, Ent 2, 08012 Barcelona, Spain

The comparison of data collected in this way with data that may be collected through other parts of our site, in particular support requests, is only done internally to further qualify responses and provide effective support.

The purpose of this question and answer forum, a consulting community, is on the one hand to offer our customers a space for exchange and mutual assistance and on the other hand to build a knowledge base for our products, to optimize the quality of our products, to create product innovations and to qualify and streamline support.

Your data will be stored for as long as your account exists in this Q&A forum. You can initiate the deactivation/deletion of your account by requesting deletion using the contact details provided in section 2.

Comments are stored on the basis of your consent given at registration in accordance with Article 6(1)(a) of the GDPR. On the other hand, also on the basis of Article 6(1)(f) GDPR.

### **13. Social media**

Using social media buttons with "Shariff"

We use the c't "Shariff" project on our website. "Shariff" replaces the usual social sharing buttons and thus protects your surfing behaviour. The Shariff component provides social media buttons that are data protection compliant. Shariff was developed for the German computer magazine c't and is published via GitHub, Inc.

The component is developed by GitHub, Inc. 88 Colin P. Kelly Junior Street, San Francisco, CA 94107, USA.

"Shariff" only integrates these social sharing buttons on our website as a graphic that contains a link to the corresponding social network. By clicking on the corresponding image, you will be redirected to the services of the respective network. The Shariff button only establishes direct contact between the social network and our visitors when the visitor actively clicks on the share button. Only then will your data be forwarded to the relevant social network. However, if you do not click on the Shariff button, no exchange will take place between you and the social networks.

The purpose of using the Shariff component is to protect the personal data of visitors to our website and also allows us to integrate a social networking button solution into this website. The legal basis for the processing is Article 6(1) sentence 1 letter f GDPR.

For more information about the c't "Shariff" project, please visit:

<http://www.heise.de/ct/artikel/Shariff-Social-Media-Buttons-mit-Datenschutz-2467514.html>

For more information and GitHub's current privacy policy, please visit

<https://help.github.com/articles/github-privacy-policy/>

We integrate the following social networks with "Shariff" on our website:

- Facebook
- Twitter
- Instagram
- Google+
- Xing
- E-mail.

#### **14. Social media plugins/accounts**

Using YouTube with enhanced data protection mode

On our website we use components (videos) from YouTube, LLC 901 Cherry Ave., 94066 San Bruno, CA, USA, Google Inc., Amphitheatre Parkway, Mountain View, CA 94043, USA. The feature displays videos stored on YouTube in an iFrame on the web. The "-extended data protection mode" option provided by YouTube is activated. As a result, YouTube does not initially store any information about visitors to the site.

If you access a page that has an embedded video, a connection will be established with YouTube's servers and the content will be displayed on the site by notifying your browser.

According to YouTube, when you activate the "- enhanced data protection mode -", the data is first transferred to the YouTube server and stored, in particular which of our websites you visited while watching the video. If you are logged in to YouTube at the same time, this information will be associated with your YouTube member account. You can prevent this by logging out of your membership account before visiting our website.

The use of YouTube is for the sake of an attractive presentation of our online offer. This is a legitimate interest within the meaning of Article 6(1)(f) GDPR.

For more information about the collection and use of data by YouTube and Google, your rights in this regard and how to protect your privacy, please refer to YouTube's data protection information:

<https://www.youtube.com/t/privacy>

<https://www.google.de/intl/de/policies/privacy>

## **Using Twitter**

We use components from Twitter on our website. Twitter is a service of Twitter Inc., 795 Folsom St., Suite 600, San Francisco, CA 94107, USA.

Every time you access our website that has such a component, the component causes the browser you are using to download the corresponding representation of the component from Twitter. Through this process, Twitter is informed which specific page of our website is currently being visited. We have no influence on the data that Twitter collects in this way, nor on the scope of this data collected by Twitter. To the best of our knowledge, Twitter collects the URL of the respective website being accessed and the IP address of the user, but does not use it for purposes other than to display the Twitter component.

The use of Twitter is in the interest of presenting our online offers in an attractive way. This is a legitimate interest within the meaning of Article 6(1)(f) GDPR.

For more information, please see Twitter's privacy policy at <http://twitter.com/privacy>.

You can change your privacy settings in your account settings at <http://twitter.com/account/settings>.

## **15. Analytical tools and online marketing**

Using Jetpack with wordpress.com STATS

We use the Jetpack web analytics component of Automattic Inc., 132 Hawthorne Street, San Francisco, CA 94107, United States of America, using technology from Quantcast Corp., 201 Third Street, 2nd Floor, San Francisco, CA 94103, United States of America.

Jetpack is a WordPress plug-in that offers us additional functionality for our WordPress-based website. Among other things, Jetpack allows us to keep track of our site visitors. By displaying related posts and publications or the ability to share content on the site, it is also possible to increase traffic. Security features are also integrated into Jetpack, so a site using Jetpack is better protected against brute force attacks. Jetpack also optimizes and speeds up the loading of images integrated on the site.

Each time you access our website, data is collected for site analysis using cookies and stored in the USA. Cookies are small text files that are stored locally in the cache of a visitor's browser to recognize the visitor's browser. The IP address is anonymized immediately after processing but before storage.

We use Jetpack to analyse and regularly improve the performance and use of our website and to use visitor frequency optimisation options. The legal basis for the processing is Article 6(1) sentence 1 letter f GDPR.

You can prevent the installation of cookies by adjusting your browser software accordingly or deleting cookies that have already been stored; however, we would like to point out that in this case you may not be able to take full advantage of all the features of our website.

You can object to the collection and use of data by Jetpack in the future by setting an opt-out cookie in your browser via <http://www.quantcast.com/opt-out>. If you delete all cookies from your browser, you must repeat the process.

### **Using Google Analytics with anonymisation**

We use Google Analytics on our website, a web analytics service provided by Google LLC, 1600 Amphitheatre Parkway, Mountain View, CA 94043-1351, USA ("Google"). Google Analytics also uses cookies to enable an analysis of your use of our website. The information generated by the cookie about your use of our website, such as the time, location and frequency of your visits to our website, is usually transmitted to a Google server in the USA and stored there.

We use Google Analytics with the "\_anonymizeIp()" extension to ensure anonymized collection of IP addresses. Therefore, your IP address will only be transmitted to Google within the member states of the European Union or in other contracting states of the Agreement on the European Economic Area in a shortened form from which no conclusions can be drawn about your identity.

Only in exceptional cases will the full IP address be transferred to a Google server in the USA and shortened there. In this case, the IP address transmitted by your browser within Google Analytics will not be merged with other Google data.

Google will use the information on our behalf to evaluate your use of our website, to compile reports on website activity and to provide other services related to website activity.

We use Google Analytics to analyse the use of our website and to improve it regularly. We can use the statistics obtained to optimise our offer and make it more interesting for you as a user. The legal basis for the use of Google Analytics is Article 6(1) sentence 1 letter f GDPR.

You can prevent the storage of cookies by setting your browser software accordingly; however, we would like to point out that in this case you may not be able to use all the functions of our website to the full extent.

Google also offers a deactivation option for the most common browsers, giving you more control over what data Google collects and processes. If you activate this option, no information about your visit to the site will be sent to Google Analytics. However, activation does not prevent the transfer of information to us or other web analytics services that we may use. For more information about the deactivation option provided by Google and how to activate this option, please visit the following link:  
<https://tools.google.com/dlpage/gaoptout?hl=de>.

Alternatively, for [www.L&G ELECTRIC.com](http://www.L&G_ELECTRIC.com), you can click on the following link to prevent Google Analytics from collecting your data in the future when you visit our website until you allow it. For this purpose, pop-ups should be enabled at least temporarily:

Deactivate Google Analytics

For more information about Google Analytics, please visit the following links:

Google Analytics Terms of Use: <http://www.google.com/analytics/terms/de.html>

Overview of data protection: <http://www.google.com/intl/de/analytics/learn/privacy.html>

Data Protection Statement: <http://www.google.de/intl/de/policies/privacy>.

In the exceptional cases where personal data is transferred to the US, Google has put forward the EU-US Privacy Shield, <https://www.privacyshield.gov/EU-US-Framework>

### **Using Google Adwords**

We also use the Google advertising tool "Google Adwords" to promote our website. In this context, we use the analytics service "Conversion Tracking" from Google Inc., 1600 Amphitheatre Parkway, Mountain View, CA 94043-1351 USA, hereinafter referred to as "Google", on our website.

Google AdWords is an online advertising service that allows advertisers to place ads in both Google search results and the Google Ad Network. Google AdWords allows the advertiser to specify keywords in advance

which allows the ad to appear in Google search results only if the user uses the search engine to retrieve a keyword-relevant search result. In the Google ad network, ads are distributed on relevant websites using an automated algorithm and taking into account predefined keywords.

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

If you have accessed our website via a Google ad, a cookie will be placed on your computer. Cookies are small text files that your browser places and stores on your computer. These so-called "conversion cookies" expire after 30 days and do not serve to identify you personally. If you visit certain pages on our website and the cookie has not yet expired, we and Google can recognize that you as a user have clicked on one of our ads placed on Google and have been redirected to our site. This means that the "conversion cookie", if it has not yet expired, is used to track whether certain sub-pages, such as the shopping cart from the online store system, have been accessed on our website. The "conversion cookie" enables us and Google to determine whether a data subject who has accessed our website via an AdWords ad has generated a sale, i.e. completed or cancelled a purchase of goods.

Google uses the information collected by the "conversion cookies" to generate statistics on traffic to our website. Through these statistics, we determine the total number of users who have clicked on our advertisements and which pages of our website were subsequently visited by the respective user. However, neither we nor other advertisers receive any information via "Google Adwords" that can be used to personally identify users.

The processing is carried out on the basis of Article 6(1)(f) GDPR. We have a legitimate interest in targeted advertising and the analysis of the impact and effectiveness of this advertising for the purpose of optimising our website and its advertising

You can prevent the installation of "conversion cookies" by adjusting your browser settings accordingly, for example by using browser settings that generally disable the automatic setting of cookies or specifically block only cookies from the domain "googleadservices.com".

You can permanently deactivate Google's use of cookies by using the following link and by downloading and installing the plug-in mentioned here: <https://support.google.com/ads/answer/7395996?hl=de>. Alternatively, you can opt out of the use of cookies by third parties by visiting the Network Advertising Initiative opt-out page at

Visit <https://www.networkadvertising.org/choices/> to implement the additional opt-out information listed here. You can also deactivate the use of cookies for personalised advertising by third parties by following this link <http://www.aboutads.info>.

Further information and applicable Google privacy regulations are available at the following links <https://www.google.de/intl/de/policies/privacy> and on the use of data <https://policies.google.com/technologies/> partner site.

## **Using Google AdSense**



We use Google AdSense, an ad integration service from Google Inc. ("Google"), on our website. The operator of the Google AdSense component is Alphabet Inc., 1600 Amphitheatre Pkwy, Mountain View, CA 94043-1351, USA.

Google AdSense uses so-called "cookies", which are text files that are stored on your computer and enable analysis of your use of the website. Google AdSense also uses so-called web beacons / tracking pixels, which are miniature graphics that are embedded in web pages in order to record log files and analyse log files, which allows statistical evaluations to be carried out. Using the embedded tracking pixel, the Alphabet Inc. may determine whether and when a data subject has accessed the website, and which links the data subject has clicked on. This means that the tracking pixels are used to evaluate, among other things, the flow of visitors to the website.

Through Google AdSense, personal data and information, which includes the IP address and is necessary for the collection and billing of display advertisements, is transmitted to Alphabet Inc. in the United States of America. This personal data is stored and processed in the United States of America. Alphabet Inc. may transfer the personal data collected through the technical process to third parties. However, Google will not associate your IP address with other data stored about you.

AdSense cookies are stored on the basis of Article 6 (1) (f) GDPR. The website operator has a legitimate interest in analysing user behaviour in order to optimise its website and advertising.

You can prevent the installation of cookies by setting your browser software accordingly; however, we would like to point out that in this case you may not be able to take full advantage of all the features of this website.

You can permanently deactivate Google's use of cookies by using the following link and by downloading and installing the plug-in mentioned here:  
<https://support.google.com/ads/answer/7395996?hl=de>. Alternatively, you can opt out of the use of cookies by third parties by visiting the Network Advertising Initiative opt-out page at

Visit <https://www.networkadvertising.org/choices/> to implement the additional opt-out information listed here. You can also deactivate the use of cookies for personalised advertising by third parties by following this link <http://www.aboutads.info>.

Google AdSense is explained in more detail at this link  
<https://www.google.de/intl/de/adsense/start/>.

Further information and applicable Google privacy regulations are available at the following links <https://www.google.de/intl/de/policies/privacy> and on the use of data <https://policies.google.com/technologies/> partner site.

## **Using Google Remarketing**

We use Google Remarketing on our website from Google Inc., 1600 Amphitheatre Parkway, Mountain View, CA 94043-1351 USA, hereinafter referred to as "Google". Google Remarketing is a feature of Google AdWords that enables us to serve advertising to internet users who have previously visited our website.

Google Remarketing uses cookies for this analysis. Cookies are small text files that are stored on your computer and enable analysis of your use of the website. This allows us to recognise our visitors as soon as they visit a website within the Google advertising network. In this way, advertisements can be presented within the Google advertising network based on content that the visitor has previously visited on websites within the Google advertising network, which also use Google's remarketing function.

Cookies record visits to the site as well as anonymised data about the use of the site. According to Google, no personal data of website visitors is processed. If you subsequently visit another website in Google's advertising network, you will be shown ads that most likely reflect the product and information areas you visited previously. Your data may also be transferred to the USA. There is a European Commission adequacy decision for data transfers to the US.

The Google Remarketing integration therefore allows us to create ads related to users, and therefore serve ads relevant to the interests of Internet users.

The processing is carried out on the basis of Article 6(1)(f) GDPR. L&G ELECTRIC has a legitimate interest in targeted, interest-relevant advertising for the purpose of optimising both its website and advertising.

You can prevent the installation of cookies by setting your browser software accordingly; however, we would like to point out that in this case you may not be able to take full advantage of all the features of this website.

You can permanently deactivate Google's use of cookies by using the following link and by downloading and installing the plug-in mentioned here:  
<https://support.google.com/ads/answer/7395996?hl=de>. Alternatively, you can opt out of the use of cookies by third parties by visiting the Network Advertising Initiative opt-out page at

Visit <https://www.networkadvertising.org/choices/> to implement the additional opt-out information listed here. You can also deactivate the use of cookies for personalised advertising by third parties by following this link <http://www.aboutads.info>.

You can also object to interest-based advertising from Google. To do this, you must go to the link <http://www.google.de/settings/ads> in each of the internet browsers you use and make the required settings there.

Further information and applicable Google privacy regulations are available at the following links <https://www.google.de/intl/de/policies/privacy> and on the use of data <https://policies.google.com/technologies/> partner site.

## **Using DoubleClick**

We use components from DoubleClick by Google on our website. DoubleClick is a Google brand under which special online marketing solutions are offered primarily to advertising agencies and publishers.

DoubleClick by Google is operated by Google Inc., 1600 Amphitheatre Pkwy, Mountain View, CA 94043-1351, USA.

DoubleClick by Google transmits data to the DoubleClick server every time you view it, as well as for clicks or other activities. Each of these data transfers triggers a cookie request to the browser you are using. If the browser accepts this request, DoubleClick sets a cookie on your computer. Cookies are small text files that are stored on your computer and allow analysis of website usage.

The purpose of the cookie is to optimize and display advertising. The cookie is used, among other things, to place and display user-relevant advertising and to create reports or improve advertising campaigns. The cookie is also used to prevent multiple impressions of the same ad.

DoubleClick uses a cookie ID that is necessary to process the technical process. The cookie ID is required, for example, to display advertisements in the browser. DoubleClick can also use the cookie ID to record which ads have already been displayed in the browser to prevent double placement. The cookie ID also allows DoubleClick to record conversions. Conversions are recorded, for example, when a user has previously viewed a DoubleClick ad and then made a purchase on our website using the same browser.

The DoubleClick cookie does not contain any personal data. However, the DoubleClick cookie may contain additional campaign identifiers. The campaign identifier is used to identify campaigns with which the user has already been in contact.

Each time you access one of the individual pages of our website on which the DoubleClick component is integrated, your computer's browser is automatically prompted by the DoubleClick component to transmit data to Google for the purposes of online advertising and commission billing. As part of this technical process, Google gains knowledge of the data, which Google also uses to generate commission statements. Among other things, Google can track that you have clicked on certain links on our website.

The DoubleClick integration allows us to place user-relevant advertising and record and optimise the benefits and effectiveness of advertising campaigns.

The processing is carried out on the basis of Article 6(1)(f) GDPR. L&G ELECTRIC has a legitimate interest in targeted, interest-relevant advertising for the purpose of optimising both its website and advertising.

You can prevent the installation of cookies by setting your browser software accordingly; however, we would like to point out that in this case you may not be able to take full advantage of all the features of this website.

You can permanently deactivate Google's use of cookies by using the following link and by downloading and installing the plug-in mentioned here:  
<https://support.google.com/ads/answer/7395996?hl=de>. Alternatively, you can opt out of the use of cookies by third parties by visiting the Network Advertising Initiative opt-out page at

Visit <https://www.networkadvertising.org/choices/> to implement the additional opt-out information listed here. You can also deactivate the use of cookies for personalised advertising by third parties by following this link <http://www.aboutads.info>.

You can also object to interest-based advertising from Google. To do this, you must go to the link <http://www.google.de/settings/ads> in each of the internet browsers you use and make the required settings there.

Further information and applicable Google privacy regulations are available at the following links <https://www.google.de/intl/de/policies/privacy> and on the use of data <https://policies.google.com/technologies/partner-site>.

### **Use of cookies to track affilinet**

On our website we use tracking cookies from affilinet by affilinet GmbH, Sapporobogen 6-8 in 80637 Munich to correctly record sales and/or leads.

Cookies are small text files that your computer stores when you visit a website.

The cookies used by affilinet are "session cookies" which are automatically deleted at the end of your visit to the website. On the other hand, so-called "persistent cookies" are used, which are normally deleted after 30 days.

These affilinet tracking cookies do not store any personal data. Rather, they only record the identification number of the intermediary partner and the serial number of the advertising material that the site visitor has clicked on.

This data is necessary for the purpose of processing payments between the website operator and the advertiser. Once the transaction is completed, the partner's identification number is used to assign the commission to be paid to the intermediary partner.

The storage of cookies for tracking affilinet is based on Article 6(1)(a)(1)(b). The website operator has a legitimate interest in the correct recording of sales/requests in order to process payments.

You can prevent the installation of cookies by setting your browser software accordingly; however, we would like to point out that in this case you may not be able to take full advantage of all the features of our website.

For more information and applicable Affilinet data protection regulations, please visit <https://www.affili.net/de/footeritem/datenschutz>.

## **16. Analytical tools and software - support**

Using bug tracking software / bug tracking in mantis

We use a so-called bug tracking software, Mantis Bug Tracker (MantisBT), to solve your technical problem, analyze bugs, troubleshoot bugs and optimize our software. MantisBT is free software for managing and tracking bug alerts, released under the terms of the GNU General Public License.

To use this software, a user account for Mantis will only be created at your specific request. This requires providing a valid email address. You will receive a confirmation link via email to confirm, update and password secure your account. You can optionally enter your first and last name instead of your username.

As a registered user, you can create tickets, read and comment on other users' tickets, and upload and download file attachments. As part of ticket creation and processing, additional data can be provided, such as a list of devices with device categories, device types and/or manufacturer names that you have set up for control with the L&G ELECTRIC software, all devices used or trained, device events ( e.g. The device events (e.g., device error messages, etc.), device actions (statuses and operations), device connections (automation rules, tasks, scenes and business profiles, etc.), system events (e.g., system error messages), etc. handle your technical problem or add new features for a software release.

We use secure SSL encryption on our website to protect your personal information and other confidential content.

Your data is stored on specially protected servers at service providers in Germany, such as ALL-INKL.COM - Neue Medien Münnich - Hauptstraße 68, D-02742 Friedersdorf.

This information is collected for the purpose of analyzing bugs, processing your inquiries, resolving your technical issue, adding new features to our software, and optimizing our software/products and support qualifications and is retained for as long as it takes to process your request, resolve a technical issue or add new features, or delete a user account.

On the one hand, the processing is based on Article 6(1)(f) GDPR. L&G ELECTRIC has a legitimate interest in the management, monitoring and analysis in order to create, optimize, use and distribute a functional product or software.

## **17. L&G ELECTRIC connect**

L&G ELECTRIC connect is an OEM program from L&G ELECTRIC that can be used to send audience-specific messages to our applications. L&G ELECTRIC connect essentially works like Google Analytics and is also used by L&G ELECTRIC to advertise in the display area for free trials of our software and applications. These ads may also link to other information and be linked to other websites. In this context, data stored in the L&G ELECTRIC software or gateway/server may also be collected and evaluated for the purpose of displaying interest-based advertising.

The collection and evaluation of the stored data includes all settings you have made in the L&G ELECTRIC software as well as all device functions and devices you have selected or learned (e.g. device categories, device types and/or manufacturer names) that you can use. The evaluated data is stored in the L&G ELECTRIC software, but the evaluation information is sent to the L&G ELECTRIC Connect cloud server so that interest-based advertising can be retrieved from there.

L&G ELECTRIC also uses this information to evaluate your activities with the L&G ELECTRIC software and, if necessary, to provide other related services and to optimize our services. All information is collected and stored anonymously and does not allow any conclusions to be drawn about you personally.

We can use the statistics to optimise our offer and make it more interesting for you as a user. The legal basis for the use of Google Analytics is Article 6(1) sentence 1 letter f GDPR.

## **18. Application and application process**

L&G ELECTRIC collects and processes the personal data of applicants for the purpose of processing the application. The processing may also take place electronically. This applies in particular if the applicant submits the relevant application documents to us electronically, for example by e-mail.

The legal basis for the processing of your data is Article 6(1) sentence 1 letter f GDPR. You can object to the storage of your data for the application and submission process at any time by sending an email to the contact details listed in section 2.

If we enter into an employment contract with you, the data transmitted will be stored for the purpose of processing the employment relationship in accordance with the law. If an employment contract is not concluded with you, the application documents will be automatically deleted two months after notification of the rejection decision, unless the deletion conflicts with other legitimate interests. Other legitimate interests include, for example, our duty to provide evidence in proceedings under the General Equality Act (AGG).

## **19th Annual General Meeting**

When conducting general meetings, L&G ELECTRIC collects and processes shareholders' personal data in order to comply with the legal requirements for conducting general meetings in accordance with the law. In this context, the following personal data is provided either by the shareholder or through third parties (e.g. a bank): surname, name, address,

number of shares and number of voting rights. This data will be retained in accordance with the relevant statutory retention period in order to provide evidence of the lawful conduct of general meetings and the resolutions passed during such meetings.

Data will only be passed on to third parties if this is necessary to comply with legal and tax regulations or if you have given your consent.

The processing of data is subject to a legal obligation of L&G ELECTRIC, on the basis of which the processing of personal data is necessary, e.g. to comply with legal obligations under the Stock Corporation Act and tax obligations, and is therefore based on Article 6(6) GDPR.

## **20. Other**

As our website continues to evolve and new technologies are introduced, changes to this privacy policy may be necessary. We therefore recommend that you re-read this privacy policy from time to time.

Accordingly, we reserve the right to change our privacy policy at any time with future effect. The current version is available online on our website.

### Objection under Article 21 GDPR

If we process your personal data on the basis of our overriding legitimate interest in the context of a balancing of interests in accordance with Article 6(1)(f) GDPR, you have the right to object to this processing at any time, with effect for reasons arising from your particular situation, to object in the future free of charge.

If we process your personal data for the purpose of carrying out direct advertising, you also have the right to object to the processing for the purpose of such advertising at any time free of charge with effect for the future; this also applies to profiling if it is linked to such direct advertising.

Address your objection to the responsible person listed in Section 2 (e.g. by email).

Data Protection Guidelines of L&G ELECTRIC connect living AG - as of 05/2020 Rev.5