

## PRIVACY POLICY

Questions or inquiries about data privacy:

Write a letter to POS Solutions GmbH, Industriezeile 54, 5280 Braunau am Inn, Austria, or send an email to [datenschutz@pos.ag](mailto:datenschutz@pos.ag)

Privacy Policy of POS Solutions GmbH (revised as of: May 2018)

### 1. Who is responsible for handling your data?

1.1 POS Solutions GmbH, Industriezeile 54, 5280 Braunau am Inn, Austria ("POS", "we", "us") is responsible for adequately protecting your personal data. Therefore, POS observes all legislation governing the protection, lawful handling, and nondisclosure of personal data, as well as data privacy.

1.2 We process your personal data in accordance with the provisions of data privacy law, including without limitation the General Data Protection Regulation (GDPR), the Data Protection Act ("Datenschutzgesetz" or "DSG"), and all other pertinent legal statutes.

1.3 This data privacy statement explains why and in what form we process your data whenever you visit our website or subscribe to our newsletter, or if you are our supplier, business partner, or our actual or prospective customer.

### 2. What interest does POS have in your data, and why and for what purpose may POS process them?

2.1 Contract fulfilment and execution of precontractual measures: We use your personal data in accordance with Art. 6(1)(1)(b) GDPR

- to provide logistics services, such as transporting goods

- to continually provide customer service and process your inquiries (if you contact us with a question, for example)
- to provide communication and IT services in automatic data processing and information technology (when using our homepage, for example)
- to manage master data and contract data (if you have a user account with us, for example)
- for contract execution

Within the scope of the aforementioned purposes, we process your personal data, address data, contact data (such as email addresses and telephone numbers), payment data, shipping data, usage data, documentation content data, identifying data (such as ID data, company register number, credit protection association (“KSV”) number, UID number), and image data.

The respective contract cannot be entered into and fulfilled unless we can process your personal data. If you do not disclose the necessary data, we cannot enter into a contract.

2.2 Your data can also be processed in the interest of POS or a third party. That data processing will occur in accordance with Art. 6(1)(f) GDPR.

- to process an offer or application, manage a contract, and render services
- to provide customer service, including managing inquiries and complaints
- to manage suppliers
- for invoicing and accounting purposes
- to manage visitors and access
- to manage events
- for a sustainable environmental and waste management system, and to implement the sustainability strategy
- for marketing purposes: Using your data for marketing purposes can also constitute a legitimate interest. POS may use your data for those purposes if you have a customer relationship with us. In that case, we might use your data for market research (such as satisfaction surveys and studies of rendered services), for consultation, and for direct marketing,

provided the data use in question can be deemed processing that serves a legitimate interest after interests are weighed. Otherwise, your data will be used for those purposes only with your separate consent, which you may withdraw at any time.

- for compliance purposes. This means, among other things, complying with statutory and other requirements, such as income tax deductions and social security deductions; obligations to record and report; audits; conformity with audits by the government and other authorities; “good governance”; reaction to legal processes; pursuing legal rights and remedies; defense during legal disputes; managing internal inquiries, complaints, or claims; investigations and compliant behavior with strategies and procedures, fulfilling a trust-building communication policy; and needs for clarification and information. In so doing, special categories of personal data are processed (including without limitation data relevant to criminal law) in accordance with Art. 9 GDPR. While processing those data, we observe all applicable special provisions prescribed by law.
- to plan, carry out, and document internal auditing activities and forensic analyses to ensure the continual improvement of our business processes and fulfil obligations under supervisory law; and to collect data for clarification and preventative purposes if suspicion arises that criminal conduct is being committed against POS. In so doing, special categories of personal data are processed (including without limitation data relevant to criminal law) in accordance with Art. 9 GDPR. While processing those data, we observe all applicable special provisions prescribed by law.
- to process cases of damage and insurance claims. In so doing, special categories of personal data are processed (including without limitation health data and data relevant to criminal law) in accordance with Art. 9 GDPR. While processing those data, we observe all applicable special provisions prescribed by law.
- to guarantee IT security and IT operations, carry out stress tests, develop new and adapt existing products and systems, migrate data to ensure the sustainability and integrity of the systems (and therefore, in a broader sense, of the processed data as well). in so doing, the personal data are used primarily for tests that cannot be based on anonymous data without incurring unreasonable costs.

Obviously, data privacy in accordance with Art. 32 GDPR is continually guaranteed.

2.3 Fulfilling statutory obligations: POS is also subject to statutory obligations, such as documentation obligations; requirements under corporate and capital market law, tax law, or company law; and obligations to test and report. So that we can fulfil those obligations, we process your personal data in accordance with Art. 6(1)(c) GDPR exclusively to the extent required by the respective legal statute.

2.4 Consent: We will obtain your consent in accordance with Art. 6(1)(a) GDPR if none of the justifying grounds shown under items 2.1 to 2.3 are constituted. Naturally, when doing so we will fully observe any additional requirements (including the Telecommunication Act). POS requires your voluntary consent, which you may withdraw at any time with effect for the future, mainly for the following purposes:

- Marketing purposes such as electronically sending emails, texts, messages in the POS customer portals and mobile data applications; and marketing through social networks and telephone contacts. Based on your consent, POS may use those channels to send you marketing information about events and suggestions for products and services from POS's service offerings.
- Tracking user behavior on the websites, and in POS apps (if you use them). You can find additional information about cookies under item 9, "Legal Notices and Cookie Information for Websites."

2.5 If POS processes your data for purposes other than those presented in this document, we will inform you thereof separately and in advance.

3. To whom may your data be forwarded?

3.1 Data transmission within the POS group of companies: We may forward individual data processing to specialised areas or companies within our

group of companies. We do this so we can better process your customer data (for internal management purposes, for example).

3.2 External service providers: We comply with statutory and contractual obligations. In our company, which is based on a division of labor, necessary data processing is often performed by service provision companies specialising in such work, known as commissioned processors (“processors”). Those companies can render quality services economically. Therefore, we transmit your personal data to those companies to the extent necessary to render the service in question. Such services include without limitation storing data in secure computer centres, printing receipts and promotional material, postcards, photos, and digitizing contracts or invoices by creating a digital, unalterable image. Our processors include IT service providers, printing service providers, providers of customer support and contract management, as well as market research institutes, marketing firms, and advertising agencies.

3.3 Courts and authorities: There are also statutory obligations that POS can fulfil only by transmitting your personal data to authorities (such as social insurance agencies, tax offices, or criminal prosecution agencies, supervisory authorities, customs authorities) or courts, to the necessary extent.

3.4 Additional recipients: Within the scope of the contractual relationship, and especially in connection with our obligation to perform, additional transmissions of your personal data may be made on a case-by-case basis to postal service providers, doctors, hospitals, insurance companies and agents, experts, assessors, attorneys, interest groups, address publishers and direct marketing firms, banks and capital investment firms, insurers, auditors, consultants, and funding agencies.

4. May your data also be forwarded to another country (including one outside the EU)?

4.1 Yes, if the European Commission has confirmed that an adequate level of data protection exists in that third country, or if other suitable data protection guarantees exist

(such as binding in-house data privacy regulations or EU standard data protection clauses).

4.2 In special cases, the transmission to a third country can also be made with your express consent, provided we have informed you of the possible risks of the intended transmission and the lack of suitable data protection guarantees (item 4.1).

5. How long will your data be stored?

5.1 As soon as POS no longer needs your personal data for the purposes outlined above, it will erase them, provided no other statutory retention periods apply.

5.2 Under the Austrian General Civil Code, the statutory limitation period is between two and thirty years. Claims against POS may be asserted during that period. We will retain the personal data concerning you for as long as each possible claim necessitates.

5.3 Based on requirements under company law (such as the Federal Fiscal Code and the Austrian Commercial Code), your contract data must be stored for at least seven years after the contract ends.

6. What rights do you have?

6.1 If you wish, we will give you information about all the personal data concerning you that we are processing. In some cases, you are also entitled to data portability—and therefore issuance of the personal data concerning you of which we are aware—in a structured, commonly used, and machine-readable format.

6.2 Under certain conditions, you may demand that the processing of personal data concerning you be restricted, or that those data be rectified or erased, or may lodge an objection to the processing.

6.3 In a few cases mentioned above, POS may process personal data concerning you based on your consent. You may withdraw that consent at any time, without giving reasons and with effect for the future; until you do, we will process those data lawfully.

6.4 Do you have additional questions, suggestions, or criticism? If so, you may contact the data privacy officer named under item 8. You may also lodge a complaint with the Austrian data protection authority: Austrian Data Protection Authority, Barichgasse 40-42, 1030 Vienna.

## 7. Your right to object

As the data subject, you may object to the use of your data at any time if the processing serves the purposes of direct marketing.

You may also object at any time on grounds relating to your particular situation.

If you wish to lodge an objection, you may send an email to [datenschutz@pos.ag](mailto:datenschutz@pos.ag) or a letter to POS Solutions GmbH, attn. Data Privacy Officer, Industriezeile 54, 5280 Braunau am Inn, Austria.

## 8. Contact

You may contact POS's data privacy officer under the email address [datenschutz@pos.ag](mailto:datenschutz@pos.ag) or the address POS Solutions GmbH, Industriezeile 54, 5280 Braunau am Inn, Austria.

## 9. Legal Notices and Cookie Information for Websites

### 9.1. General

The details and notifications provided on the websites of POS Solutions GmbH are for informative purposes only. We make every reasonable effort to ensure that they are correct and complete. However, we cannot rule out unintended and accidental errors.

POS Solutions GmbH assumes no warranty or guarantee for the information provided on our websites. In particular, POS Solutions GmbH assumes no guarantee that information can be run on any desired software or hardware configuration; will be up to date, secure, or free from errors; satisfy your needs; or be permanently available. Or that POS Solutions GmbH's websites or auxiliary resources (such as servers) are free from viruses. Moreover, POS Solutions GmbH reserves the right to change or supplement the information provided on the websites without notice.

POS Solutions GmbH is not liable for incorrect or lacking information on its websites. This includes without limitation hyperlinks or other content that is directly or indirectly used on the websites or is retrievable from them. Users are solely responsible for any decisions they make based on information provided on the websites of POS Solutions GmbH.

Neither is POS Solutions GmbH liable for any damage (including without limitation indirect damage, specific damage, or consequential damage) that arises for any reason in connection with the direct or indirect use of the information (including hyperlinks) provided on these websites.

All preceding rules also apply to software that is directly or indirectly retrieved, or can be used, from the websites of POS Solutions GmbH. If third-party regulations apply via hyperlinks, the regulations of the provider in question will apply.

## 9.2 Copyright



The design and content of these websites are copyright-protected. No images or texts from these websites may be used without the prior written consent of POS Solutions GmbH. The use of identifiers (such as brands and logos) is expressly forbidden.

### 9.3 Use of cookies

Cookies and similar technology (“cookies”) are used in multiple places in our websites. They help make our services more user-friendly and effective. Cookies are small text files that are placed on your computer and stored by your browser. Our website uses session and permanent cookies. Session cookies are stored only during the session. Permanent cookies (or “persistent cookies”) serve to improve use for our customers. Cookies do not damage your computer and contain no viruses.

As a general principle, customers can use our webpages without cookies. However, a login is required for certain services that will not function without authentication cookies.

You can set your browser to accept or reject the storage of cookies. However, rejecting the storage of all cookies can restrict the website's functionality. You may at any time delete cookies that have already been stored on your end device. Please read the instructions to your browser or end device to learn how this functions in detail.

#### 9.3.1 Types of cookies

##### Authentication cookies

These cookies help us clearly identify the user. But they are also used to log the customer in automatically (during a subsequent visit, for example).

("Remember-me" cookie). These cookies help us clearly identify the logged-in user across all applications, thus guaranteeing optimal user guidance.

We use the following authentication cookies: `_ga`, `_gat`, `_gid`, `collect`, `flowplayerTestStorage`, `r/collect`, `UUID#[abcdef0123456789]32`

### Functionality cookies

Functionality cookies help us offer users optimal service regarding recurring functionalities and secure the web application. Monitor resolution values are stored to provide images in the optimal resolution for the customer so that loading times remain brief, depending on the respective system. But undesired areas might be hidden for the long term or permanently.

### Google Universal Analytics

On a few of their websites, POS uses Google Analytics, including the functions of Universal Analytics, a service of Google Inc. ("Google"), which is implemented via Google Tag Manager. Google Analytics uses cookies, which are stored on your computer and allow us to analyze how you use our websites. The cookies so placed have a theoretical lifespan of up to two years. The information that the cookies generate about your use of the POS Sol GmbH's websites (including your IP address) is transmitted to a Google server in the USA and stored there.

IP anonymisation is activated on the websites of POS. The function "`_anonymizelp()`" is used, whereby IP addresses are truncated before being processed further to rule out any personal identification; in other words, the IP address is truncated within member states of the European Union or other member states of the European Economic Area before being transmitted to Google.

On behalf of POS, Google will use the transmitted information to analyze internet and website use (anonymized evaluations and graphics of page views and Visits, for example). With the help of the function Universal Analytics, we can analyze the activities on our pages across devices (during accesses from a laptop and, later, from a tablet). We do this by giving some users a pseudonymous User ID. Such an ID is assigned, for example, to users who register for a customer account or log into theirs.

POS Solutions GmbH uses the data exclusively for market research, to optimize your websites, and to render additional services associated with the internet use. Likewise, Google will transmit that information to third parties if this is prescribed by law or if those third parties process data on Google's behalf. Google will not combine your IP address with other Google data.

You can prevent Google from recording or processing the data the cookies generate about your use of the website (including your IP address) by downloading and installing the browser plug-in available at the following link:

<https://tools.google.com/dlpage/gaoptout7hhde>.

We also give you the chance to prevent tracking completely. To do so, just click on the link listed below. To make that objection permanent, your browser must accept cookies.

[Click here to be excluded from Google Analytics Measurements.](#)

Moreover, you can deactivate the cross-device analysis of your use in your Google customer account, under "Data & Personalization."

[Click here to change the settings in your Google customer account.](#)

The legal basis for using Google Analytics is Art. 6(1)(1)(f) GDPR. You can find more information on Google Analytics under [www.google.com/analytics](http://www.google.com/analytics). For the exceptional cases in which personal data is transmitted to the USA, Google complies with the EU-US Privacy Shield Framework, <https://www.privacyshield.gov/EU-US-Framework>.

#### Advertising functions of Google

We use the services of Google AdWords to draw attention to our attractive offerings by using advertising media ("Google AdWords") on external websites. We can determine how successful the individual promotional activities are in relation to the data of the advertising campaigns. We therefore pursue our interest in showing you advertisements that are interesting to you, designing our website to be more interesting to you, and calculating advertising costs fairly.

Those promotional materials are delivered by Google via an ad server. To that end, we use ad server cookies to measure certain parameters for measuring success, such as the displaying of ads or clicks made by the user. If you arrive at our website through a Google ad, Google AdWords will store a cookie in your PC. Those cookies normally become invalid after 30 days, and we cannot use them to identify you personally. The unique cookie ID, number of ad impressions per placement (frequency), last impression (relevant for post-view conversions) and opt-out information (marking that the user no longer wishes to be addressed) are usually stored as analysis values for this cookie.

These cookies enable Google to recognize your internet browser. If a user visits certain pages of an AdWords customer's website and the cookie stored on their computer has not yet expired, Google and the customer can recognise that the user clicked on the ad and was directed to that page. Each Adwords customer is assigned a different cookie. Therefore, cookies cannot be traced via the websites of Adwords customers. We never collect or process

any personal data in the advertising activities named. We receive merely statistical evaluations from Google. Those evaluations identify the advertising activities we use that are particularly effective. We receive no further data by using the advertising media, and in particular cannot use this information to identify any user.

Based on the marketing tools used, the browser automatically establishes a direct connection with the Google server. We cannot influence the scope or further use of the data that Google collects by using this tool, and therefore provide you with information according to our state of knowledge: by incorporating AdWords conversion, Google is informed that you have accessed the appropriate part of our internet presence or have clicked on an ad of ours. If you are registered with a Google service, Google can assign the visit to your account. Even if you are not registered or logged in, the provider might learn your IP address and store it.

Besides AdWords conversion, we use the application Google Remarketing. We use it because we'd like to address you again. Google Remarketing allows us to show you our ads while you continue to use the internet after visiting our website. This is accomplished with cookies stored in your browser that allow Google to record and evaluate your user behavior when your visit various websites. And this allows Google to establish your previous visit to our website. According to Google's own statements, the data collected as part of remarketing will not be combined with the personal data concerning you that is also stored by Google. In particular, according to Google, pseudonymization will be used during marketing.

You can prevent your participation in this tracking procedure in various ways: (1) by changing your browser settings appropriately; in particular, suppressing third-party cookies will keep you from receiving ads from third-party providers; (2) by deactivating cookies for conversion tracking by setting your browser to block cookies from the domain "www.googleadservices.com," <https://www.google.de/settings/ads>, whereby that setting can be deleted if you

delete cookies; (3) by deactivating the provider's interest-related ads that are part of the self-regulating campaign "About Ads," via the link <http://www.aboutads.info/choices>, whereby that setting will be deleted if you delete your cookies; (4) by permanent deactivation in your browsers Firefox, Internet Explorer or Google Chrome under the link <http://www.google.com/settings/ads/plugin>. But bear in mind that if you do any of these, you might not be able to use all functions of these services to their full extent.

In addition, we give you the chance to prevent the pixel completely. To do so, just click on the link listed below. To make that objection permanent, your browser must accept cookies.

[Click here to be excluded from Google's advertising functions.](#)

But bear in mind that if you do, you might not be able to use all functions of these services to their full extent.

The legal basis for processing your data is Art. 6(1)(1)(f) GDPR. You can find further information about data privacy at Google under:

<https://www.google.com/intl/de/policies/privacy> and <https://services.google.com/fh/files/misc/sitestats/de.html>. Or you can visit the website of the Network Advertising Initiative (NAI) under <http://www.networkadvertising.org>. Google complies with the EU-US Privacy Shield Framework, <https://www.privacyshield.gov/EU-US-Framework>.

We use cookies (OAX) from the provider Adworx. Those cookies serve exclusively advertising purposes. Our website has no influence on the cookies' content. They are used to track and analyze user behavior in order to place advertising campaigns that are relevant for the user.

#### 9.4. Newsletter

You may receive newsletters, emails, and other electronic messages with advertising information only if you grant us your consent or based on statutory permission. To object to having the newsletter sent, or to unsubscribe to it, send us an email to [datenschutz@pos.ag](mailto:datenschutz@pos.ag).

## 10. Changes and supplements

We may change or supplement the informative content at any time without notice. If parts or individual wordings of this text do not or no longer comply with the applicable legal situation completely or at all, the content and validity of the document's remaining parts will remain unaffected.

## 11. Employees

If you apply with POS, we will inform you at the beginning of the application process of the form in which we will process personal data concerning you. If you then become an employee of POS, we will process your data as described in the data privacy notices for employees of POS.