

Vienna Scientific Instruments GmbH - Privacy Statement

Thanks for visiting our websites. This policy explains the what, how, and why of the information we collect when you visit one of our websites, or when you use our Services and buy our Products. It also explains the specific ways we use and disclose that information. We take your privacy extremely seriously, and we never sell personal information or email addresses.

Only users of at least 14 years of age may give their permission for data storage. If you are younger than this age, please consult your legal guardians.

1. General notes

We, the Vienna Scientific Instruments GmbH (hereinafter referred to as “Vienna Scientific Instruments”, “VSI” or “we”) via this privacy policy wish to hereby inform Vienna Scientific Instruments users, buyers and visitors of our websites as to the purpose, type and extent of the processing of personal information. Our websites and services are constantly being revised and improved. Corresponding thereto, this privacy policy shall regularly be revised and updated. This applies in particular to those procedures used by us to carry out usage analysis, as well as those used to measure the effectiveness of advertising methods and comparable services, in particular those belonging to third parties. The current status of each of these services can be found below.

If you have any questions or comments, or if you want to update, delete, or change any Personal Information we hold, or you have a concern about the way in which we have handled any privacy matter, please use our contact form to send us a message. You may also contact us by postal mail (Vienna Scientific Instruments GmbH, Heiligenkreuzer Straße 466, 2534 Alland, AUSTRIA) or email (office@vienna-scientific.com).

2. Usage of Personal Data

We collect, process and use personal data (in accordance with the definitions of the Austrian and European Data Processing Law) in order to provide our services. The promotion of our products and provision of information as regards product functions etc. to Vienna Scientific Instruments Users as well as other interested parties is a natural component thereof. The scope of the processing of the personal data concerned depends on whether our websites are merely being visited or alternatively being used by Vienna Scientific Instruments Users to provide personal data.

Information that may be provided voluntarily by the user: When contacting Vienna Scientific Instruments the user must provide a valid email address and a name. The email address shall be used to send notifications regarding the addressed request to the Vienna Scientific Instruments user. These notifications include for product information, pro-form invoices, bills, customer support etc.. For bills and pro-forma invoices (quotes) additional information such as company, contact and payment details might be provided by the User - allowing to include this information in his/her request as (future) customer. A separate registration for our newsletter informing about recent developments at VSI is available but registration is not required for services. Vienna Scientific Instruments users always have the possibility to unsubscribe from the newsletter and the individual

notifications (e.g. notifications regarding new entries to the guestbook or via the contact form). The data submitted by the Vienna Scientific Instruments user shall be saved until requested otherwise by the user with the exception of payment data and data related to sales/warranty requests. Due to tax regulations we are obliged to save billing information for a period of 10 years. Warranty requests cannot be processed without contact information regarding the Buyer.

When visiting www.vienna-scientific.com, some data is captured which is used by us for analytical purposes. This data will only be used internally and is not shared with third parties.

The capture of visitor data specifically serves the following purposes: i) analysis of site usage for the purpose of market research and optimization of the website content, ii) alignment of the website content to the needs of visitors, and iii) improvement in user friendliness and ease of operation.

When requesting invoices, bills, brochures or any other kind of information, all data required for the order processing is also stored.

The following sections describe which data is captured and how it is collected.

[Storage of cookies on your computer/device](#)

Cookies are tiny text files stored on your computer. Most frequently, cookies are stored for the duration of the current session, i.e. until you close your browser, but in some cases, they are stored longer than this. A more comprehensive overview of the cookies we use as well as the possibility to object to the processing and collecting of data via third-party cookies (i.e. to opt out) can be found below. We would like to take the opportunity to inform you in advance and separately of the following cookie technologies:

[Session cookies for identification](#)

When you sign into your Vienna Scientific Instruments website, Vienna Scientific Instruments automatically sets a cookie to recognize your browser (this is called a session cookie). Most browsers accept cookies by default, but it is possible to change your browser settings to refuse all cookies. If your browser is set to refuse all cookies, Vienna Scientific Instruments will not function properly. You can delete cookies at any time.

[Advertising and analytics cookies](#)

Third-party services are used on the website of Vienna Scientific Instruments for advertising, analysis and quality assurance-related purposes. These services may set third-party cookies and/or pixel tags (web beacons), in order to be able to display specific regional or topic-targeted banners to you while you surf the web. Most browsers allow you to deactivate third-party cookies via the browser settings. Please note however, that this may affect the functionality of other sites outside of Vienna Scientific Instruments (forums, etc.). You can also choose to deactivate third-party cookies by going to the Network Advertising Initiative site and following the instructions there.

[Communication with Vienna Scientific Instruments](#)

Should a Vienna Scientific Instruments user or visitor have questions or queries, you can contact us at any time via email or via our website forms. Any personal information submitted shall only be used in order to process your request(s).

Data we gather in the course of order processing will never be used to create individual user profiles or track the surfing habits of our customers. Your contact information will be solely used by us in order to process your requests.

Our newsletter (Double opt-in) contains links and graphics to help us learn whether you actually read our newsletter and which topics/links interest you most. This allows us to improve our service and increase quality control. You can remove your consent to this user analysis via “unsubscribing” from the newsletter. An “unsubscribe” link can be found in every newsletter-mailing incl. the registration email.

Blog

We might have public blogs on our Websites. Any information you include in a comment on our blog may be read, collected, and used by anyone. If your Personal Information appears on our blogs and you want it removed, contact us.

Third-party services

Vienna Scientific Instruments uses the following third-party services ...

Google

www.vienna-scientific.com uses diverse services from the American Google Inc.. These services include Google Analytics, Google reCaptcha, Google Fonts, Google Maps, Facebook, Google+, Twitter, LinkedIn, Xing, Addthis, ResearchGate, WhatsApp, Viber, Herold and MailChimp.,

Google Analytics

www.vienna-scientific.com uses Google Analytics. Google Analytics a web analysis service of Google Inc., (“Google”). Google Analytics stores cookies on your computer which allow you to analyze the surfing patterns of visitors to your website. The information generated by the cookie about your use of this website (including your IP address) will be sent to a Google server in the United States and stored there. Google will use this information to evaluate your use of the website, to compile reports on website activity for website operators and to report other website activity and internet-related services. If required by law, Google will pass along this information to third parties. Google will also pass along data to third parties for processing, provided this processing is done on behalf of Google. Under no circumstances shall Google connect your IP address with any other data held by Google. If you wish, you can adjust your browser settings so as to refuse cookies. Please keep in mind, however, that if you refuse all cookies, you will not necessarily have access to all functions of this website. By using this site, you consent to the processing of your data by Google as described above, for the aforementioned purpose. If you wish to prevent your IP address from being saved now and in the future, you can do so by installing a browser plugin available here.

You can prevent data collection via Google Analytics. The Google Analytics opt-out browser add-on for the Google Analytics JavaScript (ga.js, analytics.js, dc.js) is available at <https://tools.google.com/dlpage/gaoptout?hl=en>

An "Opt-out Cookie" shall then be applied to your website which shall prevent any future collection of your data when visiting this website.

If you want to opt-out, download and install the add-on for your web browser. The Google Analytics opt-out add-on is designed to be compatible with Chrome, Internet Explorer 11, Safari, Firefox and Opera. In order to function, the opt-out add-on must be able to load and execute properly on your browser. For Internet Explorer, 3rd-party cookies must be enabled. Learn more about about the opt-out and how to properly install the browser add-on

<https://support.google.com/analytics/answer/181881?hl=en>

The data collected is processed in a non-personally-identifying form (“anonymizelp”). The relevant Google Analytics’ privacy policy can be found here.

<https://www.google.com/analytics/terms/us.html>

Google reCaptcha

We use the reCAPTCHA service provided by Google Inc. (Google) to protect your submissions via internet submission forms on this site. This plugin checks if you are a person in order to prevent certain website functions from being (ab)used by spam bots (particularly comments). This plugin query includes the sending of the IP address and possibly other data required by Google for the Google reCAPTCHA service. For this purpose your input will be communicated to and used by Google. However, your IP address is previously truncated by Google within member states of the European Union or in other states which are party to the agreement on the European Economic Area and is, as such, anonymized. Only in exceptional cases is a full IP address transmitted to a Google server in the United States and truncated there. On behalf of the operator of this website, Google will use this information to evaluate your use of this service. The IP address provided by reCaptcha from your browser shall not be merged with any other data from Google.

This data collection is subject to the data protection regulations of Google (Google Inc.). For more information about Google's privacy policy, please visit:

<https://www.google.com/intl/en/policies/privacy/>

By using the reCAPTCHA service, you consent to the processing of data about you by Google in the manner and for the purposes set out above.

Facebook Conversion Tracking Pixel

With your permission, our website utilizes the Conversion Tracking Pixel service of Facebook Inc., 1601 S. California Ave., Palo Alto, CA 94304, USA (“Facebook”). This tool allows us to follow the actions of users after they are redirected to a provider’s website by clicking on a Facebook advertisement. We are thus able to record the efficacy of Facebook advertisements for statistical and market research purposes. The collected data remain anonymous. This means that we cannot see the personal data of any individual user. However, the collected data are saved and processed by Facebook. We are informing you on this matter according to our information at this time. Facebook is able to connect the data with your Facebook account and use the data for their own advertising purposes, in accordance with Facebook’s Data Use Policy found under:

<https://www.facebook.com/about/privacy/>

Facebook Conversion Tracking also allows Facebook and its partners to show you advertisements on and outside Facebook. In addition, a cookie will be saved onto your computer for these purposes.

You can find more information about the Terms of Use as well as the purpose and scope of data collection and how this data is used by Facebook at

<https://www.facebook.com/customaudiences/app/tos>

Only users over 13 years of age may give their permission. If you are younger than this age, please consult your legal guardians.

Please visit https://www.facebook.com/ads/website_custom_audiences/ if you would like to revoke your permission.

Facebook Remarketing / Retargeting

Our website includes remarketing tags of the social network Facebook, 1601 South California Avenue, Palo Alto, CA 94304, USA. Upon visiting our site your browser is directly connected to the Facebook server via the remarketing tags. As a consequence, Facebook is informed that you have visited our site via your IP address, making it possible to allocate the visit of our site to your user account. The data thus obtained can be used by us for Facebook ads. Please note that as VSI we do not have any knowledge about the content of the conveyed data and the way they are used by Facebook. For detailed information, please see the Facebook privacy statement at: <https://www.facebook.com/about/privacy/>.

To revoke you consent please visit https://www.facebook.com/ads/website_custom_audiences/

Social Media Plugins

Our website uses social plugins ("plugins"). Plug-ins of the social networks Facebook, Google+, Twitter, LinkedIn, Xing, Addthis, ResearchGate, WhatsApp, Viber, Herold, MailChimp and POWr are integrated on the pages of www.vienna-scientific.com. You can recognize these plug-ins partially by their respective logo on the bottom/side of the corresponding page. When you click on these buttons you can then transmit your recommendation, share content ect..

By clicking on the activated recommendation button, operators of the network platforms receive the information that you have visited our site with your IP address. If you click on the Facebook "Like" button while you are logged into your Facebook account, for example, you can link the content of our pages on your Facebook profile. This allows Facebook to assign your visit of our website to your user account. We point out that we, as providers of the sites, possess no knowledge of the content of the transmitted data and its use by the operators of the network platforms. We also maintain presences on social media platforms including Facebook, and Google+. Any information, communications, or materials you submit to us via a social media platform is done at your own risk without any expectation of privacy. We cannot control the actions of other users of these platforms or the actions of the platforms themselves. Your interactions with those features and platforms are governed by the privacy policies of the companies that provide them.

For more information, please see the privacy statements of the corresponding social media platforms:

Facebook

Social media from facebook.com, which is operated by Facebook, Inc. ("Facebook"). These plugins are branded with a Facebook logo or with a phrase such as "Facebook Social Plugin". When you visit a website on our website containing a Facebook Social Plugin, your browser creates a direct connection to the Facebook servers. The content of the plugin is transmitted directly to your browser by Facebook and is then incorporated into the website. Facebook, in turn, is aware of every time the

website is accessed. If you have a Facebook profile, the company is able to associate the website visit to your profile by using JavaScript and setting cookies. If you interact with plugins on a website, for example by clicking the “Like” button or replying to a message, this information will be sent directly to Facebook and stored there. With the right browser plug-in you can prevent this information from being transferred, but please keep in mind that Facebook Social Plugins will no longer work properly.

For more information on the purpose and scope of data collection and further processing and use of data by Facebook, as well as your rights and changes to settings you can make, please review the Facebook privacy policy at <https://www.facebook.com/about/privacy/>

List of other integrated services (Name, purpose and link to privacy policies):

- Google+, a social media platform, <http://www.google.com/intl/en/policies/privacy/>
- Twitter, a social media platform, <http://twitter.com/privacy?lang=en>
- LinkedIn, a social media platform, <https://www.linkedin.com/legal/privacy-policy>
- Xing, a social media platform, <https://touch.xing.com/about/privacy/>
- AddThis, bookmarking service that simplifies the bookmarking of websites, <http://www.addthis.com/privacy/privacy-policy>
- ResearchGate, a social media platform for researchers, <https://www.researchgate.net/privacy-policy>
- WhatsApp, a communication platform, <https://www.whatsapp.com/legal/>
- Viber, a communication platform, <https://www.viber.com/terms/>
- Herold, a Austrian indexing platform for companies, <https://www.herold.at/cms/datenschutzerklaerung/>
- MailChimp, used for newsletter management, <https://mailchimp.com/legal/privacy/>
- POWr, provides plugins to enhance the website content, <https://www.powr.io/privacy>

Links to third-party websites

Our Website includes links to other websites, whose privacy practices may be different from ours. If you submit Personal Information to any of those sites, your information is governed by their privacy policies. We encourage you to carefully read the privacy policy of any Website you visit.

3. Compliance

GDPR compliance

The Vienna Scientific Instruments GmbH places great importance on the privacy of each client. The processing of personal data therefore always takes place under the applicable data protection regulations, in particular those of the Austrian Data Protection Act (DSG 2000, 2018), the Austrian Telecommunications Act (TKG 2003) and the GDPR (DSGVO; <https://www.dsb.gv.at/datenschutz-grundverordnung>). All employees are obliged to comply with data secrecy pursuant in its current form.

As a result of the GDPR, VSI is obliged, among other things, to keep a record of all the processes in which personal data is handled, known as the ‘record of processing activities’ (Verzeichnis der Verarbeitungstätigkeiten – VdV). The VdV is an essential cornerstone of GDPR compliance, particularly in terms of observing evidence and accountability obligations, (prompt) fulfilment of the rights of those affected, and data protection impact assessment. The directory will keep a record of all activities involving the processing of personal data.

Further information on the GDPR can be found at <http://eur-lex.europa.eu/legal-content/EN/TXT/HTML/?uri=CELEX:32016R0679> (HTML) or <http://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:32016R0679> (PDF)

Data Transfers from the EU to the United States

We would also like to note the following as regards to the usage of service providers located outside of the European Union: Vienna Scientific Instruments' services are offered internationally and in cooperation with companies outside of the European Union. Thus, it extends not only beyond the Republic of Austria, but also beyond the European Union. We operate worldwide and our users are scattered across this planet. We would prefer to use European service providers for particular services and service offerings, where such providers can deliver the required services at a comparable and competitive price and service level. However, we also wish to be completely transparent. For many of the services that we use there is simply no comparable, acceptable alternative. As a result, we therefore employ the use of a range of service providers outside the European Union, in particular from the USA. We take steps to ensure that measures according to European Data Protection law (GDPR) are taken and applied so as to guarantee an adequate level of data protection, especially in compliance with EU-U.S. Privacy Shield Framework. To learn more about the Privacy Shield Frameworks visit the U.S. Department of Commerce's Privacy Shield website: <https://www.privacyshield.gov/welcome>. A list of Privacy Shield participants is maintained by the U.S. Department of Commerce and is available at: <https://www.privacyshield.gov/list>.

Data transferred to your partner company Bartz Technology Corporation, situated in California, USA, is solely handled by this company and its representatives and according to local privacy laws. Under California Law, California residents have the right to request in writing from businesses with whom they have an established business relationship, (a) a list of the categories of Personal Information, such as name, email and mailing address and the type of services provided to the customer, that a business has disclosed to third parties (including affiliates that are separate legal entities) during the immediately preceding calendar year for the third parties' direct marketing purposes and (b) the names and addresses of all such third parties. To request the above information, please contact Bartz Technology through our BTC contact form, mail (Bartz Technology Corporation, 4187 Carpinteria Ave. Unit #7, Carpinteria, California, 93013, USA) or email at bartztechnology@sbcoxmail.com.

4. Sharing of personal Information

The data of Vienna Scientific Instruments Users shall not be sold to third parties. We shall not share or pass on any personal information without your explicit consent, unless we are legally obligated to do so

- In order to fulfill contractual services for the Vienna Scientific Instruments user and/or in order to enforce rights and obligations of these terms of use and the corresponding contractual relationship between Users and Vienna Scientific Instruments .
- In order to perform the Vienna Scientific Instruments service it may be necessary for Vienna Scientific Instruments to employ the use of third party services. In that case, data may be shared e.g.: In order to send email, our website provider Jimdo creates an account with Rackspace Limited or Open-Xchange. Rackspace Limited or Open-Xchange assumes responsibility for the technical delivery and management of emails. Their privacy policies can be found under <http://www.rackspace.com/information/legal/privacystatement.php> or <https://www.open->

xchange.com/privacy/ . For sending newsletters we use the mail services provided by MailChimp. Their privacy policy can be found at <https://mailchimp.com/legal/privacy/>

If Vienna Scientific Instruments is acquired by another company, information including personal data could be transferred to the acquiring party within the framework of the relevant data protection provisions.

5. Rights in regard to personal information

We are happy to inform you as to what personal information we have saved on you (right to information of the concerned party in accordance with the Austrian DSG). This information is free, shall be processed immediately and is usually transmitted to you via Email (also via post upon request). In order to receive applicable and detailed information, please provide us with specifications as to the personal data or type thereof concerned (where possible). In order to ensure that the person requesting the aforementioned information is the person they present themselves to be, we require a proof of identity. This can be in the form of a copied identification document. Please blacken out or remove serial numbers and passport numbers from such copies. These copies shall only be used for the purpose of identification and for the processing your request.

In accordance with the Austrian Data Protection act and the GDPR, you are entitled to request that any personal data we collect on you be rectified, deleted or blocked. Users have the right to revoke consent to the use of personal data at any time. In this case, we will not use your data and delete it in compliance with any statutory retention periods.

Where the use of your personal information is not provided for by law, you further have the right to object to the use of your data due to infringement of your overriding and legitimate confidentiality interests. In the event of this circumstance, we will delete your data in compliance with any statutory retention periods within a period of eight weeks.

Any such requests can be sent to us in text form i.e. per post (see website contact for details) or via the following email address: office@vienna-scientific.com.

6. Breach of Security Notice

If a security breach causes an unauthorized intrusion into our system that materially affects Users or Buyers, we will notify you as soon as possible and later report the action we took in response.

7. Modifications to this Privacy Policy

In the interest of transparency, we shall regularly update this privacy policy. In the case of significant changes where the rights of Vienna Scientific Instruments users could be affected, we shall communicate these changes to you in advance (via an update of the privacy policy on our website, for example) and where applicable inform you as to the available redress procedures. This applies in particular to those procedures used by us to carry out usage analysis, as well as those used to measure the effectiveness of advertising methods and comparable services, in particular those belonging to third parties. The current status of each of these services can be found above.

If any questions or concerns regarding this privacy policy arise, we can be contacted via mail (see webpage “contact” for up-to-date postal address) or email (office@vienna-scientific.com).

Thanks for taking the time to learn about Vienna Scientific Instruments Privacy Policy, and thanks for trusting us to handle your data.

Updated 18. February 2019