

Privacy Policy

Responsible for the processing of data is:

Alexander Gettmann
Rheinstraße 60 b
56203
Höhr-Grenzhausen
a.gettmann@rodenti.com

Thank you for visiting our online shop. Protection of your privacy is very important to us. Below you will find extensive information about how we handle your data.

1. Access data and hosting

You may visit our website without revealing any personal information. With every visit on the website, the web server stores automatically only a so-called server log file which contains e.g. the name of the requested file, your IP address, the date and time of the request, the volume of data transferred and the requesting provider (access data), and documents the request.

These access data are analysed exclusively for the purpose of ensuring the smooth operation of the website and improving our offer. This serves according to Art. 6 (1) 1 lit f GDPR the protection of our legitimate interests in the proper presentation of our offer that are overriding in the process of balancing of interests. All access data are deleted no later than seven days after the end of your visit on our website.

Third-party hosting services

Data are also processed by a third-party provider that we have engaged to render hosting and website presentation services on our behalf. This provider processes on its servers all data that are collected in the manner specified below when you visit our website or fill in forms made available for this purpose in our online shop. Data are processed on other servers only in the scope described herein.

This service provider is based in an EU or EEA member state.

2. Data collection and use for processing the contract and for opening a customer account

We collect personal data that you voluntarily submit to us when you place an order, contact us (e.g. via contact form or by email) or open a customer account with us. Mandatory fields are marked as such because we absolutely need those data to perform the contract or process your contact request or open your customer account, and you would otherwise not be able to complete your order and/or create your customer account or send the contact request. It is evident in each input form what data are collected. We use the data that you disclose to us to perform the contract and process your enquiries according to Art. 6 (1) 1 lit b GDPR. Upon completion of the contract or deletion of your customer account, any further processing of your data will be restricted, and your data will be deleted upon expiry of the retention period applicable under relevant regulations, unless you expressly consent to the further use of your data and we reserve the right to further use your personal data in the scope and manner permitted by law, of which we inform you in this notice. Your customer account can be deleted at any time. For this purpose you can either send a message to the contact option specified below or use the relevant function available in the customer account.

3. Transfer of data

We disclose your data to the shipping company in the scope required for the delivery of the ordered goods according to Art. 6 (1) 1 lit. b GDPR. Depending on the payment service provider you have selected during the ordering process, we disclose the payment details collected for order processing purposes to the bank commissioned to handle the payment and, as the case may be, to the payment service provider commissioned by us or to the selected payment service. Some of those data are collected by the selected payment service providers themselves if you open an account with them. In such a case, during the ordering process, you must register with your payment service provider using your access data. In this respect, the privacy notice of the relevant payment service provider applies.

4. Email newsletter

E-mail advertising if you subscribe to the newsletter

If you subscribe to our newsletter, we will regularly send you our e-mail newsletter based on your consent according to Art. 6 (1) 1 lit a GDPR, using the data required or disclosed by you separately for this purpose.

You may unsubscribe from the newsletter service at any time. For this purpose you can either send a message to the contact option specified below or use the opt-out link in the newsletter. Upon unsubscription, we will delete your email address unless you have expressly consented to the further use of your data and we reserve the right to further use your personal data in the scope and manner permitted by the law, of which we inform you in this notice.

The newsletter is sent to you by our service provider who processes data on our behalf and to whom we disclose your email address.

This service provider is based in an EU or EEA member state.

5. Cookies and web-analysis

To improve the user experience on our website and enable you to use its certain features in order to show suitable products or conduct market research, some pages of this website use the so-called cookies. This serves the protection of our legitimate interests in the optimised presentation of our offer according to Art. 6 (1) 1 lit a GDPR that are overriding in the process of balancing of interests. A cookie is a small text file which is stored automatically on your end device. Some of the cookies we use are deleted after you close the browser session, i.e. when you close the browser (that's the so-called session cookies). Other cookies are stored in your end-user device and enable us to recognise your browser when you visit us again (persistent cookies). To check the cookie storage period, you can use the Overview function in the cookie settings of your web browser. You can configure your browser for it to inform you whenever a page uses cookies and decide on a case-by-case basis whether to accept or reject the cookies on a given website or generally. Every browser has a different policy for managing the cookie settings. The browser's policy is described in the Help menu of every browser and explains how you can change your cookie settings. To find out how to change the settings in your browser, see the links below:

Internet Explorer™: <https://support.microsoft.com/en-gb/help/17442/windows-internet-explorer-delete-manage-cookies>

Safari™: https://support.apple.com/kb/PH21411?locale=de_DE&viewlocale=en_US

Chrome™: <https://support.google.com/chrome/answer/95647?hl=en&hlrm=en>

Firefox™: <https://support.mozilla.org/en-US/kb/enable-and-disable-cookies-website-preferences>

Opera™: <https://help.opera.com/en/latest/web-preferences/#cookies>

Please note that disabling cookies may limit your access to some features of our website.

Using of Google (Universal) Analytics for web analytics

Insofar as you have given your consent according to Art. 6 (1) 1 lit a GDPR, this website uses Google (Universal) Analytics, a web analytics service provided by Google LLC (www.google.com) for the purpose of website analytics. Google (Universal) Analytics uses methods, like e.g. cookies, that enable an analysis of your use of the website. The information collected automatically by cookies about your use of this website are as a rule transmitted to and stored on a Google server in the United States. At the same time, as IP anonymisation is enabled on this website, the IP address will be shortened before being transmitted within the area of member states of the European Union or other parties to the Agreement on the European Economic Area. Only in exceptional cases, the full IP address will be sent to a Google server in the USA and shortened there. Generally, Google does not associate the anonymised IP address, transmitted from your browser through Google Analytics, with any other data held by Google.

Google LLC is headquartered in the USA and is certified to the EU-US-Privacy Shield. You will see the up-to-date certificate here. Based on this agreement between the USA and the European Commission, the latter has recognised entities certified to the Privacy Shield as those ensuring an adequate level of data protection.

You may revoke your consent at any time with future effect by downloading and installing the browser plug that is available at the following link: <https://tools.google.com/dlpage/gaoptout?hl=en>. This prevents the collection of data generated by the cookie and related to your use of the website (including your IP address) to Google and the processing of this data by Google.

Alternatively to the browser plugin, you may click this Link, to prevent Google Analytics from recording your data on this website in the future. In this process, an opt-out cookie will be stored on your end-user device. If you clear your cookies, you will be asked to provide your consent again.

6. Advertisement for marketing purposes

Google AdWords remarketing

We use Google AdWords to advertise our website in Google search results and on third-party websites. As far as you have given your consent according to Art. 6 (1) 1 lit a GDPR for every visit of the website the so-called remarketing cookie of Google is set by Google, which allows the automatic displaying of interest-based advertising using a pseudonymous cookie ID and information about your website visits. After the purpose of use has ceased to exist and the use of AdWords Remarketing has ended from our side, the data collected in this context will be deleted.

Any data processing that goes beyond that scope takes place only if you have allowed Google to associate your web and app browsing history with your Google account and to use information from your Google account to personalise ads that you see across the web. If, in such a case, you visit our website while being signed in to Google, Google will use your data together with Google Analytics data to build and define audience lists for cross-device remarketing. For this purpose, Google will temporarily join your data with Google Analytics data to build audiences.

Google AdWords remarketing is offered by Google LLC (www.google.com). Google LLC is headquartered in the USA and is certified to the EU-US-Privacy Shield. You will see the up-to-date certificate here. Based on this agreement between the USA and the European Commission, the latter has recognised entities certified to the Privacy Shield as those ensuring an adequate level of data protection.

You can revoke your consent at any time with future effect by clicking the remarketing cookie via this link. In addition, you can obtain information about the setting of cookies from the Digital Advertising Alliance and accordingly adapt the settings of your browser.

Google Fonts

This website contains the script code "Google Fonts" of Google LLC, 1600 Amphitheatre Parkway, Mountain View, CA 94043, USA (hereinafter: Google). This serves to protect our legitimate interests in a uniform presentation of the contents on our website in accordance with Art. 6 para. 1 lit. f) GDPR. This will establish a connection between the browser you are using and Google's servers. This gives Google knowledge that our website has been accessed via your IP address.

Google is certified under the EU-US Privacy Shield. A current certificate can be viewed here. As a result of this agreement between the US and the European Commission, the latter has established an adequate level of data protection for companies certified under the Privacy Shield. Further information about data processing by Google can be found in Google's privacy policy.

Our online presence on Facebook, Google, Twitter, Instagram

Our presence on social networks and platforms serves a better, active communication with our customers and interested parties. We inform there about our products and current special offers.

When you visit our websites on social media, your data may be automatically collected and stored for market research and advertising purposes. So-called usage profiles are created from these data using pseudonyms. These can be used, for example, to place advertisements inside and outside the platforms that presumably correspond to your interests. For this purpose, cookies are usually used on your terminal. The visitor behaviour and the interests of the users are stored in these cookies. This serves in accordance with Art. 6 para. 1 lit. f) GDPR to protect our legitimate interest in an optimised presentation of our offer and effective communication with customers and interested parties that are overriding in the balancing of interests. If you are asked by the respective social media platform operators for a consent into the data processing, e.g. with the help of a checkbox, the legal basis of data processing is Art. 6 para. 1 lit. f) GDPR.

If the aforementioned social media platforms are headquartered in the USA, the following applies: The European Commission has adopted a decision on appropriateness for the USA. This goes back to the EU-US Privacy Shield. A current certificate for the respective company can be viewed here

For detailed information on the processing and use of the data by the providers on their pages as well as a contact option and your rights and setting options for the protection of your privacy, in particular opt-out options, please refer to the providers' data protection information linked below. If you still need help, you can contact us.

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

Google/ YouTube: <https://policies.google.com/privacy>

Twitter: <https://twitter.com/en/privacy>

Instagram: <https://help.instagram.com/519522125107875>

7. Sending rating reminders by email

If, when or after placing your order, you have given us your express consent to do so according to Art. 6 (1) 1 lit a GDPR, we will use your e-mail address to send you reminders about rating your order using the rating system applied by us.

You may revoke your consent at any time by sending a message to the contact option specified below.

8. Contact possibilities and your rights

Being the data subject, you have the following rights according to:

art. 15 GDPR, the right to obtain information about your personal data which we process, within the scope described therein;

art. 16 GDPR, the right to immediately demand rectification of incorrect or completion of your personal data stored by us;

art. 17 GDPR, the right to request erasure of your personal data stored with us, unless further processing is required

- to exercise the right of freedom of expression and information;

- or compliance with a legal obligation;

- for reasons of public interest or

- for establishing, exercising or defending legal claims;

erforderlich ist;

art. 18 GDPR, the right to request restriction of processing of your personal data, insofar as

- the accuracy of the data is contested by you;

- the processing is unlawful, but you refuse their erasure;

- we no longer need the data, but you need it to establish, exercise or defend legal claims, or

- you have lodged an objection to the processing in accordance with art. 21 GDPR;

art. 20 GDPR, the right to receive your personal data that you have provided to us in a structured,

commonly used and machine-readable format or to request its transmission to another controller;

art. 77 GDPR, the right to complain to a supervisory authority. As a rule, you can contact the supervisory authority at your habitual place of residence or workplace or at our company headquarters.

If you have any questions about how we collect, process or use your personal data, want to enquire about, correct, restrict or delete your data, or withdraw any consents you have given, or opt-out of any particular data use, please contact:

Alexander Gettmann

Rheinstraße 60 b

56203 Höhr-Grenzhausen

0049 26 24 - 94 92 882

serviceteam@rodipet.com

Right to object

If we process personal data as described above to protect our legitimate interests that are overriding in the process of balancing of interests, you may object to such data processing with future effect. If your data are processed for direct marketing purposes, you may exercise this right at any time as described above. If your data are processed for other purposes, you have the right to object only on grounds relating to your particular situation.

After you have exercised your right to object, we will no longer process your personal data for such purposes unless we can demonstrate compelling legitimate grounds for the processing which override your interests, rights and freedoms or for the establishment, exercise or defence of legal claims.

This does not apply to the processing of personal data for direct marketing purposes. In such a case we will no longer process your personal data for such purposes.