

**Netviewer AG**  
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Tel: +49 721 354499-0  
Fax: +49 721 354499-300  
<http://www.netviewer.com/>

Handelsregisternummer: HRB 703183  
Registergericht: Amtsgericht Mannheim  
USt-IdNr.: DE 813 232 162



# Privacy Policy

## General Information

Ensuring individual privacy is of paramount importance to business processes conducted over the Internet. This privacy policy is evidence of Netviewer AG's commitment to actively supporting secure and trustworthy communication over the Internet. It also underlines both the individual's privacy as well as personal rights.

Any handling of personal data, either collected, processed, stored, or used in the course of someone accessing Netviewer AG's web pages, will be in full compliance with the German Data Protection Law ("Bundesdatenschutzgesetz", BDSG).

Netviewer AG has committed any employee processing personal data to data secrecy according to article 5 of the German Data Protection Law. Furthermore, these employees have been familiarised with the needs of handling personal data in a way appropriate to privacy.

## Access Data

Upon accessing Netviewer AG's web pages the following data is being transmitted from the accessing client system to the web server: the client's IP address, the referring page, the page being accessed, date, time, number of bytes transmitted, status information (such as error codes), browser version, and operating system. Through the use of additional information any of these data could potentially be attributed to a natural person, however, Netviewer AG has no access to any such additional information.

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## **Google Analytics**

This website uses Google Analytics, a web analytics service provided by Google, Inc. ("Google"). Google Analytics uses "cookies", which are text files placed on your computer, to help the website analyze how users use the site. The information generated by the cookie about your use of the website (including your IP address) will be transmitted to and stored by Google on servers in the United States . Google will use this information for the purpose of evaluating your use of the website, compiling reports on website activity for website operators and providing other services relating to website activity and internet usage. Google may also transfer this information to third parties where required to do so by law, or where such third parties process the information on Google's behalf. Google will not associate your IP address with any other data held by Google. You may refuse the use of cookies by selecting the appropriate settings on your browser, however please note that if you do this you may not be able to use the full functionality of this website. By using this website, you consent to the processing of data about you by Google in the manner and for the purposes set out above.

## **Cookies**

Cookies (more precisely: browser cookies) are information stored locally on your computer while your visit on websites. To ensure security browser cookies can only be read by the same site it was written from.

Cookie technology is a common used technique on websites. If you decide not to enable cookies just deactivate this possibility in your browser. You can do this on your own. Some websites may look different or have different functionality as a result.

## **Personal Data**

We are talking about personal data when ever data may be assigned to a natural person. On these sub websites such data is being recorded.

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## **Contact Form**

To get in touch with Netviewer AG one may use the contact forms as provided. Doing so requires specifying both name and email address or phone number. It may also require specifying the organisation as well as any contract numbers or customer numbers.

Stating any further information is entirely optional. Any information provided will be collected, processed, stored, or used solely for the purposes of dealing with the respective request.

## **Support Contact Form**

For getting support to our products you may use the support contact form in our help center.

Doing so requires first and last name, email address, your company name and contract number.

Stating any further information is entirely optional.

## **Shop and Portal**

At the online shop data is being collected which is necessary for accomplish transaction. Doing so requires first and last name, postal address and email address. Additionally for accomplish payment your credit card or invoice information is being gathered.

Stating any further information is entirely optional.

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## **Further Information**

In case you have agreed to your contact information being used for marketing purposes by Netviewer AG you may cancel this agreement any time by sending an email to [privacyprotection@netviewer.com](mailto:privacyprotection@netviewer.com).

Please send any questions regarding Netviewer AG 's processing of personal data to Mr Joachim Unger, our Privacy Officer at:

[privacyprotection@netviewer.com](mailto:privacyprotection@netviewer.com)

(c/o Joachim Unger, Moorkamp 17, 20357 Hamburg).