

Datenschutzerklärung

We are pleased about your visit to our website and your interest in our company and our services. With the following data protection declaration we explain which personal data we collect about you when you visit our website www.terrax.de and our B2B online shop www.terrax-onlineshop.de and how this data is used. You will also find information below about which data is collected as a result of a business relationship and when you apply for a job. At the same time, this compilation serves the duty to inform you about the processing of your data in accordance with Art. 13 of the Basic Data Protection Regulation (DSGVO).

We take the protection of personal data very seriously and always process them in accordance with the applicable data protection regulations, in particular the EU basic data protection regulation DSGVO. With this data protection declaration we would like to inform you completely about the type, scope and purpose of the personal data processed by us and your rights as a data subject.

Responsible body in terms of the data protection laws - in particular the EU basic data protection regulation (DSGVO):

Company: Terrax Außenhandels-GmbH

Legal representative: Johannes Neisemeier

Managing Director: Johannes Neisemeier

Address: Endelner Feld 22, 46286 Dorsten

Phone: +49 2369 20338-0

e-mail: [info\(at\)terrax.de](mailto:info(at)terrax.de)

Contact details of our data protection officer are:

e-mail: [data.protection\(at\)terrax.de](mailto:data.protection(at)terrax.de)

Information and rights regarding your personal data

According to Art. 15 DSGVO you are entitled at any time to request Terrax Außenhandels-GmbH to provide you with comprehensive information about the data stored about you. According to Art. 16, 17 and 18 DSGVO you may at any time request the correction, deletion and restriction of individual personal data.

Right to information: In accordance with Art. 15 DSGVO, you can request information about your personal data processed by us.

Right of objection under Art. 21, para. 1 DSGVO: You have a right of objection for specific reasons.

Right of rectification: if the information concerning you is not (or is no longer) correct, you can request rectification under Art. 16 DSGVO. If your data is incomplete, you may request that it be completed.

Right to deletion: Under Art. 17 DSGVO, you can request the deletion of your personal data.

Right to limitation of processing: Under Art. 18 DSGVO you have the right to request limitation of the processing of your personal data.

Right of appeal: If you believe that the processing of your personal data violates data protection law, you have the right to complain to a data protection supervisory authority of your choice pursuant to Art. 77, para. 1 DSGVO. This includes the data protection supervisory authority responsible for the person responsible:

State Commissioner for Data Protection and Freedom of Information of North Rhine-Westphalia,

P.O. Box 20 04 44, 40102 Düsseldorf, Tel. 0211/38424-0, poststelle@ldi.nrw.de.

Right to data transferability: In the event that the requirements of Art. 20 para. 1 DSGVO are met, you have the right to have data that we process automatically on the basis of your consent or in fulfilment of a contract handed over to you or to third parties. The collection of data for the provision of the websites and the storage of the log files are absolutely necessary for the operation of the Internet pages. They are therefore not

based on consent pursuant to Art. 6 para. 1 lit. a DSGVO or on a contract pursuant to Art. 6 para. 1 lit. b DSGVO, but are justified pursuant to Art. 6 para. 1 lit. f DSGVO. The requirements of Art. 20 para. 1 DSGVO are therefore not fulfilled in this respect.

If you have given us your consent to collect and process your personal data, you can change or completely revoke this consent at any time. However, this will only take effect in the future from the time of revocation. You can revoke your consent either by post, by e-mail or by fax to the contractual partner. You will not incur any costs other than the postage costs or the transmission costs according to the existing basic tariffs.

Supervisory authority

You can make a complaint at any time to the supervisory authority responsible for you.

Please refer to the following link to find out which supervisory authority is responsible for you, as the jurisdiction depends on the federal state of your residence: https://www.bfdi.bund.de/DE/Infothek/Anschriften/Links/anschriften_links-node.html

Purposes of data processing by the responsible body and third parties

We collect and process your personal data only for the purposes that you find in our privacy policy. Your personal data will not be transferred to third parties outside the purposes mentioned here, unless

- You have given us your express consent to do so,
- this is necessary for the processing of a contract with you,
- this is necessary to fulfil a legal obligation,
- or this is necessary to protect legitimate interests, but only if we must and can assume that there is no predominantly legitimate interest on your part in not passing on your data.

1. collection of general information when visiting our website

"www.terrax.de" and our B2B online shop "www.terrax-onlineshop.de".

Information of a general nature is collected when visiting our websites. This information is only technically necessary to display the content correctly.

When using the Internet, this information is automatically and necessarily collected.

Whenever the contents of the websites are accessed, data is temporarily stored which may allow identification. The following data is collected during this process:

- **Date and time of access**
- **IP address**
- **Host name of the accessing computer**
- **External pages, from which our websites were called**
- **External pages that are accessed via our websites**
- **Visited pages on our websites**
- **Message whether the retrieval was successful**
- **Amount of data transmitted**
- **Information about the browser type and version used**
- **Operating system**
- **Web analysis data / pseudonymous user profiles (cookie ID, ad ID etc.)**

The temporary storage of data is necessary for the course of a website visit to enable the delivery of content. Further storage in log files is carried out to ensure the functionality of the websites and the security of the information technology systems. These purposes also constitute our legitimate interest in data processing.

On what legal basis is this data processed? The data are processed on the basis of Art. 6 Para. 1 letter f DSGVO.

Are there other recipients of the personal data in addition to the person responsible? The website "terrax.de" is operated (hosted) by ratiokontakt GmbH, Biegenhofstr. 13, D-96103 Hallstadt, the B2B online shop is operated (hosted) by GEDAK GmbH, Mülhauser Str. 157, D-47906 Kempen. The hoster receives the above mentioned data as an order data processor.

How long is the data stored? The data will be deleted as soon as they are no longer required for the purpose for which they were collected. This is the case when the respective session has ended. The log files are kept for a maximum of 24 hours directly and exclusively accessible to administrators. After that, they are only available indirectly via the reconstruction of backup tapes and are finally deleted after a maximum of 4 weeks.

The processing of your personal data is derived from our legitimate interest in the aforementioned purposes for data collection. We do not use your data to draw conclusions about your person. Recipients of the data are only the responsible office in our company or possible order data processors. Anonymous information of this kind may be statistically evaluated by us in order to optimize our Internet presence and the technology behind it.

Registration in our B2B online shop (www.terrax-onlineshop.de)

As an e-commerce system, it is absolutely necessary to process data in order to include delivery addresses, for example. In order to be able to place an order and carry out further actions in the shop, a customer account is required. This contains among other things the name and company name, address data (billing address, delivery address) and communication data (e-mail address, telephone and fax number). All this information is stored in the order. In addition, the ordered products and also the IP address are stored. In addition, the referrer - the source through which the shop is accessed - is also stored. As a registered user, you have the option at any time to change or delete the data you provided during registration. Of course, you also have the right to be informed at any time about which personal data is stored. We will be happy to correct or delete your data at your request, provided that there are no legal obligations to keep records.

- **Data type:** user name, password, customer data B2B (name, addresses), communication data
- **Purpose:** To place online orders
- **Legal basis:** Vertragsabschluss Art. 6 lit. b DSGVO
- **Data transfer to third parties:** parcel service provider/forwarding agent, accounting office/tax consultant
- **Data transfer abroad:** Parcel service provider/forwarding agent for foreign orders
- **Storage period:** according to legal storage obligations (usually 10 years)

SSL Encryption

To protect your data during transmission, we use state-of-the-art encryption procedures (e.g. SSL) via HTTPS.

Integration of social media (Facebook etc.)

On our websites we use a link to the networks Facebook, Instagram, Youtube, LinkedIn and Xing. This is a linking of the logo graphics to the corresponding network. Apart from a possible storage of the referrer URL, no data is stored on our websites. A data processing in the corresponding networks is not our responsibility.

You can find further information on:

www.facebook.com/about/privacy/

help.instagram.com/519522125107875

www.google.de/intl/de/policies/privacy/

www.linkedin.com/legal/privacy-policy

privacy.xing.com/de/datenschutzerklaerung

Use of script libraries (Google Web Fonts)

To ensure that our websites are displayed correctly and graphically appealing when using a wide variety of browsers, we use script and font libraries such as Google Web Fonts (<https://www.google.com/webfonts/>). Google Web Fonts are transferred into the cache of your browser to avoid multiple loading. If your browser does not support Google Web Fonts or prevents access, the content can only be displayed in a standard font. By calling up such script or font libraries, a connection to the library operator is automatically established. It is possible that the operators of these libraries collect data. The privacy policy of the library operator Google can be found here: www.google.com/policies/privacy/

- Data type: host name of the accessing computer (IP address), time of the server inquiry
- Purpose: needs-based design
- Legal basis: Legitimate interest Art. 6 lit. f DSGVO
- Data transfer to third parties: not known except to Google
- Data transfer abroad: USA (Google)
- Storage period: not known

Use of Google Analytics

Our websites use Google Analytics, a web analysis service of 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 cookies about your use of the website is usually transferred to a Google server in the USA and stored there. However, in the event that IP anonymisation is activated on the websites, your IP address will be shortened by Google within member states of the European Union or in other signatory states to the Agreement on the European Economic Area before this happens. Only in exceptional cases will the full IP address be transferred to a Google server in the USA and shortened there. On behalf of the website operator, Google will use this information to evaluate your use of the website, to compile reports on the website activities and to provide further services to the website operator in connection with the use of the website and the internet. The IP address transmitted by your browser within the framework of Google Analytics is not combined with other data from Google. You can prevent the storage of cookies by adjusting your browser software accordingly. However, we would like to point out that in this case you may not be able to use all functions of the website to their full extent. You can also prevent the collection of data generated by cookies and related to your use of the websites (including your IP address) to Google and the processing of this data by Google by downloading and installing the browser plugin available under the following link: tools.google.com/dlpage/gaoptout.

Further information on data protection in connection with Google Analytics can be found in the Google Analytics Help (<https://support.google.com/analytics/answer/6004245?hl=de>).

- Data type: Browser type/version, operating system used, referrer URL (the previously visited page), host name of the accessing computer (IP address), time of server request

- Purpose: continuous optimisation of the websites
- Legal basis: Consent Article 6(a) DSGVO, legitimate interest Article 6(f) DSGVO
- Data transfer to third parties: not known except to Google
- Data transfer abroad: USA (Google)

Use of Google Maps (www.terrax.de only)

Our website uses Google Maps API. The purpose is to present geographical information in a clear and concise way. Google collects, processes and uses visitor data. The data protection information of Google Maps can be found at policies.google.com/privacy. You can change your personal data protection settings in the data protection center there.

- Data type: host name of the accessing computer (IP address), time of the server inquiry
- Purpose: Provision of a map and a route planner
- Legal basis: Consent Article 6(a) DSGVO, legitimate interest Article 6(f) DSGVO
- Data transfer to third parties: not known except to Google
- Data transfer abroad: USA (Google)

Use of YouTube (www.terrax.de only)

We have integrated components from YouTube on our website. YouTube is operated by YouTube, LLC, 901 Cherry Ave., San Bruno, CA 94066, USA. YouTube, LLC is a subsidiary of Google Inc, 1600 Amphitheatre Pkwy, Mountain View, CA 94043-1351, USA. Each time the data controller calls up one of the individual pages operated by the data controller on which a YouTube component (YouTube video) has been integrated, the browser on the data subject's information technology system is automatically prompted by the respective YouTube component to download a display of the corresponding YouTube component from YouTube. Further information on YouTube can be found at www.youtube.com/yt/about/de/. As part of this technical process, YouTube and Google are informed which specific subpage of our website is visited by the data subject. If the person concerned is logged in to YouTube at the same time, YouTube recognizes which specific subpage the person concerned is visiting by calling up a subpage containing a YouTube video. This information is collected by YouTube and Google and assigned to the respective YouTube account of the person concerned. YouTube and Google receive information through the YouTube component that the data subject is visiting our website if the data subject is logged on to YouTube at the same time when he or she visits our website; this occurs regardless of whether the data subject clicks

on a YouTube video or not. If the data subject does not wish this information to be transmitted to YouTube and Google in this way, he or she can prevent the transmission by logging out of his or her YouTube account before accessing our website. The privacy policy published by YouTube, which is available at www.google.de/intl/de/policies/privacy/, provides information about the collection, processing and use of personal data by YouTube and Google.

- Data type: visited URL and referrer URL
- Purpose: Integration of videos on website
- Legal basis: Consent Article 6(a) DSGVO, legitimate interest Article 6(f) DSGVO
- Data transfer to third parties: not known except to Google

Cookies

Cookies are text files that are stored on the Internet user's end device. They are used to control the Internet connection during your visit to our websites. At the same time, these cookies provide us with information that enables us to optimise our websites to the needs of our visitors. Cookies are sometimes only stored for the duration of your visit to the websites, but sometimes they are also stored for a longer period of time by your browser. All cookies on our websites contain purely technical information, no personal data. You can also view our websites without cookies. However, most browsers accept cookies automatically. You can prevent cookies from being saved by setting your browser preferences. If you do not accept cookies, this can lead to functional restrictions of our offers.

See: www.allaboutcookies.org

Cookies on www.terrax.de

Cookie Name	<u>_ga</u>
Kategorie	Statistische Cookies
Anbieter	Google LLC
Zweck	Dieses Cookie dient der Besucherunterscheidung. Es enthält eine Google-Analytics-Client-ID.
Rechtsgrundlage	Einwilligung Art. 6 lit. a DSGVO
Datenschutzerklärung	https://policies.google.com/privacy?hl=de
Domain	terrax.de

Host(s)	google.com
Cookie Laufzeit	2 Jahre
Host(s)	google.com
Cookie Laufzeit	2 Jahre
Cookie Name	_gat
Kategorie	Statistische Cookies
Anbieter	Google LLC
Zweck	Wird von Google Analytics verwendet, um die Anforderungsrate einzuschränken.
Rechtsgrundlage	Einwilligung Art. 6 lit. a DSGVO
Datenschutzerklärung	https://policies.google.com/privacy?hl=de
Domain	terrax.de
Host(s)	google.com
Cookie Laufzeit	1 Tag
Cookie Name	_gid
Kategorie	Statistische Cookies
Anbieter	Google LLC
Zweck	Dieses Cookie dient der Besucherunterscheidung. Es enthält eine Google-Analytics-Client-ID.
Rechtsgrundlage	Einwilligung Art. 6 lit. a DSGVO
Datenschutzerklärung	https://policies.google.com/privacy?hl=de
Domain	terrax.de
Host(s)	google.com
Cookie Laufzeit	1 Tag
Cookie Name	reDimCookieHint
Kategorie	Technische Cookies
Anbieter	Joomla
Zweck	Dokumentiert die Zustimmung zum Cookie-Hinweis.
Rechtsgrundlage	berechtigtes Interesse Art. 6 lit. f DSGVO (keine Einwilligung notwendig)
Datenschutzerklärung	www.joomla.de/datenschutzerklaerung
Domain	terrax.de
Host(s)	joomla.de
Cookie Laufzeit	1 Jahr
Cookie Name	4d8e8223b73a1dd4e93815749c452a52 / kann variieren

Kategorie	Technische Cookies
Anbieter	Joomla
Zweck	Hash
Rechtsgrundlage	Berechtigtes Interesse Art. 6 lit. f DSGVO (keine Einwilligung notwendig)
Datenschutzerklärung	www.joomla.de/datenschutzerklaerung
Domain	terrax.de
Host(s)	joomla.de
Cookie Laufzeit	Browser-Session
Cookie Name	DSID
Kategorie	Marketing Cookies
Anbieter	DoubleClick, Google
Zweck	Verfolgt, wie die Website genutzt wird, um Werbung zu zeigen, die für den User interessant sein könnte.
Rechtsgrundlage	Einwilligung Art. 6 lit. a DSGVO
Datenschutzerklärung	https://policies.google.com/privacy?hl=de
Domain	terrax.de
Host(s)	.doubleclick.net
Cookie Laufzeit	14 Tage
Cookie Name	IDE
Kategorie	Technisches Cookie
Anbieter	DoubleClick, Google
Zweck	Verwendet von Google DoubleClick, um die Handlungen des Benutzers auf der Website nach der Anzeige oder dem Klicken auf eine der Anzeigen des Anbieters zu registrieren und zu melden, mit dem Zweck der Messung der Wirksamkeit einer Werbung und der Anzeige zielgerichteter Werbung für den Benutzer.
Rechtsgrundlage	Einwilligung Art. 6 lit. a DSGVO
Datenschutzerklärung	https://policies.google.com/privacy?hl=de
Domain	terrax.de
Host(s)	.doubleclick.net
Cookie Laufzeit	1 Jahr
Cookie Name	APISID, CONSENT, HSID, LOGIN_INFO, PREF, SAPISID, SID, SIDCC, SSID, VISITOR_INFO1_LIVE, YSC, __Secure-

	3PAPISID, __Secure-3PSID, __Secure-APISID, __Secure-HSID, __Secure-SSID, remote_sid
Kategorie	Externe Medien
Anbieter	YouTube, Google
Zweck	Ermöglichen YouTube, Nutzungsinformationen für von YouTube gehostete Videos zu erheben
Rechtsgrundlage	Einwilligung Art. 6 lit. a DSGVO
Datenschutzerklärung	https://policies.google.com/privacy?hl=de
Domain	terrax.de
Host(s)	google.com
Cookie Laufzeit	Von Browser-Session bis 20 Jahre

Cookies auf www.terrax-onlineshop.de:

Cookie Name	__csrf_token-1
Kategorie	Technische Cookies
Anbieter	Shopware
Zweck	Gewährleistet mehr Sicherheit für Website-Besucher durch Verhinderung von Cross-Site Request Forgery. Die CSRF Protection sorgt dafür, dass jede Anfrage vom Client an den Server mit einem eindeutigen „Token“ versehen wird, der sicher stellt, dass der Request vom Client kommt.
Rechtsgrundlage	Berechtigtes Interesse Art. 6 lit. f DSGVO (keine Einwilligung notwendig)
Datenschutzerklärung/ weitere Informationen	https://developers.shopware.com/developers-guide/csrf-protection/
Domain	terrax-onlineshop.de
Host(s)	shopware.de
Cookie Laufzeit	Browser-Session

Cookie Name	session-1
Kategorie	Technische Cookies
Anbieter	Shopware
Zweck	Anhand des Session-Cookies erkennt Shopware, ob der jeweilige User einen aktiven Warenkorb besitzt und ob der User eingeloggt ist. Er dient also als Identifikation zwischen Browser und Server. Es werden keine weiteren Informationen bis auf die Session-ID des Browsers gespeichert. Der Umgang mit Sessions wird serverseitig über PHP gesteuert und ist unabhängig von Shopware zu sehen.
Rechtsgrundlage	Berechtigtes Interesse Art. 6 lit. f DSGVO (keine Einwilligung notwendig)
Datenschutzerklärung	https://www.shopware.com/de/datenschutz/
Domain	terrax-onlineshop.de
Host(s)	shopware.de
Cookie Laufzeit	Browser-Session
Cookie Name	slt
Kategorie	Technische Cookies
Anbieter	Shopware
Zweck	Der SLT-Cookie ermöglicht, den Kunden bei Rückkehr zum Shop wiederzuerkennen, auch wenn die Session bereits ausgelaufen ist.
Rechtsgrundlage	Berechtigtes Interesse Art. 6 lit. f DSGVO (keine Einwilligung notwendig)
Datenschutzerklärung/ weitere Informationen	https://docs.shopware.com/de/shopware-5-de/einstellungen/shopware-login-token
Domain	terrax-onlineshop.de
Host(s):	shopware.de
Cookie Laufzeit:	Browser-Session
Cookie Name	x-ua-device
Kategorie	Technische Cookies
Anbieter	Shopware
Zweck	Erlaubt der Website Javascript und CSS Funktionalitäten auf Basis des verwendeten Gerätes zu kontrollieren.

Rechtsgrundlage	Berechtigtes Interesse Art. 6 lit. f DSGVO (keine Einwilligung notwendig)
Datenschutzerklärung/ weitere Informationen	https://www.shopware.com/de/datenschutz/
Domain	terrax-onlineshop.de
Host(s)	shopware.de
Cookie Laufzeit	Browser-Session
Cookie Name	sUniqueID
Kategorie	Technische Cookies
Anbieter	Shopware
Zweck	Zur Speicherung des Merktzettels
Rechtsgrundlage	Berechtigtes Interesse Art. 6 lit. f DSGVO (keine Einwilligung notwendig)
Datenschutzerklärung/ weitere Informationen	https://www.shopware.com/de/datenschutz/
Domain	terrax-onlineshop.de
Host(s)	shopware.de
Cookie Laufzeit	Browser-Session

Terrax Newsletter

If you have expressly given us your consent, we will send you our newsletter or similar information at regular intervals by e-mail to the e-mail address you have provided. For this purpose it is sufficient to provide your e-mail address. If you register to receive the newsletter, the data provided will only be used for this purpose. A valid e-mail address is necessary for an effective registration. To ensure that a registration is actually made by the owner of an e-mail address, we use the "double opt-in" procedure. In this process, the ordering of the newsletter, the sending of a confirmation e-mail and the receipt of the answer requested herewith are logged. No further data is collected. The data is used exclusively for sending the newsletter and is not passed on to third parties. Of course you can revoke your consent to the storage of your personal data and its use for sending

the newsletter at any time. In every newsletter you will find a corresponding link. In addition, you can unsubscribe directly on our websites or inform us of your wish to revoke your consent at [info\(at\)terrax.de](mailto:info@terrax.de).

- **Data type: e-mail address, name if applicable**
- **Purpose: to receive the newsletter**
- **Legal basis: Consent Art. 6 lit. a DSGVO**
- **Data transfer to third parties: Newsletter provider @computational (order data processor)**
- **Data transfer abroad: does not take place**
- **Storage period: on deregistration**

2. collection of customer data within the scope of our business relationship

We process the following personal data insofar as a contractual relationship exists between you and us or you have transmitted the data to us in some other way

Company data (name, address)

Personal master data (name, address)

Communication data (telephone number, fax, e-mail address, Skype, website)

Contract master data (contractual relationship, contract interest)

Billing and payment data

Storage period: according to the legal storage obligation

If we provide services for you that are subject to a charge, we request data, such as payment details, in order to be able to execute your order. We store this data in our systems until the legal retention periods have expired.

Information for the purpose of processing and legal basis: We collect this data for the purpose of fulfilling the contract, expanding the business relationship and/or for appropriate advice and information on our company's products by post, telephone or e-mail.

The data is necessary and required for this purpose. The legal basis results from the DSGVO Art. 6 para. 1, lit. a (consent), lit. b (fulfilment of contract) and lit. f (legitimate interest).

Data will not be passed on (except to our commissioned data processors). See "Duty to inform customers" at the end of this data protection declaration.

3. handling of application documents

Application documents are kept after the legal retention period. Personal application data is generally deleted after 3 to 6 months after completion of the application process. This does not apply if legal regulations or a voluntary consent of the person concerned opposes a deletion. Please note that the transmission of your application documents in a normal e-mail is not encrypted and therefore insecure. However, you can send your e-mail attachment as an encrypted PDF.

Alternatively, you can also send your application by post - this is the safest method (registered mail, etc.) We process the personal data which you have brought to our attention in the course of your application.

Information on the purpose of processing and legal basis

We process the data that you have sent us in connection with your application in order to check your suitability for the position (or other open positions in our companies, if applicable) and to carry out the application procedure.

The legal basis for processing your personal data in this application procedure is primarily § 26 BDSG. This allows the processing of data required in connection with the decision to establish an employment relationship. Should the data be necessary for legal prosecution after the application procedure has been completed, data processing may be carried out on the basis of the requirements of Art. 6 DSGVO, in particular to safeguard legitimate interests in accordance with Art. 6 Para. 1 DSGVO. Our interest then consists in the assertion or defence of claims. Should the need arise for longer-term storage (e.g. for further vacant positions or positions that become vacant), this will be done on the basis of your consent in written form (in accordance with Art. 6 Para. 1 lit. a DSGVO). See

"Duty of information for applicants" at the end of this data protection declaration.

Adaptation of the data protection guidelines

Due to the further development of our websites or the implementation of new technologies or similar, it may become necessary to change this data protection information. We reserve the right to change the data protection information at any time with effect for the future. We recommend that you read the current data protection information again from time to time.

Questions about data protection

If you have any questions regarding data protection, please contact our data protection officer: [datenschutz\(at\)terrax.de](mailto:datenschutz@terrax.de).

Privacy policy as PDF

[Information for customers according to Art. 13 DSGVO and § 32 BDSG](#)

[Information for applicants in accordance with Art. 13 DSGVO and § 32 BDSG](#)