

WoodHeroes GmbH privacy policy

A privacy policy

1 Introduction

Whether you are a buyer, prospect or visitor to our website: We respect and protect your privacy. What does that mean in plain English when it is a matter of your personal data?

On the following pages you can quickly and easily get an overview of which personal data we collect from you and what we do with it. We will also inform you about your rights and, of course, tell you who to turn to if you have any questions.

Who are we?

WoodHeroes is a GmbH that manufactures and sells children's toys made of wood and wooden products.

As the responsible body, we

WoodHeroes GmbH

take all measures required by law to protect your personal data. If you have any questions about this data protection declaration, please contact us:

WoodHeroes GmbH
Puchstraße 17
8020 Graz
E-Mail: office@woodheroes.at

2 To whom does this data protection declaration apply?

When we process personal data, this means in plain English that we e.g. collect, save, use, transmit or delete personal data.

This data protection declaration concerns personal data of the following persons or groups of persons:

- Interested parties and customers of WoodHeroes GmbH who are natural persons
- All other natural persons who are in contact with WoodHeroes GmbH, e. g. Visitors to our website and people who register on the website.

3 What personal data do we collect from you?

We collect your personal data when you contact us, e.g. as a prospective buyer or customer. That means: Especially if you are interested in our products, register for our online services or contact us by e-mail, telephone or messenger services or if you buy our products as part of an existing business relationship.

We also process data (e-mail addresses) from publicly accessible sources if these are necessary for our services. We obtain this data by visiting publicly accessible websites.

We process the following personal data:

Personal identification information

Company name, first and last name, academic degree, address, social media data, email address, telephone number

4 What do we use your data for - and on what legal basis?

4.1 We use your data so that you can use our courses and purchase our products

Execution of the contractual relationship

In order to dispatch our products, we need, for example, your address, your telephone number or your e-mail address in order to contact you, to be able to issue an order confirmation or invoice or to send the goods.

Offering products

We also need your data in order to be able to check whether we can offer you a product (e.g. new children's toys or new wooden goods).

4.2 We fulfill your wishes, improve our services and offer you suitable products (after weighing interests)

Strengthening the customer relationship

We look forward to receiving invitations to customer surveys (e.g. to measure your satisfaction). The results of such surveys help us to improve the product offerings of WoodHeroes GmbH.

5 Who gets your data (and why)?

5.1 Your personal data within WoodHeroes GmbH

Within WoodHeroes GmbH, only those departments have access to your data that need it to safeguard our legitimate interests.

5.2 Your personal data outside of WoodHeroes GmbH

We are only allowed to pass on information about you if this is permitted by law or if you have given your consent.

We work with other companies to meet our commitments. These include:

Service providers who support us

Service providers used by us can also receive data to fulfill the purposes described if they meet the special confidentiality requirements. These can be, for example, companies in the categories of IT services, logistics, printing services, telecommunications, debt collection, consulting or sales and marketing.

We look carefully when it comes to your personal data outside of WoodHeroes GmbH

In all above cases, we ensure that third parties only have access to personal data which is necessary for the performance of individual tasks. We also ensure that the data is treated securely and confidentially by these third parties and is only used for the purposes specified by us.

Very important: under no circumstances do we sell personal data to third parties

6 your rights under the GDPR

What rights do you as an interested party or customer of WoodHeroes GmbH have when it comes to the processing of your data?

Details can be found in the respective provisions of the General Data Protection Regulation (Articles 15 to 21):

6.1 Your right to access, information and correction

You can request information about your personal data processed by us. If your information is not (no longer) correct, you can request a correction. If your data is incomplete, you can request it to be completed. If we have passed on your information to third parties, we will inform these third parties about your correction - if this is required by law.

6.2 Your right to have your personal data deleted

You can request the immediate deletion of your personal data for the following reasons:

- When your personal data are no longer required for the purposes for which they were collected
- If you withdraw your consent and there is no other a legal basis
- If you object to the processing and there are no overriding legitimate reasons for processing
- When your personal data has to be deleted to comply with legal requirements

Please note that a right to deletion depends on whether there is a legitimate reason that makes the processing of the data necessary.

6.3 Your right to restrict the processing of your personal data

You have the right to request that the processing of your personal data be restricted for one of the following reasons:

- If you dispute the accuracy of your personal data and we have had the opportunity to check the accuracy
- If the processing is not carried out lawfully and you request a restriction of use instead of deletion
- If we no longer need your data for the purposes of processing, but you need them to assert, exercise or defend against legal claims
- If you have lodged an objection, as long as it is not certain whether your interests prevail.

6.4 Your right to object

We may process your data on the basis of legitimate interests or in public interest. In these cases you have the right to object to the processing of your data. This also applies if we use your data for our direct mail. Please note our separate note in Section B: "Information about your right of objection".

6.5 Your Right to Complain

In individual cases it may happen that you are not satisfied with our response to your request. Then you are entitled to file a complaint with the data protection officer of WoodHeroes GmbH and the responsible data protection supervisory authority.

6.6 Your right to data portability

You have the right to receive personal data that you have given us in a transferable format.

7 Are you obliged to provide WoodHeroes GmbH with certain personal data?

As part of our business relationship, we need the following personal data from you:

- Data that are needed for the establishment and implementation of a business relationship
- Data that are necessary for the fulfillment of the associated contractual obligations

Without this personal data, we are generally unable to enter into or execute a contract with you.

B information about your right to object

1 Right of objection relating to individual cases

You have the right to object to the processing of your personal data for reasons that arise from your particular situation. The prerequisite for this is that the data processing takes place in the public interest or on the basis of a weighing of interests.

In the event of an objection, we will no longer process your personal data. Unless we can demonstrate compelling legitimate reasons for processing this data that outweigh your interests, rights and freedoms. Or your personal data are used to assert, exercise or defend legal claims.

2 Objection to the processing of your data for our direct mail

In individual cases we use your personal data for our direct mail. You have the right to object to this at any time.

In the event of an objection, we will no longer process your personal data for these purposes.

The objection can be made informally and should be addressed to:

WoodHeroes GmbH
Puchstraße 17
8020 Graz
E-Mail: office@woodheroes.at

C Access rights and data storage structure

1 Access rights to hardware and software at WoodHeroes GmbH

The access rights structure at WoodHeroes GmbH is based entirely on the user rights system. Before each use, authorization must be given using a user name and password. This applies to activating hardware - such as a computer, tablet or mobile phone - as well as opening software - such as cloud storage, decryption software or retrieving webmail.

The assignment of user rights to the employees of WoodHeroes GmbH is subject and task-related and thus only includes those parts that are necessary for the fulfillment of the task.

2 Data storage structure and its protection

All company data are stored password-protected on an internal server of an IT data processor. This server cannot be reached by third parties.

This means that access to all data is only possible by entering a user name / password.

Protection of e-mail correspondence

The e-mail correspondence is processed via Microsoft Outlook. Access to Outlook is only possible via password-protected computers or password-protected user accounts.

Protection of cell phone and messenger communication

Every type of communication via mobile phone and tablet is protected by the common security devices such as PIN, password or fingerprint.