



Privacy policy

GÖRLITZ AG, August-Thyssen-Straße 32, 56070 Koblenz, Germany, Phone: +49 261 9285 0, Fax: +49 261 9285 190, email: datenschutz@goerlitz.com is committed to protecting your personal information and respecting data protection laws especially GDPR. This privacy policy explains how we do this, and it applies to your use of our website and services. In accordance with Article 13 GDPR, we have set out in this policy more information on the categories of personal information that we collect, the specific ways in which that personal information is processed by us, the legal bases which permit us to do this, and the types of partners with whom we share your personal information.

In case of further questions, please do not hesitate to ask us. You will find our contact details at the bottom of our privacy policy. When you contact us via email or website, we only store details you entered (your email address and in some cases your name and phone number) to fulfil your request or order. We will only keep records of your personal information for as long as is reasonably necessary for the purposes for which we have collected it, and in order to comply with any statutory or regulatory obligations in relation to retention of records. As soon as storage is no longer required we will delete your personal data.

If we have to involve commissioned service providers to use individual functions of our portfolio or want to use your personal information for commercial purpose, we will inform you in detail about the particular case. We will also inform you about the criteria regarding the storage period of your data. To process your personal information, we partially employ external service providers. We selected these service providers with due care; they are subject to contracts and bound by instructions. All requirements of Article 28 GDPR have been considered.

Automated individual decision-making including profiling in accordance with Article 22 GDPR will not take place.

What is personal data?

Personal data is any information that relates to an identified or identifiable living individual. Identifiable as natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person. Such pieces of information are, for example, your name, address, phone number, language, email address and your date of birth.

How we process your personal information

We handle your personal data in a responsible and sensitive manner. We therefore of course consider legal national requirements (especially German BDSG) and European data protection regulations (especially GDPR) when processing your data. 'Processing' means any operation or set of operations which is performed on personal data or on sets of personal data, whether or not by automated means. Data processing especially means collection, recording, organisation, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction of personal data.

What kind of personal information do we collect when you visit our website?

Unless you register online or voluntarily complete a customer survey or provide feedback on any of our message boards or via email, our company only collects data transmitted by your browser when visiting our website for informational purposes. When you visit our website we above all collect personal details that are technically required to properly display our website and guarantee stability and security (in compliance with Article 6(1)(f) GDPR):

- IP address;
- date and time of your request;
- offset to Greenwich Mean Time (GMT);
- content of the particular page;
- access status/HTTP status code;
- particular data volume transferred;
- referrer;
- operating system and interface, display resolution and depth of colour;
- type, language and version of browser software.

Cookies

In addition to the details mentioned above, your computer stores cookies when you visit our website. Cookies are text files placed on your computer to collect specific information. Cookies will not execute any programs or transfer viruses to your computer. GÖRLITZ uses cookies in a range of ways to improve your experience on our website. We only use cookies when you agree to it as stipulated in Article 6(1)(a) GDPR.

You may choose whether you accept all cookies, only specific cookie types (eg strictly necessary, performance, functionality, targeting or advertising, etc) or no cookies at all.

Strictly necessary cookies

These cookies are essential in order to enable you to move around the website and use its features. You cannot disable these cookies.

Name	Purpose	Domain	Process
cookiefirst-consent	This cookie stores your cookie settings for our website. You may at any time change your settings or refuse your consent.	www.goerlitz.com	1 year
cookiefirst-id	This cookie provides your unambiguous ID; this ID is required to enable CookieFirst to identify unambiguous visitors on our website.	app.cookiefirst.com	1 year

Performance cookies

We use these cookies to provide statistical information about this website. They are used to measure and improve the performance.

Name	Purpose	Domain	Process
_pk_ses****	Matomo/Piwik cookie; short-term cookies that buffer data during your visit.	www.goerlitz.com	30 minutes 28 seconds

Name	Purpose	Domain	Process
_pk_id*****	Matomo/Piwik cookie that stores details about the visitor such as, for example, the unambiguous user ID.n dem einige Details über den Benutzer gespeichert werden, z. B. die eindeutige Besucher-ID.	www.goerlitz.com	1 year 3 weeks 6 days 23 hours 59 minutes 33 seconds
MATOMO_SESSID	Matomo cookie that stores details about the visitor such as, for example, the unambiguous user ID.	www.goerlitz.com	Session

Our website uses Matomo, an open analytics platform to be able to analyse and improve our website regularly. These statistics help us improve our presentation and make our website more interesting. Cookies are therefore stored on your computer. Information collected is only stored by the responsible party on their server located in Germany. This website uses Matomo and its plug-in Anonymizeip. IP addresses are thus stored with the last components removed to protect user's privacy. This avoids personally identifiable information. The IP address transmitted by your browser via Matomo will not be merged with other personal information that has been collected by us. Your data is not accessed by third parties.

Matomo is an open source project. For information about data privacy, please see <https://matomo.org/privacy-policy/>. Legal basis according to Article 6(1)(a) GDPR is your given consent.

Integration of Google Maps

Our website uses Google Maps. This way we are able to show interactive maps directly on our website and you can use the map function in a comfortable way.

By visiting our website, Google receives information that you accessed the particular subpage of our website. Furthermore, personal information as mentioned above in this policy is transmitted. Details are always collected regardless of whether Google provides a user account you logged in with or not. In case you logged in to Google your data is directly allocated to your account. If you do not want your details to be allocated to your Google profile, you must log out before you activate the button. Google stores your details as user profiles and applies them to place ads, for market research and/or adapt the design of its website according to your needs. Details are above all analysed (even when users are not logged in) to place personalized ads and to inform users of social networks about your activities on our website. You have a right of opposition and may deny that Google creates user profiles; however, you must address Google itself to exercise that right.

For further information about why data is collected and processed by the plug-in provider and to which purpose and extend, please refer to the privacy policy of the provider. You will find more details on your personal rights and possible settings to protect your privacy here: www.google.de/intl/de/policies/privacy. Google also processes personal data in the US and is governed by the EU-US Privacy Shield (<https://www.privacyshield.gov/EU-US-Framework>).

This complies with Article 6(1)(f) GDPR.

Social media plug-ins

Our website does not use social media plug-ins and thus does not automatically forward information to social media organizations. Our website only provides links to our profiles on Facebook, LinkedIn and Xing.

We apply a 2-click concept. This means that personal information is as a rule not shared with social media services providers when you visit our website. Details related to you visiting our website (eg IP address, point in time, URL) or data provided by the device you use (eg information about cookies) is only transmitted to the particular provider when you intentionally use a link.

You can recognize the social media services provider by its initials or logo.

For further information about why data is collected and processed by the provider and to which purpose and extend, please refer to the particular privacy policy of the provider. You will find more details on your

personal rights and possible settings to protect your privacy there.

Addresses of providers and URL including privacy policy:

a) Facebook Inc., 1601 S California Ave, Palo Alto, California 94304, USA; www.facebook.com/policy.php; additional information about data collection: www.facebook.com/help/186325668085084, www.facebook.com/about/privacy/your-info-on-other as well as www.facebook.com/about/privacy/your-info. Facebook is governed by the EU-US Privacy shield (<https://www.privacyshield.gov/EU-US-Framework>).

b) Xing AG, Gänsemarkt 43, 20354 Hamburg, DE; www.xing.com/privacy.

c) LinkedIn Corporation, 2029 Stierlin Court, Mountain View, California 94043, USA; www.linkedin.com/legal/privacy-policy. LinkedIn is governed by the EU-US Privacy shield (<https://www.privacyshield.gov/EU-US-Framework>).

Newsletter

With your consent you will receive our monthly newsletter providing information about GÖRLITZ until you cancel it. When you subscribe to our newsletter we use double opt-in. This means we will send an email to the email address you entered which includes a link to click and confirm the subscription. If you do not reply within 24 hours, your information will be blocked and automatically deleted after one month. Furthermore, we store your particular IP addresses and points in time of subscription and confirmation. This is required to be able to proof your registration and prevent possible misuse of personal information. Sending our newsletter only requires your email address. Every other individually marked detail you enter is just optionally and will be used to address you personally. After we received your confirmation, we will store your email address to be able to send you our newsletter.

Legal basis according to Article 6(1)(a) GDPR is your given consent.

You may refuse your consent at any time and cancel the newsletter subscription. To unsubscribe, you may click on the link provided in our newsletter, send us an email or write a letter to the address given below. When you revoke your subscription this affects the legitimacy of processing your personal information.

To send out our newsletter, we use among others the email tool CleverReach by CleverReach GmbH & Co. KG, Rastede, Germany. This means that CleverReach also processes your data whereby processing is based on the contract between CleverReach and GÖRLITZ and complies with Art 28 GDPR. CleverReach offers options to analyse how newsletters are opened and used. We do not pass on personal information you entered to subscribe our newsletter to third parties. CleverReach also at no time has any right to pass on your data.

Applications

GÖRLITZ will use personal information you provide with your application to evaluate whether we will offer you an employment contract or not.

During the recruitment process, we do not only store your surname and first name but also common details as your email and postal address as well as your phone number. In addition we collect your application documents (curriculum vitae, certifications of qualification, vocational or professional training, university degree, letter of motivation,...).

Details related to the application are as a rule only processed until we decided not to offer you an employment contract. After sending a rejection or after we returned your application documents we will keep your details for three month and delete them afterwards.

We will only add your details to an applicant pool with your given explicit consent. Storage would be compliant with Article 6(1)(a) GDPR. We will only store your details for two years at maximum.

In case you start working with GÖRLITZ, the details you provided will be processed to justify the decision and implement the employment. Details may also be used when terminating the employment.

Your personal information may be processed for statistical purposes (eg reporting). However, individual persons cannot be identified.

Processing is authorized by § 26(8) BDSG (German data protection regulation)

'Contact' form

You may use this website for general requests to get in contact with you. We only require your email address to be able to fulfil this request; every other information is optional. Your personal information is only stored to enable processing your request; furthermore, we restrict processing in case we are obliged by law to further retain your data.

This complies with Article 6(1)(f) GDPR.

'Support' form

You may use this website to request support.

To be able to support you, we only require the following details: product type, product name, company, contact, telephone number, email address and description of the problem. Other details are optional.

This complies with Art 6(1)b GDPR (in case you are our customer) or Art 6(1)f (in case you are not our customer).

How long do we process your personal information?

The maximum period within which your data will be processed depends on the respective purpose. The storage period depends on for which time processing is required to meet specific purposes. Legal requirements regarding the preservation of records remain unaffected.

Who receives personal information?

We forward your data within our company to specific departments if required. We may also forward your personal information within GÖRLITZ group (GÖRLITZ Austria GmbH, GÖRLITZ Denmark A/S, GOERLITZ Italia S.r.l, GÖRLITZ Schweiz AG) if required for specific purposes. Data forwarding within our group complies with Art 6(1)(f) GDPR.

Where is personal information processed?

Your data is only processed in Germany or in member states of the European Union. We do not transfer your personal details to third countries or international organisations unless determined otherwise by our data privacy. § 1(6) BDSG (German data protection regulation) applies to Switzerland.

Security/Technical and organizational measures

We take every appropriate necessary technical and organisational measure in accordance with Articles 24, 25 and 32 GDPR to protect your data from accidental or unlawful destruction, loss, alteration, unauthorized disclosure or access and misuse.

We consider legal requirements regarding pseudonymisation and encryption of personal data, confidentiality, integrity and availability. We also take into account the capacity of systems and services used to process and provide personal data as well as the possibility to quickly restore your data in case of physical or technical incidents. Furthermore, we observe legal instructions when implementing procedures for regular analysis, assessing and evaluating the effectiveness of technical and organisational measures taken to guarantee secure processing.

In addition we also consider Art 25 GDPR with regard to privacy by design and default.

Transmission of confidential information is encrypted and protected using **Secure Socket Layer** (SSL). Check your browser's top address bar to find out whether SSL is used or not. URLs of unencrypted websites begin with **http://** whereas websites using SSL always start with **https://**. Furthermore, do also look for an icon that depicts a **closed padlock**; the icon is usually located in the address bar or the bottom status bar. Encryption makes it difficult for unauthorized people to view information travelling between computers. It is therefore unlikely that anyone reads the page as it travels across the network.

Your rights

You have the right to request access to and rectification or erasure of personal information, the right to restrict processing of your personal information, and the right to object to processing of your personal

information. You have the right to object to your personal information being processed on the grounds of GÖRLITZ's legitimate interests. In addition you have the right to lodge a complaint regarding our processing of your personal information with a data protection supervisory authority.

Insofar as we base processing of data on balancing of interests you may file an objection. This applies in case processing is especially not required to fulfil a contract between you and GÖRLITZ. Please read through the given details and explanations in this privacy policy. When you file an objection, please explain the reasons why we should not process your personal information as intended. In case your objection is properly substantiated we will analyse the situation and either terminate or adapt data processing, or we will explain our overriding reasons based on which we will continue processing. Of course you may object to processing your data for advertising and data analyses purposes at any time.

For suggestions or questions on how we process your personal information or for further details on your rights explained above, please contact us or our external data protection manager:

Dornbach-Consulting GmbH
Anton-Jordan-Str. 1
56070 Koblenz
datenschutz@goerlitz.com

We hereby object to using contact information published in order to meet the legal notice obligation of this website for sending unsolicited advertisement and information material. The operators of our sites expressly reserve the right to take legal steps in case of receiving unwanted advertising or bulk emails.

Status: November 2019 (2nd edition)

Our latest (German) privacy policy version applies.

Contact us

-  [GÖRLITZ AG](#)
-  [GÖRLITZ Austria GmbH](#)
-  [GÖRLITZ Denmark A/S](#)
-  [GOERLITZ Italia S.r.l.](#)
-  [VIVAVIS Schweiz AG](#)

GDRP information

-  [Data protection information for applicants](#)
-  [Data protection information for customers](#)

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