

PRIVACY POLICY

ESS GmbH & Co. KG

(EDV-Software-Service GmbH & Co. KG)

Version: 1.3

Last updated: March 2026

The protection of your personal data is very important to us. We process your data exclusively on the basis of the applicable legal provisions (GDPR, Austrian Data Protection Act).

This privacy policy informs you about the most important aspects of data processing in connection with our website and our business activities.

1. Controller

ESS GmbH & Co. KG

(EDV-Software-Service GmbH & Co. KG)

Bahnhofstraße 8

9500 Villach

Austria

Phone: +43 (0)4242 27876-0

Fax: +43 (0)4242 27876-30

Email: info@ax3000-group.at

Websites:

www.ax3000-group.at

www.ax3000-group.de

Company register: Regional Court Klagenfurt FN 20609 h

VAT number: ATU26632203

2. Processing of Personal Data

We process personal data exclusively in accordance with the provisions of the General Data Protection Regulation (GDPR) and the Austrian Data Protection Act (DSG).

Processing is carried out in particular on the following legal bases pursuant to Art. 6 GDPR:

- Art. 6 (1) (a) GDPR – Consent
- Art. 6 (1) (b) GDPR – Contract performance or pre-contractual measures
- Art. 6 (1) (f) GDPR – Legitimate interest (e.g. operation and security of our website)

3. Website Access

When you visit our website, certain technical information is automatically collected and stored in so-called server log files.

This includes in particular:

- IP address
- Date and time of request
- Accessed page / file
- Browser type and version
- Operating system used
- Referrer URL

These data are used solely to ensure the proper functioning of the website and to improve our services.

Processing is based on our legitimate interest pursuant to Art. 6 (1) (f) GDPR.

Server log files are usually deleted automatically after a maximum of 14 days.

4. Cookies & Consent Management (Cookiebot)

Our website uses cookies. Cookies are small text files stored on your device.

We distinguish between:

- technically necessary cookies (required for website operation)
- analysis and marketing cookies

Technically necessary cookies are processed on the basis of our legitimate interest pursuant to Art. 6 (1) (f) GDPR.

All other cookies are only used based on your consent pursuant to Art. 6 (1) (a) GDPR.

We use the consent management tool Cookiebot to manage your cookie preferences.

Provider: Cybot A/S, Havnegade 39, 1058 Copenhagen, Denmark.

When you visit our website, a Cookiebot cookie is stored to document your consent or withdrawal of consent.

These data are stored until you request deletion, delete the cookie yourself, or the purpose for storage no longer applies. Mandatory legal retention periods remain unaffected.

More information:

<https://www.cookiebot.com/en/privacy-policy/>

You can change or withdraw your consent at any time via the cookie banner.

5. Google Analytics

This website uses Google Analytics, a web analytics service provided by Google Ireland Limited, Gordon House, Barrow Street, Dublin 4, Ireland.

Google Analytics uses cookies to analyze your use of the website.

The information generated by the cookies is usually transmitted to and stored on Google servers, which may also be located in the USA.

We use Google Analytics with IP anonymization enabled. Your IP address is truncated within the EU or EEA before transmission.

A transfer of data to the USA cannot be excluded.

Processing is based exclusively on your consent pursuant to Art. 6 (1) (a) GDPR.

You can withdraw your consent at any time via the cookie banner.

Further information:

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

6. Google Ads Remarketing

This website uses Google Ads Remarketing, a service of Google Ireland Limited.

This service allows us to display targeted advertisements to users who have previously visited our website.

Google uses cookies to recognize your browser.

A transfer of data to the USA cannot be excluded.

Processing is based exclusively on your consent pursuant to Art. 6 (1) (a) GDPR.

You can disable personalized advertising at:

<https://adssettings.google.com>

7. Newsletter

You have the option to subscribe to our newsletter via our website.

We require:

- your email address
- your consent to receive the newsletter

Processing is based on your consent pursuant to Art. 6 (1) (a) GDPR.

You can unsubscribe at any time via the link in the newsletter or by contacting us.

8. Contact

If you contact us by email or via a contact form, your data will be stored for the purpose of processing your request and for follow-up questions.

Processing is based on:

- Art. 6 (1) (b) GDPR (contract or pre-contractual measures)
or
- Art. 6 (1) (f) GDPR (legitimate interest)

9. Applications

If you apply to us (e.g. via email or application form), your data will be processed solely for the purpose of handling the application process.

Processing is based on Art. 6 (1) (b) GDPR.

If no employment relationship is established, your data will be deleted no later than 6 months after completion of the application process, unless legal retention obligations apply.

10. Customer Data and Contract Processing

For contract execution, we process in particular:

- Name / company name
- Address
- Contact details
- VAT number / company register number

- Contact persons
- License and contract data
- Payment information

Processing is based on Art. 6 (1) (b) GDPR.

Data is stored for the duration of the business relationship and in accordance with legal retention periods.

11. Support and Maintenance Services

As part of support and maintenance services, the following data may be processed:

- support requests
- ticket system entries
- error analyses
- remote session logs

These data are used exclusively to provide support services.

12. Remote Access

To support customers, remote access to customer systems may be carried out in individual cases.

Access is only granted:

- upon explicit request of the customer
- with customer consent
- for the duration of the support session

13. Data Transfer to Third Parties

Personal data is only transferred to third parties if:

- required for contract performance
- required by law
- or you have given explicit consent

We use external service providers (e.g. hosting providers or IT service providers) who process data on our behalf in accordance with Art. 28 GDPR.

14. Data Security

We implement appropriate technical and organizational security measures in accordance with Art. 32 GDPR to protect your data against loss, manipulation, or unauthorized access.

15. Your Rights

You have the following rights under GDPR:

- Right of access (Art. 15 GDPR)
- Right to rectification (Art. 16 GDPR)
- Right to erasure (Art. 17 GDPR)
- Right to restriction of processing (Art. 18 GDPR)
- Right to data portability (Art. 20 GDPR)
- Right to object (Art. 21 GDPR)

16. Right to Lodge a Complaint

If you believe that the processing of your data violates data protection law, you have the right to lodge a complaint with the supervisory authority.

Austrian Data Protection Authority
Barichgasse 40–42
1030 Vienna
www.dsb.gv.at

17. Changes to this Privacy Policy

We reserve the right to update this privacy policy as necessary to reflect legal or technical changes.

The current version is always available on our website.