

***metabion* Privacy Policy**

At metabion, your trust in us is of paramount importance, and we know you care about how information about you is used and shared. Our respect for your confidentiality is a key driver of our business, and as a result we employ industry Best Practices to take maximum care in handling your information.

This notice describes our privacy policy. When you visit the metabion website and do business with us, you are accepting and consenting to the practices described in this document. You may withdraw such consent at any time, and with immediate effect.

Controllers of Personal Information

Any personal information provided to or gathered by metabion companies is controlled by metabion international AG at Semmelweisstrasse 3, 82152 Planegg (the data controller and processor).

What Personal Information About Customers Does metabion Gather and Use?

Information retained about our customers helps us customize and improve the purchasing experience at metabion. We use this information to process orders, payment processing, product delivery, communications about orders and promotions, account maintenance, and to keep information displayed for and pertinent to you. This information is also used to assist in improving our infrastructure and systems, as well as fraud prevention, and enable both us and third parties, whom we contract to perform various functions on our behalf, such as carriers or delivery services.

Types of information we retain include

- **Information You Give Us:** Information you enter on our website or give to us in other ways is received and may be retained. You may choose not to provide certain information, though doing so may impede our ability to communicate with you or respond to your needs.
- **Automatic Information:** Whenever you interact with us, we may receive and retain certain types of information such as web cookies, or browser metadata (such as browser type, version, etc.).
- **E-Mail Communications:** we may receive and retain e-mail identification during communications with you, or through lists received from other companies for use in comparing our internal data to avoid sending excessive e-mails. We may also receive confirmations of receipt or reading from emails we send to you, which enable us to make our e-mails to you more useful. You may adjust your email preferences in “Your Settings” in our web order portal.
- **Information From Other Sources:** we may receive and retain information about you from third parties. This may include such information as payment or credit information in order to qualify payment methods with you, or to provide for other financial arrangements.

Examples of these types of information are described at the end of this Policy.

Use of Cookies

Our systems do use cookies in order to enable them to recognize your device and to improve your buying experience.

Information Sharing

Information about you, our customer, is an important asset of our business. **We do not sell it to others.** Nor do we share them with third parties without your explicit and written consent.

We share your information only as described here:

- **Business Partners of metabion, which metabion Does Not Control:** We work with affiliated businesses such as distributors and sales partners. At times, these businesses may operate through us and sell our products to you. We will always strive to be transparent and clear in our communications to make it evident when a third party is involved in transactions with you. In such instances, we will share customer information ***related only to those transactions*** with that third party.
- **Service Providers:** We employ companies and individuals to perform specialist functions and services on our behalf, such as delivery of packages, sending postal mail, large quantities of e-mails, and alike. These third party providers have access to personal information about you only to the extent needed to perform the functions for which we employ them, and they are restricted from using that information or retaining it for any other purpose. They must also process any personal information we share with them under the same restrictions as laid out in this Privacy Policy, and/or as permitted by data protection regulations in their jurisdiction.
- **Promotions:** Occasionally we send promotional offers to specific groups of our customers. Such offers are generally not sent through any third party with the exception of our recognized distributors. We do not share your data with others during such promotions.
- **Asset Transfer:** It is possible that metabion or companies controlled by metabion may purchase or sell companies, business units, or subsidiaries. During any such transaction, customer information is an asset, which will be transferred with ownership, but will remain subject to the promises made under any pre-existing Privacy Agreement or Notice (unless the customer consents to other conditions).
- **Protection of metabion and Others:** We may release account and other personal information to appropriate authorities when required for regulatory compliance or as needed by law; to enforce or apply our conditions of use or sale; or to protect the property, rights, copyrights, or safety of metabion, our staff, or others. This includes exchange of information for fraud protection and credit risk mitigation. This **does not include** the sale, lease sharing, or disclosure of personal information for any commercial purpose contrary to the promises made within this Policy.
- **With Your Consent:** outside of the points above, we will notify you when information about you may be distributed to a third party, and you will have an opportunity to elect not to have your information shared.

When transferring any personal information to countries outside of the European Economic Area in the course of sharing information as described above, we will make certain that any such information is transferred under the commitments given in this Policy and as required by data protection laws in the jurisdiction.

How Secure is Your Information?

- Information you transfer to us is transmitted using Secure Sockets Layer protection (SSL), which encrypts the information at your input point, only decrypting that information once received by us.
- We never receive or maintain your credit card information – it is transmitted directly through our payment provider, and is not divulged to us.
- Our facility and systems include procedural, electronic, and physical layers of security in the collection, storage and disclosure of personal information.
- As a result of these procedures and systems, we recommend you take measures to safeguard your login credentials to prevent unauthorized use of them. If you use a shared computer, be sure to log out of the site when you are finished with it.

EU-US and Swiss-US Privacy Shield

metabion, being a German company, is not subject to United States jurisdiction and does not relinquish personal data to the US government outside of cases where required for compliance with EU regulation.

Other Websites Linked From Ours

Our site may include links to other Web sites (generally for reference materials or tools). We do not transmit any personal information to them.

Access to Your Information

You can always review your account information (“Your Settings” in the order portal) and order history (“Order history” in the order portal), and may update your own personal information as provided therein.

Customer Information

- As described elsewhere in this Policy, you may choose not to provide information to us, though it may be necessary to complete a purchase or to take advantage of other features.
- You may add to or change your personal data in the account information as described above. When you update this information, we maintain backups of the older information for a period of time in our archives, and may be required to retain the information for a period of time for statutory reasons.
- You may elect not to receive promotional or survey emails from metabion, in “Your Settings” of the order portal.
- To stop accepting cookies, use your browser’s internal settings to prevent it from receiving them, or to have it prompt you before accepting any. We do recommend you enable them for our site in order to have helpful features turned on, but these are not absolutely necessary.

Conditions of Use, Notices & Revisions

If you have any questions regarding your privacy at metabion, please [contact our support department](#) with your concerns and we will reply promptly. As our business changes, and as regulatory requirements change, we may adjust our Privacy Policy or the conditions of use of our products. As a result, we recommend you review this Policy periodically (the most recent changed date will be prominently displayed). We may e-mail you with reminders or notifications, unless you specifically have instructed us not to do so.

Unless stated otherwise, our Privacy Policy applies to all information we have about you and/or your account, and make our commitment to you that we will not materially change this Policy to make it less protective of your information without your consent.

Examples of Information We Collect:

Information You Provide to Us

When you search, make a purchase, post information, participate in a questionnaire or interact with our customer service department, you provide information to us. You also provide us information when searching for products, placing orders with us or through one of our distributors. Such information can include (but is not limited to) your e-mail address, telephone number, shipping address, your name, or contact information of yourself or your colleagues.

Automatic Information

Automatically generated and collected information might include your Internet Protocol address (IP), email confirmations of receipt or read status, login data, session information, page response times, downloads, browser brands and versions, time zone settings, browser plug-in identification, time spent on pages, page interaction (scrolls, clicks, mouse-overs), operating system and version, the URL used to arrive on our site, page exits, cookie number(s), product view history, and/or the telephone number used to contact our customer service or sales department.

Information From Other Sources

Other sources of information may include such things as corrected delivery address information from our carriers or other third parties; purchase or discount redemption information; search terms used to arrive on our site, and information from financial institutions.

Information You Can Access

Information you can access at metabion includes your personal identification (including name, address, e-mail, and many others, which can be viewed under "Your Settings" in the order portal; order history, and email notification settings.

Right of Removal

You may request that personalized data about you be removed from our records, by sending us an email at customerservice@metabion.com. Insofar as we are legally permitted to do so, then upon such request we will delete all identifiable information about you within our system, retaining only identity-free versions of this information. Personal information about you will be maintained only in places where legal requirement demands.

Last Change

This document was last modified on 13.04.2018