

Data Protection Policy



For metabion international AG & metabion GmbH, the protection of personal data has the highest priority.

We would therefore like to inform you about how we protect your privacy - also when you visit our website.

With the following information, we commit ourselves to the responsible handling of your personal data. The legal basis for this is in particular the German Data Protection Regulation (DSGVO) and the Telecommunications Telemedia Data Protection Act (TTDSG).

General information

Personal data is information that can be specifically assigned to your person (e.g. name, telephone number or e-mail address). Information that is not associated with your identity (such as the number of users of the website) does not fall under this category.

When you access the metabion international AG & metabion GmbH website, general information is automatically collected. This information is collected for purely statistical purposes and includes, for example, your IP address, date and time, type of web browser, pages viewed and the like. No personal use is made of this data. This information is only stored anonymously.

Further personal data is only collected if you provide this information voluntarily, for example in the course of placing an order or other information material or when requesting contact.

Personal information

If you provide personal information such as name, address, telephone number or e-mail address on our pages, this is subject to special protective measures. The data is collected, processed and stored exclusively for the purpose stated in each case, i.e. for contacting you, for sending you requested information, or for processing a contract in the case of an order.

In accordance with the principle of data minimisation, we only ask for the data that is absolutely necessary for the respective purpose (mandatory data is marked in bold). You are welcome to fill in the optional additional data fields (e.g. contact details) to make it easier for us to contact you if necessary.

Of course, we will only contact you once for specific concerns and information; we do not send mass messages or multilevel marketing (MLM). Further contacts will only be made with your consent.

Passing on personal data to third parties

Your data will not be passed on to third parties unless you have given your express consent. Only if metabion international AG & metabion GmbH are obliged to do so by law or by court order will they disclose your data to the required extent to bodies entitled to receive such information.

Security

metabion international AG & metabion GmbH use technical and organisational security measures in order to protect the personal data you have made available to us against accidental or intentional manipulation, loss, destruction or against access by unauthorised persons. Our security measures are continuously optimised and adapted according to the state of the art.

Links to other websites

The websites of metabion international AG & metabion GmbH contain links to other websites. Despite careful checking, metabion international AG & metabion GmbH have no influence on the editorial content of other websites and on whether their operators comply with data protection regulations.

Use of Cookies

During an online session, text information is collected in cookies and stored in a special file in ASCII format (cookie.txt) on your hard disk. Where the cookie is stored is controlled by your web browser. The next time you go online, the cookies are sent back to the server. Cookies can only be read by the server that previously stored them.

metabion international AG & metabion GmbH only use cookies if they are urgently required for user functions, e.g. to facilitate navigation of the websites. The information is not made available to third parties, as cookies are only used for the above-mentioned purposes.

Most browsers are set to automatically accept cookies. You can deactivate this function in your browser at any time or change the setting so that your browser notifies you as soon as cookies are sent.

Fathom Analytics

We would like to process as little personal data as possible when you use our website. With the help of this data protection-friendly website analysis software, your IP address is only processed for a short time and we (operators of this website) have no way of identifying you. The pseudo-anonymised data is then deleted in accordance with DSGVO requirements.

Data deletion and storage period

The personal data of the data subject will be deleted or blocked as soon as the purpose of the storage no longer applies. Storage may take place beyond this if this has been provided for by laws or other regulations to which the person responsible is subject. Data will also be blocked or deleted if a prescribed storage period expires, unless there is a need to continue storing the data for the conclusion or performance of a contract.

Data transfer

In order to fulfil the contract in accordance with Art. 6 para. 1 p. 1 lit. b DSGVO, we pass on your data to the shipping company commissioned with the delivery, insofar as this is necessary for the delivery of ordered goods. Depending on which payment service provider you select in the ordering process, we pass on the payment data collected for this purpose to the credit institution commissioned with the payment and, if applicable, to payment service providers commissioned by us or to the selected payment service. In some cases, the selected payment service providers also collect this data themselves if you create an account with them. In this case, you must register with the payment service provider with your access data during the ordering process. In this respect, the privacy policy of the respective payment service provider applies.

Data collection for contract processing and when opening a customer account

We collect personal data when you voluntarily provide us with this information as part of your order, when contacting us (e.g. via contact form or e-mail) or when opening a customer account. Mandatory fields are marked as such, because in these cases we need the data to process the contract, or to process your contact or open a customer account, and you cannot complete the order and/or open an account or send the contact without providing it. We use the data provided by you in accordance with Art. 6 Para. 1 S. 1 lit. b DSGVO for the following purposes of contract processing and processing of your enquiries. After complete processing of the contract or deletion of your customer account, your data will be restricted for further processing and deleted after expiry of the retention periods under tax and commercial law, unless you have expressly consented to further use of your data or we reserve the right to use data beyond this, which is permitted by law and about which we inform you in this declaration. The deletion of your customer account is possible at any time by us and can be done by sending a message to info@metabion.com.

Data Protection Officer

metabion international AG & metabion GmbH has appointed an external data protection officer, who has the appropriate expertise and experience to ensure secure data protection management at metabion international AG & metabion GmbH.

arpcon data protection | data security

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Right of objection

Insofar as we process personal data as explained above in order to protect our legitimate interests which prevail within the framework of a balance of interests, you may object to this processing with effect for the future. If the processing is for direct marketing purposes, you can exercise this right at any time as described above. If the processing is carried out for other purposes, you only have the right to object on grounds relating to your particular situation.

After you have exercised your right to object, we will no longer process your personal data for these purposes unless we can demonstrate compelling legitimate grounds for the processing which override your interests, rights and freedoms, or if the processing serves to assert, exercise or defend legal claims.

This does not apply if the processing is for direct marketing purposes. Then we will not further process your personal data for this purpose.