Privacy Policy

I. General information

The protection of your personal data is of particular importance to us and forms the basis for stable and successful customer relationships. We therefore process your data exclusively according to the current legal provisions (General Data Protection Regulation [GDPR], e-privacy directive, data protection law [DSG] and telecommunications law [TKG 2003]). Through this privacy policy we inform you about the data processing that we carry out for our company and on our website.

Controller of data processing

ETA Heiztechnik GmbH collects, processes and uses personal data in accordance with the GDPR and the national DSG only for its own activities as a service provider. In accordance with the provisions of the GDPR, we provide you with the following information about us as the responsible data controller:

ETA Heiztechnik GmbH, Gewerbepark 1, 4716 Hofkirchen an der Trattnach,

Company headquarters: Hofkirchen an der Trattnach

E-Mail: info@eta.co.at

Web: www.eta.co.at

Phone: +43 7734 2288-0

Fax: +43 7734 2288-22 as mentioned in point II.4.

II. Data processing by ETA Heiztechnik GmbH

1. Purpose of processing, legal basis and rights of the responsible data controller

ETA Heiztechnik GmbH processes personal data primarily in the context of a business relationship with an individual or with a company which is represented by the individual, in particular in the contractual area and, if requested by the person concerned, also pre-contractual relationships (Art. 6 Para. 1 (b) GDPR). This includes the name of the individual, their contact details (such as email address, telephone number, home address) and account details, possibly information regarding creditworthiness, if necessary social security data and information about the individual in connection with the fulfillment of the contractual relationship, which is exchanged in documents, deeds and correspondence between the controller, its processor and the individual.

Furthermore, personal data is processed to the extent necessary to fulfill a legal obligation to which ETA Heiztechnik GmbH is subject. This includes various storage obligations, such as accounting and reporting obligations as an employer for social insurance (Art. 6 Para. 1 (c) GDPR). Additionally, processing may be necessary to perform a task in the public interest (Art. 6 Para. 1 (e) GDPR). Primarily, business-related correspondence and all tax-relevant documents related to the contractual relationship with the individual are processed, as well as social security data involved the employment relationship. Furthermore, processing is also carried out for the necessary and proportionate safeguarding of legitimate interests of ETA Heiztechnik GmbH as the data controller (Art. 6 Para. 1 (f) GDPR), particularly for the assertion, exercise, or defense of legal claims, for carrying out direct marketing (marketing and informational measures, especially regarding services offered by the data controller), for IT security and technical administration, as well as for filing, customer, and supplier management purposes. Processing involves all data processed in the context of the contractual relationship that is necessary to achieve the purpose.

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2. Potential recipients of personal data

In accordance with Article 13 Para. 1 (e) GDPR, the following categories of recipients are defined:

- Tax advisors and auditors and data processors (IT and back office service providers) engaged by the responsible party
- Courts (especially in disputes with customers and suppliers) and authorities (tax offices, etc.) as well as opponents in judicial or official proceedings;
- (Judicial and extrajudicial) experts;
- Third-party providers and cooperation partners (credit card providers, banks, substitutes and correspondence law firms);
- Lawyers and law firms engaged by the responsible party for review or consultation on legal issues;

3. Storage and retention of personal data

Personal data will be stored for as long as necessary to achieve the purpose, in particular for the complete fulfillment of the entire business relationship (from initiation and pre-contractual measures through processing to termination of the contract), and also for compliance with legal obligations in accordance with established retention and documentation requirements (such as the 7-year retention periods for contracts and other documents, as well as the associated correspondence according to the Austrian Commercial Code (UGB), the Austrian Federal Fiscal Code (BAO), the Austrian Value Added Tax Act (UStG), etc.).

In addition, personal data is stored for the necessary assertion, exercising or defence of legal claims, whereby the statutory limitation periods according to the General Civil
Code - ABGB must be taken into account, which can lead to the requirement for storage of documents for up to 30 years after the conclusion of the contractual relationship.

Data from applicants who are not hired will be deleted seven months after the application process has been completed, unless consent has been given to retain the data for future reference. When hiring, the applicant‘s data is stored until the termination of the contractual relationship or for the purposes mentioned in the previous paragraph.

In the case of consent being given (especially when sending electronic messages), the data is stored until the data subject withdraws consent, which they can do at any time, whereby the withdrawal does not affect the processing up to that point.

4. Data subject rights

According to the GDPR, the following data subject rights exist, with the exceptions provided for in the respective provisions:

- Right to information (Article 15 GDPR),
- Right to correction (Article 16 GDPR),
- Right to deletion (Article 17 GDPR),
- Right to restriction of processing (Art. 18 GDPR),
- Right to data portability (Article 20 GDPR),
- Right to object to processing (Art. 21 GDPR),
- Right to lodge a complaint with the supervisory authorities (Art. 77 GDPR, in particular with the Austrian Data Protection Authority – DSB),
- Right to revoke the consent given to the future processing of personal data at any time (Art. 7 Para. 3 of the GDPR), without affecting the legality of the processing carried out based on the consent up to the point of revocation.

The controller responsible for exercising these rights can be contacted using the contact details provided in section II.1, and is available at any time to answer questions.

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5. Right to object and direct marketing

If personal data is processed for direct marketing purposes in accordance with Art.21 Para. 2 GDPR, the individual has the right to object at any time to the processing of personal data. In the event of such an objection, the personal data processed for direct marketing will no longer be processed for these purposes in the future.

6. Obligation to provide personal data

The provision of personal data is required by law or is based on contractual obligations, insofar as the individual is obliged to provide this, and failure to do so could result in the the business relationship being terminated.

7. Information to be provided where personal data has not been obtained from the data subject (Art. 14 GDPR)

In individual cases, ETA Heiztechnik GmbH (see section II.1 for contact details) does not collect personal data directly from the individual, but from other sources, whereby information is collected exclusively from publicly accessible databases, customers/ suppliers, credit agencies or subsidiaries:

- Commercial registry data of various agencies authorised by the BMVRDJ, such as lexunited, IMD and others; land register data from the court, notaries or via the internet; data on trading from the Federal GISA trade information system
- Creditworthiness data including payment behavior data (through queries to KSV, AKV, ÖVC, ISA)
- Insolvency data (especially from the federal edict database)
- Registration data from the respective registration authorities (municipal office, city council of statutory cities or district city council in Vienna)
- Information about the individualo can be found on search engines, social networks, and various websites
- Information concerning contact, payment behavior, business relationships with csustomers/suppliers or their busines partners, if the person concerned is a competitor of ETA Heiztechnik GmbH

The data that ETA Heiztechnik GmbH collects and stores about the individual from these sources is limited to contact information (email address, telephone number and postal address), any information on function and assignment or responsibility within the company, data relating to the professional career, whereby information about the individual‘s professional and educational career may also be collected from public sources, as well as data in contracts and related documents.

The processing of this data is based on the overriding legitimate interest of ETA Heiztechnik GmbH for efficient communication for business purposes as well as with regard to proper applicant management (Art. 6 para. 1 lit. f GDPR). The data processed by ETA Heiztechnik GmbH will be stored within the time periods specified in point II.3.

The data subject receives the same rights in the scope of the collection of their data from third parties as those mentioned in II.4.

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III. Data processing by ETA Heiztechnik GmbH on their websites www.eta.co.at, www.meineta.at, simulator.meineta.at, portal.eta.co.at, spareparts.eta.co.at and service.eta.co.at

1. Purpose of processing, legal basis and rights of the responsible data controller

Processing takes place in connection with the use of the website in order to be able to create usage statistics, to make the website available, and to be able to optimise the offers of the website, to respond to inquiries, to process the order, and to register on the website (Art. 6 Para. 1 (f) and (a) GDPR). The browser type and version, model ID of a mobile phone and a generic device identifier, the operating system used, the website from which the user visits the websites of ETA Heiztechnik GmbH (reference URL), the website that the user visits, the date and time of access, the IP address of the user's computer and all information provided by filling out the form on the website are collected.

2. (Potential) recipients of personal data

The following recipients are considered within the scope of Article 13 Para. 1 (e) GDPR:
- Marketing agency: hiroki digital gmbh, Traubenweg 16/3/7, 3481 Fels am Wagram
- Hosting provider: Hetzner Online GmbH, Industriestr. 25, 91710 Gunzenhausen

3. Storage and retention of personal data

The data collected during visits to the websites is stored temporarily for specific purposes (in the case of user registration [Art. 6 para. 1 lit. a GDPR] until further notice), unless there is a legal obligation to retain them for a longer period or longer storage is necessary to detect attacks on the websites or to assert, exercise or defend legal claims (see section II.3). If you contact us by email, the data you provide will be stored by us for the duration of your inquiry and any related follow-up questions. We will not pass on this data without your consent.

SERVER logs
Every connection to the website and every retrieval of a file stored on this website is logged (log files). These log files store, among other things, the IP address, the browser used, the time and date as well as the user's system. Our hosting partner Hetzner only stores pseudonymized IP addresses of website users. At the web server level, this is achieved by storing an IP address as 123.123.123.XXX in the log file instead of the user's actual IP address, e.g., 123.123.123.123, where XXX is a random value between 1 and 254. Establishing a link to a specific person is no longer possible.

Log file storage duration
Mail server logs: retention period is 7 days
Apache logs: 3 years
Backups: stored in encrypted form for 14 days
SSL encryption

A domain-validated SSL certificate is used. The SSL certificate ensures encrypted access to the website, thus enabling a secure connection between the web browser and the SSL-enabled web server. This guarantees the user that it is indeed the correct website.

4. Data subject rights

See section II.4.

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5. Tools used for the website

Cookies

To enable you to use the ETA Heiztechnik GmbH website without restrictions, and for IT security purposes, we use so-called „cookies“. Cookies are small files that enable the recognition of the user and an analysis of your use of our websites. A randomly generated unique identification number is stored in these files. A cookie also contains information about its origin and the storage period. Cookies cannot access, read or modify any other data on your computer.

The cookies set by ETA Heiztechnik GmbH do not pose a risk to the user‘s computer system, as they do not cause any damage and do not contain viruses or similar. Most cookies on these websites are automatically deleted (session cookies). ETA Heiztechnik GmbH also uses permanent cookies to recognise you when you visit ETA Heiztechnik GmbH‘s websites again. You can delete these permanent cookies manually in your browser at any time. The use of cookies can be prevented by changing the relevant browser settings. If your browser supports „Do-Not-Track“ technology and you have enabled it, no user profile will be created during your visit. Please note that blocking or deleting cookies may affect your online experience and prevent you from fully using these web pages. ETA Heiztechnik GmbH uses cookies in accordance with the Union and national law (Art. 5 Para. 2 of the e-privacy directive or § 96 Para. 3 of TKG 2003). By consenting to cookies and through your browser settings, you allow the use of cookies, whereby this consent can be revoked at any time; the use is also based on a legitimate interest pursuant to Art. 6 para. 1 lit. e GDPR (online service offering), whereby use can be revoked under the conditions of Art. 21 GDPR.

The following cookies are used by ETA Heiztechnik GmbH:

Name	Creator	Storage duration	Purpose
Technical cookies			
klaro, hiroki_consent_id	Hiroki	If approved: 1 year. If rejected: end of session	These cookies are set after the user has agreed to or declined the setting of cookies. The selected setting is logged using a unique consent ID.
fe_typo_user	Typo3	End of session	This cookie is a standard TYPO3 session cookie. In the case of a user login, it stores the session ID, which is used to recognise the logged-in user and grant them access to protected areas. The cookie is only saved after a Powermail form has been submitted.
be_typo_user	Typo3	End of session	This cookie tells TYPO3 whether the user is logged into the TYPO3 backend and which backend user it is (only relevant for TYPO3 backend users)
be_lastLoginProvider	Typo3	90 days	Key of the TYPO3 backend login provider used (only relevant for TYPO3 backend users)
act, ar_debug, c_user, datr, _fbp, fr, locale, presence, sb, spin, wd, xs	Meta	Up to 15 months	These cookies are set by Facebook in connection with the Facebook Pixel and collect statistical data in connection to Facebook and associated content.
eta_fairs_*, initDocumentRecordsLimit_*, initFairRecordsLimit_*, initReferenceRecordsLimit_*, eta_area_administration_*, eta_contacts_*, eta_documents_*, hiroki_faq_*, hiroki_jobs_*, eta_product_management_*, eta_references_*	Hiroki	End of session	This cookie is used to store the user‘s selected filter and search settings for the individual modules.
JSESSIONID	ETA Heiztechnik	Session	For the basic functioning of the meinETA application

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cookieConsent_remem-berMe	ETA Heiztechnik	Permanent	For the basic functioning of the meinETA application
cookieConsent_shown	ETA Heiztechnik	Permanent	For the basic functioning of the meinETA application
_gcl_au E4S_D2P_EXT E4S_ETA-D2P-LOGIN E4S_LOGIN	ETA Heiztechnik	Up to 12 months	For basic functions of the spare parts portal
Cookies for the „stay logged in“ function (optional)			
rememberMe	ETA Heiztechnik	2 weeks*	Specifies whether the user should be automatically logged in on their next visit to www.meineta.at.
rememberMeHash	ETA Heiztechnik	2 weeks*	Value for User ID
rememberMeLogin	ETA Heiztechnik	2 weeks*	Encrypted username for www.meineta.at

*remain valid for two weeks from the last automatic registration

Name	Location	Website
Typo3 Association	Baar, Switzerland	www.typo3.org
hiroki digital gmbh	Traubenweg 16/3/7, 3481 Fels am Wagram	www.hiro.ki/digital/
ETA Heiztechnik GmbH	4716 Hofkirchen a. d. Tr., Gewerbepark 1	www.eta.co.at

Social media cookies

The eta.co.at website integrates social media plugins to allow users to recommend and share items on social networks. These are the following social networks:

Name	Location	Website
Meta Platforms, Inc.	Menlo Park, California, United States	www.meta.com/

When you visit a website that contains such a plugin, your browser establishes a direct connection to the Facebook and Twitter servers. The content of the plugin is transmitted directly to your browser by the respective provider and integrated into the website. By integrating the plugins, the providers receive the information that you have accessed the corresponding website of our internet offer, even if you do not have a profile of the respective social networks or are currently not logged in with your profile.

If you are logged into one of the social networks, the provider is able to attribute your visit to our website to your profile on the respective social networks. When interacting with plug-ins, for example when clicking the „Like“ button, the corresponding information is also transmitted directly to a server of the social network provider and stored there. In addition, the information can be published on your account on social networks and be visible to your contacts there.

Data will only be transferred to third parties if users click on one of the icons displayed in the social media bar, thereby giving their consent. eta.co.at has neither influence on nor access to cookies set by Facebook, Twitter , etc.

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Web analytics Matomo
Matomo is a privacy-friendly web analytics software that is used without cookies and that recognises returning users using a so-called „digital fingerprint," which is stored anonymously and changed every 24 hours. The „digital fingerprint" captures user movements within our online service using pseudonymized IP addresses in combination with user-side browser settings in such a way that it is not possible to identify individual users. The user data collected from the use of Matomo is processed only by us and not shared with third parties.

YouTube videos
Our website includes embedded YouTube videos that are stored on "www.youtube.com" and can be played directly from our website. We use the option „extended data protection mode" provided by YouTube, i.e.no data about you as a user will be transferred to YouTube if you do not play the videos. Only when you play the videos are YouTube cookies stored on your computer and data transferred to the YouTube operator Google Inc, 1600 Amphitheatre Parkway, Mountain View, CA 94043, USA („Google"). If you play videos stored on YouTube, at least the following data will be transmitted to Google: IP address and cookie ID, the specific address of the side you visited on our site, browser language setting, system date and time of the visit as well as your browser identifier. The data transfer is independent of whether you are logged in to YouTube via a user account or whether no user account exists for you. If you are logged in, this data will be assigned directly to your account. You can prevent this allocation by logging out before pressing the play button. Google stores this data as usage profiles and uses it for the purposes of advertising, market research and/or demand-oriented design of its website. You have a right to object to the creation of these user profiles, which you must address directly to Google as the operator of YouTube. Further information on YouTube's privacy policy is available from Google atwww.google.at/intl/de/policies/privacy/. By playing the YouTube videos, you agree to Google processing your data. ETA Heiztechnik GmbH does not process the data concerned.

Pellet storage configurator
The website displays a pellet storage configurator from the website power-pellets.de as an iframe, provided that prior cookie consent has been given. Personal data of the user may be transferred to an external server and stored in the server log. Privacy Policy: https://www.powerpellets.de/agb/datenschutzerklarung.html

6. Inquiries to and use of services of ETA Heiztechnik GmbH

The website uses forms whose form values are sent to a predefined email address and stored in TYPO3. The email address can be set by the website owner and configured digitally by hiroki.

Registration for Wood Fire Days
The form fields can be individually defined by the website owner (TYPO3 module Powermail). Currently, the following personal data is collected via the form: first name, last name, postal code, city, telephone number, email address and interests. Data can be deleted manually by the website owner.

Online job application
The form fields can be individually defined by the website owner (TYPO3 module Powermail). Currently, the following personal data is collected via the form: first name, last name, date of birth, telephone number, email address, education and career information and photo. Data can be deleted manually by the website owner.

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Other forms

We integrate forms from the portal portal.eta.co.at on our website via iframes. When you use these forms, your entries as well as technical connection data (e.g. IP address, date/time) are transmitted to the servers of ETA Heiztechnik GmbH. This is necessary to provide the functions you have requested.

Processing Your Enquiries

You have the option to submit various enquiries via our website (general technical enquiries, brochure requests, consultation requests). The data you enter into the form will be stored by us solely for the purpose of processing your request and in the event of follow-up questions.

Legal Basis and Disclosure

Processing is carried out on the basis of Art. 6 (1) (b) GDPR (performance of pre-contractual measures or performance of a contract) or Art. 6 (1) (f) GDPR (legitimate interest in the efficient processing of customer enquiries).

Your data will not be disclosed to unauthorised third parties. However, please note that your data may be passed on to the relevant ETA factory representatives responsible for you in order to provide a targeted response to your enquiry. Your data will be deleted as soon as the purpose for storage no longer applies (e.g. after your enquiry has been fully processed), provided that no statutory retention obligations prevent this.

Requesting Services (Maintenance, Customer Service, etc.)

If you request services (e.g. maintenance or customer service visits) via our website, we process the personal data provided by you for the purpose of performing a contract or carrying out pre-contractual measures (Art. 6 (1) (b) GDPR).

For the proper processing and fulfilment of your order, it is necessary for us to pass on your data to the third parties entrusted with the execution (in particular the responsible ETA factory representative or the respective system installer). These partners only receive the data that is strictly necessary for scheduling appointments and performing the service.

No further disclosure to uninvolved third parties will take place. Your data will be stored in our customer database for as long as is necessary for the provision of the service, the documentation of the system history, or due to statutory retention obligations

Photos: Notes

Photos that are considered personal data and fall under the GDPR can be integrated into the website and individual modules.

Downloads: Notes

Downloads containing personal data that fall under the GDPR may be integrated into the website.

Miscellaneous

The website may contain further personal data in its content (mention of employees, etc.).

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7. Use of images from external image databases

Our website uses images sourced from various external image databases. This includes content from Adobe Stock (https://stock.adobe.com) , Freepik (https://www.freepik.com) , iStock (https://www.istockphoto.com) , Lothar Prokop Photography (https://lotharprokop.com/) , and Pexels (www.pexels.com) , Photocase (https://www.photocase.com) , Pixabay (https://www.pixabay.com) , Shutterstock (https://www.shutterstock.com) , Unsplash (https://www.unsplash.com) and – due to historical reasons – also from Thinkstock Photos , although the latter service has since been integrated into iStock. The images used are subject to the respective license terms of the mentioned providers. Where necessary, appropriate licenses for commercial use were acquired. Simply displaying these images on our website does not transmit any personal data to the aforementioned providers.

8. Verification of Customer Reviews

Our website displays customer reviews that have been submitted via our company's Google review profile. We do not systematically verify these reviews for authenticity prior to publication. Google uses its own mechanisms to identify fake reviews.