

Privacy Policy

The protection of your personal data is very important to us. Therefore, we would like to inform you below which data of your visit are used for which purposes. Should there be any further questions regarding the handling of your personal data, you are welcome to contact our data protection officer.

Constant technological development, changes in our services or the legal situation as well as other reasons may require adjustments to our privacy policy. We therefore reserve the right to change this privacy policy at any time and ask you to be informed regularly about the current status.

Responsible for the data processing on this homepage is:

Nutricia GmbH

General information about data privacy

General information

The concept of personal data is defined in the Federal Data Protection Act. Thereafter, these are individual details about personal or material circumstances of a specific or identifiable natural person. This includes, for example, your civil name, your address, your telephone number or your date of birth.

Unless otherwise stated in the following sections, no personal data is collected, processed or used when using our websites. When you visit our website some information will be transmitted, such as IP address, type and version of the web browser used, the operating system used, the website you came from and the time of the query.

We can not use this information to identify the individual user. The information is analyzed by us only statistically and used exclusively to improve the attractiveness, content and functionality of our websites.

Legal basis for the processing of personal data

We base the use of your data on the following legal bases:

Insofar as the processing of personal data is carried out to fulfill the contracts concluded with us, Art. 6 (1) lit. b GDPR. This also applies to processing operations required to carry out pre-contractual actions.

Insofar as we obtain the consent of the data subject for the processing of personal data, we refer to Art. 6 (1) lit. a GDPR.

Insofar as processing of personal data is required to fulfill a legal obligation that our company is subject to, Art. 6 (1) lit. c GDPR.

In the event that vital interests of the data subject or another natural person require the processing of personal data, see Art. 6 (1) lit. d GDPR:

If processing is necessary to safeguard the legitimate interests of our company or a third party, and if the interests, fundamental rights and freedoms of the data subject do not prevail over the first interest, Art. 6 (1) lit. f GDPR as legal basis for processing.

Data erasure and storage duration

The deletion of the personal data collected by us takes place as soon as the purpose of the storage is omitted.

Storage shall take place if provided for by law, EU regulation or other regulations.

Furthermore, a deletion takes place when a prescribed by the standards mentioned storage periods expires, unless there is a need for further storage of data for a contract or fulfillment of a contract or to safeguard our legitimate interests (eg rights).

Data transmission

A transfer of your data to third parties does not take place, unless we are legally obliged to do so, or the data transfer is necessary for the execution of the contractual relationship or you have previously expressly consented to the disclosure of your data. External service providers and partner companies such as online payment providers or the shipping company commissioned with the delivery will only receive your data if this is necessary for processing your order. In these cases, however, the amount of data transmitted is limited to the minimum required. As far as our service providers come in contact with your personal data, we ensure that they comply with the provisions of the data protection laws in the same way. Please also note the respective privacy policy of the provider. The respective service provider is responsible for the content of third-party services, whereby we check the reasonableness of the services for compliance with legal requirements.

Data security

We have taken extensive technical and operational safeguards to protect your data from accidental or intentional manipulation, loss, destruction or access by unauthorized persons. Our security procedures are regularly reviewed and adapted to technological progress.

Data Subject Rights

1. Right of access Art. 15 DSGVO

Any person affected by the processing of personal data may require the controller to provide information as to whether the data subject's personal data are being processed. You also have the right to additional information, such as the processing purposes or the planned storage period. Please note that under certain circumstances your right to information may be restricted by law.

2. Right of recertification Art. 16 DSGVO

Data subjects are entitled to rectification and / or completion to the person responsible, if the processed personal data concerning them are incorrect or incomplete. The responsible person must make the correction without delay.

3. Right to restriction of processing Art. 18 DSGVO

The data subject has the right to limit the processing under certain conditions. This enables the data subject to prevent further processing of his or her personal data for the time being. In particular a restriction of the processing can be considered, while other rights are examined by the data subject.

4. Right to erasure Art. 17 DSGVO

The data subject may require the controller to immediately delete the personal data concerning him. However, this is only possible if this data is no longer necessary, is processed unlawfully or if consent to this has been revoked. In addition, the statutory exceptions to the obligation to delete apply (in particular §35 BDSG).

If deletion is not possible according to the request, the Data subject will be informed about the reason.

5. Right to object Art. 21 DSGVO

You have the right, for reasons arising from your particular situation, to object at any time to the processing of the data concerning you if we base the processing of the data on legitimate interests (Art 6 I GDPR).

However, the right of objection cannot be exercised in certain cases, e.g. if we are legally obliged to process the data or if the processing serves to assert legal claims.

6. Right to revoke the data protection consent declaration

Affected persons have the right to revoke their data protection consent at any time. The revocation of consent does not affect the legality of the processing carried out on the basis of the consent until the revocation.

7. Right to data portability

Affected individuals have the right to receive personally identifiable information provided to the controller in a structured, common and machine-readable format., this applies in the following cases:

- a) The data processing is based on a consent
- b) The data processing is carried out for the fulfilment of a contract, or
- c) processing shall be carried out by automated means.

In exercising this right, data subjects also have the right to obtain that the personal data concerning them are transmitted directly from one controller to another party, as far as technically feasible.

8. Right to lodge a complaint with a supervisory

Without prejudice to any other administrative or judicial remedy, data subjects shall have the right to complain to a supervisory authority, in particular in the Member State of their residence, place of work or place of alleged infringement, if they consider that the processing of personal data concerning them violates the GDPR.

The supervisory authority to which the complaint has been submitted shall inform the complainant of the status and results of the complaint, including a judicial remedy pursuant to Art. 78 GDPR.

External Data Protection Officer

Our external data protection officer is happy to be at your disposal for your inquiries:

Personal / Confidential
Mr. Matthias Lindner
intersoft consulting services AG
Am Strohause 17, 20097 Hamburg

Information about the offers on our homepage

Registration

You have the opportunity to register with us and create a customer account. For the registration we collect and store the following data:

Required Fields:

- Salutation
- First given name
- Surname
- E-mail address (user name)
- Address
- Professional discipline
- Profession

After registration, you will receive a personal, password-protected access and can view and manage the data you have stored. Registration is voluntary but may be required to use our services.

Contact

You have the possibility to contact us via our e-mail address or the contact form. Of course, we will only use the personal data transmitted to us for the purpose for which you provide us with these when contacting us.

Insofar as we use our contact form to request entries that are not required for contacting us, we have always marked these as optional. This information serves to concretize your request and to improve the handling of your request. A statement of this information is expressly provided on a

voluntary basis and with your consent. As far as this information concerns communication channels (for example, e-mail address, phone number), you also agree that we may also contact you via this communication channel to answer your request.

Of course, you can revoke this consent at any time for the future. Please contact us via app-support@nutricia.com or our data protection officer whose contact details you find above.

Newsletter

To register for our newsletter, we use the so-called double opt-in procedure. This means that after stating your e-mail address, we will send you a confirmation e-mail to the specified e-mail address asking you to confirm that you wish to receive the newsletter. If you do not confirm within 24 hours your registration will be automatically deleted. If you confirm the desire to receive the newsletter, we will save your e-mail address until you unsubscribe from the newsletter. The sole purpose of the storage is to send you the newsletter. Furthermore, we store your IP addresses and the times when registering and confirming, in order to prevent misuse of your personal data.

Obligatory statement for the transmission of the newsletter is the e-mail address alone. The specification of further, separately marked, information is voluntary and will be used solely to personalize the newsletter. These data will also be completely deleted upon revocation.

For the newsletter delivery we use the tool MailChimp, which is offered by the company The Rocket Science Group, 675 Ponce de Leon Ave NE, Suite 5000 Atlanta, GA 30308 USA ("Rocket"). Rocket is certified under the EU-US Privacy Shield Privacy Shield Agreement and is therefore required to comply with EU data protection legislation.

You can access the privacy policy of Mailchimp at the following link: mailchimp.com/legal/privacy/.

You can revoke your consent to the sending of the newsletter at any time. You can insert the revocation by clicking on the link provided in each newsletter e-mail, by e-mail to app-support@nutricia.com or by a message to the data protection officer / s. Your given data will not be disclosed to third parties, except to the partner of our newsletter tools.

About the use of cookies and analytics tools

Cookies

In order to improve our website and make the use of it as optimal as possible for you, but also for advertising purposes, we use cookies. Cookies are small text files that are stored on your computer when you visit our website and allow a reassignment of your browser. Cookies store information, such as your language setting, the duration of your visit to our website or your entries there. This avoids having to re-enter all required data every time it is used. In addition, cookies enable us to recognize your preferences and to align our website with your interests.

Most browsers accept cookies automatically. If you want to prevent the storage of cookies, you can choose "do not accept cookies" in the browser settings. How this works in detail, you can refer to the instructions of your browser manufacturer. Cookies that are already stored on your computer can be deleted at any time. We point out, however, that our web site without cookies may be of limited use.

Session cookies

Session cookies are temporary cookies that are stored in the user's Internet browser until the browser window is closed and the session cookies are deleted.

Tracking Pixel

In addition, with the help of markers on our pages - so-called tracking pixels - each time we load our page, for example, we record how often it is retrieved and clicked on, also without intervention and inference to your computer.

We use the following technology from Google Inc. (1600 Amphitheater Parkway, Mountain View, CA 94043, USA; "Google"):

Google Analytics and Conversion Tracking

This website uses Google Analytics. On behalf of the operator of this website, Google will evaluate your use of the website to compile reports on website activity and provide other services related to website activity and internet usage to the website operator.

Since the vote of the Hamburg commissioner for data protection and freedom of information with Google on the basis of the decision of the Dusseldorf circle for the privacy-compliant design of analysis methods for measuring range in Internet offers a privacy-compliant and complaint-free use of Google Analytics is possible under certain conditions. Of course, we adhere to these requirements. In particular, we point out that on this website Google Analytics has been extended by the code "gat_anonymizelp ();" in order to ensure an anonymous collection of IP addresses (so-called IP-Masking). Your IP address will be shortened beforehand by Google within member states of the European Union or in other contracting states of the Agreement on the European Economic Area. Only in exceptional cases will the full IP address be sent to a Google server in the US and shortened there. The IP address provided by Google Analytics as part of Google Analytics will not be merged with other Google data. For more information about Terms of Use and Privacy, please visit <https://www.google.com/analytics/terms/en.html> or <https://www.google.com/intl/en/policies/>.

Google Analytics uses so-called "cookies", text files that are stored on your computer. The information generated by the cookie about your use of this website is usually transmitted to a Google server in the USA and stored there. You can prevent the storage of cookies by a corresponding setting of your browser software; however, please note that if you do this, you may not be able to use all the features of this website to the fullest extent possible. In addition, you may prevent the collection by Google of the data generated by the cookie and related to your use of the website (including your IP address) and the processing of this data by Google by downloading and installing the browser add-on. If you click here, an opt-out cookie will be set to prevent future collection of your data when you visit this site: [disable Google Analytics](#).

In addition, we use Google Conversion Tracking in connection with Google Analytics. This allows us to capture the behavior of our website visitors. For example, we see how many PDF's were downloaded on our website or how often the contact form was filled out. We also know how many clicks on ads from external sources (AdWords, LinkedIn, Xing, Bing) have taken us to our website.

Google Tag Manager

For reasons of transparency, we would like to point out that we use the Google Tag Manager. The Google Tag Manager itself does not collect any personally identifiable information. The Tag Manager makes it easier for us to integrate and manage our tags. Tags are small pieces of code used, among other things, to measure traffic and visitor behavior, capture the impact of online advertising and social channels, set up remarketing and targeting, and test and optimize websites. We use the Tag Manager for Google Analytics, Google AdWords Conversion Tags, and Facebook Pixel. If you've disabled it, the Google Tag Manager will take that disabling into account. For more information about the Google Tag Manager, visit <https://www.google.com/intl/de/tagmanager/use-policy.html>.