

Privacy and Cookie Notice

for Customers, Suppliers, Partners,
Visitors, and other Data Subjects

Last updated: November, 2024

1. Introduction

This Privacy Notice (“Privacy Notice”) describes how and for which purposes Regnology Group GmbH and/or its affiliated companies of the Regnology group of companies (“Regnology”, “we”, “us” or “ours”), acting as respective data controller and having access to Business-to-Business (B2B) commercial partners’ (“you”, “your”) Personal Data (“Personal Data”) process such Personal Data. A full list of our main offices can be found [here](#).

Regnology considers the protection and the confidentiality of your Personal Data to be very important, supports the right to privacy and understands the importance of protecting Personal Data and complying with applicable data protection laws in the regions in which we operated.

This Privacy Notice applies when you interact with us through our website(s) (“Website”), related to our Regnology products, solutions, and applications (“Regnology Services”) as well as via social media channels, or when you engage with us in any other manner, unless this is governed by a separate agreement or required by applicable law. You can access this Privacy Notice at any time on our Website.

Please note that Regnology’s products and services are only intended for commercial B2B partners only.

2. What Personal Data we collect and why we use it

2.1 Categories of Personal Data

The following data categories might be collected and processed by Regnology:

- Identification data, e.g. name, gender, date and place of birth, national identification, social security number, images (badges), CCTV (when visiting monitored areas), User ID (use of business applications), passport data
- Customer data e.g. Personal Data you upload into the Regnology Services; company-related information (e.g. industry, job title and role, department and function, company’s relationship history to Regnology); payment processing information, financial data for payment transactions, bank details; information necessary for securing the effective and user-related use of the Regnology Services; sending you useful information, including support and administrative messages, confirmations, invoices, technical notifications, updates and security alerts; photographs or video recordings
- Addresses and business contact details, e.g. postal addresses, e-mail addresses, phone numbers, organizational data such as company/organization, department, function
- Site registration details/user registering details e.g. username, password, IP-addresses or user-accounts for WiFi (guest-net), online services or used business applications, pages visited, and documents viewed (Website and app user journey)

information), data about the browser, device or application you used to access the Website

2.2 Purposes and Legal Basis

Regnology processes the Personal Data you provide to us to operate and run Regnology’s business.

We may use Personal Data for the following business purposes:

- to communicate and respond to your requests
- to provide products/services and engage in transactions with customers, suppliers and business partners, prospects
- to create and administer a Regnology account and to deliver functionality on our Websites and for their technical and functional management
- to manage the security and operation of our Website, facilities, and networks and systems
- organisation and implementation of hygiene and safety procedures at work, access control to location(s)
- to comply with legal obligations and contractual obligations
- management of accident indemnity claims and other insurance claims and fiscal evaluation
- bookkeeping management and the obligations related to it
- compilation and processing of tax returns and the requirements related to it
- exercise of the rights of the Controller in court and the management of litigation

We process your Personal Data only for the purposes described in this Privacy Notice, or as disclosed to you in connection with the Regnology Services and detailed in separate agreements. We only collect the minimum amount of Personal Data necessary to carry out the specific processing activity for which they were collected.

The below table provides more details about the purposes of processing Personal Data and the legal basis we rely on:

Purposes of processing	Categories of Personal Data	Legal basis
improving our Websites and the Regnology Services	technical information you provide when using Regnology Sites and/or Services (e.g. browser footprint, technical subsections of the IP address etc.)	Art. 6 para. 1 lit. f GDPR (legitimate interest)
creating a user account	corporate business information (your name, address, email, telephone number, username and password, country, and language)	Art. 6 para. 1 lit. f GDPR (legitimate interest)
provision of Regnology Services	corporate business information (your name, email address, postal address), payment card details (if provided by you) and further account data and further business-related Personal Data you	Art. 6 para. 1 lit. b GDPR (performance of a contract)

	provide in order to use the Regnology Services	
customer support/feedback	corporate business information (your name, email address, postal address, phone number) payment card details (if provided by you) and further business-related Personal Data you provide in the communication to us	Art. 6 para. 1 lit. f GDPR (legitimate interest)
newsletter	your name, surname and email address	Art. 6 para. 1 lit. a GDPR (consent) or in some cases for existing customers, we may base our processing on our legitimate interest according to Article 6 para. 1 lit. f GDPR
registration to a Regnology event/webinar	corporate business information (your name, email address, phone number), payment card details (if required), hotel, meal, and other travel preferences (if needed), recordings (image, photos, voice)	Art. 6 para. 1 lit. a GDPR (consent)
marketing of the Regnology Services	corporate business information (your name, surname, email address, postal address) company name and product preferences	Art. 6 para. 1 lit. a GDPR (consent)
web analytics and statistics to monitor; improve and protect our Sites and the Services; providing tailored ads and user experience including facilitating identification and authentication, understanding you and your preferences to enhance your experience and enjoyment using our websites and Regnology Services	date and time of the request, name of the requested file, page visits, page from which the file was requested, access status (transfer file, file not found, etc.), web browser and operating system used, complete IP address of the requesting computer, transferred amount of data	Art. 6 para. 1 lit. a GDPR (consent)
any utilization of Personal Data corresponding to the interaction between the data subject and the controller		Art. 6 para. 1 lit. f GDPR (legitimate interest)

3. How we collect your Personal Data

Regnology collects Personal Data from you directly or from third parties through various means, for example:

- from cookies
- via our websites, order forms
- from third-party service providers
- from customer support activities
- through provision of Regnology Services
- at meetings, exhibitions, and events (both physical and digital)

3.1 Personal Data collected via cookies

Please see our Cookie Notice in Appendix 1.

3.2 Personal Data collected via our websites

When you visit one of the Regnology websites, we may collect information automatically about those visits. In particular, your browser automatically sends us certain internet-related information, such as the Internet Protocol (IP) address of the computer you are using.

3.3 Personal Data collected from third parties

Personal Data about you may also be provided to Regnology from third party sources, who may not have a direct relationship with you (for example, data aggregators) or by third parties who collect information about you on behalf of Regnology such as when you download items from Regnology websites or view our marketing materials delivered by such third parties. We may also collect Personal Data from companies that distribute Regnology products. Companies with which Regnology may partner to market, resell, and distribute our Services also may supply us with Personal Data to help us fulfil orders and provide Services.

We may also collect your Personal Data from public sources or from data brokers to the extent the local regulations allow such collection.

3.4 Personal Data collected from customer support

We also collect information from customer support activities to better understand how visitors use the Regnology Websites, to identify problems with our servers, prepare aggregate demographic information and other information regarding the use of the Regnology Websites, and to improve the functions of the Regnology Websites.

3.5 Personal Data collected from the provision of Regnology Services

Regnology collects Personal Data to fulfil our contractual obligations towards our customers and their end users.

3.6 Personal Data collected from meetings/events etc.

Regnology may collect your Personal Data to facilitate your registration for, or participation in, our webinars, events, programs, marketing, and promotional activities.

4. How we share your Personal Data

4.1 Who may receive your Personal Data?

We may disclose Personal Data to:

- other companies within our Regnology group of companies,
- business partners (including those who resell or distribute our Regnology Services),
- government bodies and law enforcement agencies,
- successors in title to our business and suppliers we engage to process Personal Data on our behalf,
- service providers (e.g. Website, software, infrastructure and application providers, payment gateway providers, cloud hosting providers, third-party networks and Websites, database providers, backup and disaster recovery specialists, analytics and email providers, event/campaign management agencies, professional advisers, and other agents working on our behalf).

In these circumstances we will share your Personal Data for purposes such as our legitimate business purposes and to comply with legal obligations and contractual obligations.

To comply with legal reporting obligations and requirements, and to protect our rights or the rights of third parties, we may share and disclose Personal Data with third parties or bodies where such disclosure is required to satisfy applicable law or other legal or regulatory requirements (e.g. rights holders, consultants, courts and competent authorities).

If all or any part of our business is re-organized or sold to or there is a joint venture with another organization, we may need to provide your information to that organisation. We may also be the recipient of the Personal Data when we acquire another organisation or a part of their business or enter into a joint venture with them.

Where third parties are performing processing on our behalf, Regnology will require these organisations to adopt adequate technical and organizational security measures to protect Personal Data and to ensure the processing of Personal Data is only performed as instructed by Regnology and for no other purposes.

4.2 Personal Data Transfer

Personal Data may be processed outside the country of your residence by our affiliated companies, partners, service providers, and agents working on our behalf. The transfer to other countries shall occur in accordance with applicable data protection laws, which may include an adequacy decision or appropriate safeguards (such as the Standard

Contractual Clauses approved by the relevant authorities) or relying on any approved alternative mechanism.

4.3 Third-party Websites

We may also transfer Personal Data to contractual partners who process data under their own responsibility and for their own purposes (e.g., LinkedIn or X, if you have given your consent).

This Privacy Notice applies only to Personal Data collected by a Regnology website. Regnology websites may contain links to other Websites that are not owned or administered by Regnology. Please be aware that Regnology is not responsible for the privacy practices of such other third-party Websites. We encourage you to read the privacy statements of every Website you visit.

4.4 Third-party Services

Google Workspace

We operate the apps for Google Workspace, available on the Google Workspace Marketplace (the “Service”). We collect only impersonalized logs for the only purpose of maintaining and improving our Service to you. Logs only include information about the use of the Service, no Personal Data accessible with Google API is collected.

Our Service requests the following permissions to operate:

- View and manage its own configuration data in your Google Drive: This is required to store app data like settings, signatures, presets and etc. in user’s Google Drive instead of storing it on the Regnology side.
- View and manage documents that this application has been installed in: This is a basic permission to operate add modification to the documents.
- View and manage your Google Docs documents: We need this permission to use for exporting docs to PDFs.
- Display and run third-party web content in prompts and sidebars inside Google apps: This is required to display apps interface.
- Connect to an external service: We need this permission to use Google Drive API V3 for loading saved user files like presets and images.

For more information, please visit the Google privacy documents:

<https://policies.google.com/privacy?hl=en> and

<https://support.google.com/googlecloud/answer/6056650?sjid=1501396010669645234-EU&hl=en#zippy>.

4.5 Social Media

LinkedIn: Use of LinkedIn social plug-ins

On our Website you will find plug-ins from the social network LinkedIn and LinkedIn Corporation, 2029 Stierlin Court, Mountain View, CA 94043, USA ("LinkedIn"). You can recognize the plug-ins of LinkedIn at the corresponding logo or the "Recommend" button.

When you visit our Website, the plug-in is used to establish a direct connection between your browser and the LinkedIn server. This gives LinkedIn the information that you visited our site with your IP address. If you click the LinkedIn button while you are logged into your LinkedIn account, you can link the content of our pages to your LinkedIn profile. This allows LinkedIn to map the visit of our pages to your user account. We would like to point out that we, as a provider of the pages, do not receive any knowledge of the content of the transmitted data as well as their use by LinkedIn. For more information, see the privacy statement from LinkedIn at [LinkedIn Privacy Policy](#).

X: Use of X social plug-ins

On our Website you will find plug-ins from the social network X and X Corp, 1355 Market Street Suite 900, San Francisco, CA 94103, USA ("X"). You can recognize the plug-ins of X at the corresponding logo or the "Recommend" button.

When you visit our Website, the plug-in is used to establish a direct connection between your browser and the X server. This gives X the information that you visited our site with your IP address. If you click the X button while you are logged into your X account, you can link the content of our pages to your X profile. This allows X to map the visit of our pages to your user account. We would like to point out that we, as a provider of the pages, do not receive any knowledge of the content of the transmitted data as well as their use by X. For more information, see the privacy statement from X at [X Privacy Policy](#).

YouTube: Use of YouTube social plug-ins

On our Website you will find plug-ins from the social network YouTube and YouTube LLC, Google LLC, D/B/A YouTube 901 Cherry Ave., San Bruno, CA 94066, USA ("YouTube"). You can recognize the plug-ins of YouTube at the corresponding logo or the "Recommend" button.

When you visit our Website, the plug-in is used to establish a direct connection between your browser and the YouTube server. This gives YouTube the information that you visited our site with your IP address. If you click the YouTube button while you are logged into your YouTube account, you can link the content of our pages to your YouTube profile. This allows YouTube to map the visit of our pages to your user account. We would like to point out that we, as a provider of the pages, do not receive any knowledge of the content of the transmitted data as well as their use by YouTube. For more information, see the privacy statement from YouTube at [YouTube Privacy Controls & Settings - How YouTube Works](#).

5. How we protect your Personal Data

We have implemented appropriate technical and organizational measures to protect your Personal Data from unauthorized access, accidental loss, disclosure, destruction and

ensure a level of security appropriate to the risk, as required by the applicable data protection law.

We have specialized and dedicated security teams which review and improve our security measures to protect your Personal Data from unauthorized access, accidental loss, disclosure, or destruction. Particularly in the areas of data protection and information security, guidelines have been introduced to ensure that rules are observed across countries and locations. All relevant policies are updated on a regular basis.

All Regnology employees are subject to confidentiality agreements and undergo annual training on the proper handling of Personal Data.

6. How we store your Personal Data

Regnology stores Personal Data for as long as necessary, unless there is an overriding legal basis. As a rule, Personal Data is kept for the duration of the respective contractual relationship, including a possible statutory retention period. Personal Data that is no longer necessary is deleted securely in line with Regnology's storage and deletion processes and policies.

Our policies cover aspects related to the retention and deletion of all types of Personal Data which Regnology may need to process to effectively conduct its business activities.

Notwithstanding the other provisions of this section, we may retain your Personal Data where such retention is necessary for compliance with a legal obligation to which we are subject, or to protect your vital interests or the vital interests of another natural person.

7. Your privacy rights

All data subjects have specific individual rights as per the applicable data privacy laws.

On a case-by-case basis, you have the following rights in relation to your Personal Data processed by Regnology:

- the right to be informed about how your Personal Data is collected and used
- the right to request access to a copy of any Personal Data that we hold about you
- the right to rectify Personal Data we may hold which is identified as incorrect or misleading
- the right to erasure of any Personal Data; also known as 'the right to be forgotten'
- the right to restrict further Processing of your Personal Data
- the right to Data portability where technology allows us to send Personal Data onto a new controller
- the right to object to the Processing or certain Processing activities
- rights in relation to automated decision-making including profiling

These rights and the conditions for exercising and processing them (including response times) may vary depending on the jurisdiction in which you reside.

If your Personal Data has been submitted to us by or on behalf of a customer of Regnology Services who is the controller of that Personal Data and we are the data processor, you will need to contact the data controller directly if you wish to exercise any rights you may have under applicable data protection laws. If you make your request to us, we will need the name of the customer who submitted your data to us, and we will refer it on to them.

8. Artificial intelligence

Whenever Regnology intends to use Artificial Intelligence (“AI”), both in software development and in general, Regnology establishes principles for a legally compliant and ethical use of AI in accordance with EU legislation and national laws.

Dedicated AI policies and procedures outline the basic rules and guidelines, roles, and responsibilities for secure usage of AI, software product development based on AI, and usage of AI by Regnology employees.

9. Contact information

If you have questions regarding this Privacy Notice or our privacy practices:

a. please contact Regnology Compliance and Data Protection Department at:

compliance@regnology.net

b. and/or our Data Protection Officer at:

Data Business Services
DPO Robert Niedermeier
28-32 Pembroke Upper Street
Dublin DO2EK8
Ireland

To exercise your privacy rights, please email us at: datasubject-request@regnology.net.

You also have the right to file a complaint with the competent data protection authority:

Data Protection Commission
21 Fitzwilliam Square south
Dublin 2
D02 rd28
Ireland

10. Changes to this privacy notice

We reserve the right to amend this Privacy Notice at any time without advance notice to address future developments of Regnology, our websites or changes in industry or legal requirements. We will post the revised Privacy Notice on our website. You can determine when the Privacy Notice was revised by referring to the "Last Updated" date on the top of this Privacy Notice. Any changes will become effective upon the posting of the revised Privacy Notice on the website. By continuing to use the website following such changes, you will be deemed to have agreed to such changes.

11. Applicable privacy laws (EU, Switzerland, UK)

Regnology is subject to the Regulation (EU) 2016/679 (General Data Protection Regulation) that applies in all Member States of the European Union as well as in the European Economic Area and for all companies that want to be active in the European Market.

In other countries different Data Protection Laws may apply, e.g. United Kingdom (Data Protection Act 2018), Switzerland (Federal Act on Data Protection - FADP).

Appendix 1 - Cookie Notice

Cookie list

A cookie is a small piece of data (text file) that a Website – when visited by a user – asks your browser to store on your device to remember information about you, such as your language preference or login information. Those cookies are set by us and called first-party cookies. We also use third-party cookies – which are cookies from a domain different than the domain of the Website you are visiting – for our advertising and marketing efforts. More specifically, we use cookies and other tracking technologies for the following purposes:

System cookies

These cookies are necessary for the Website to function and cannot be switched off in our systems. They are usually only set in response to actions made by you which amount to a request for services, such as setting your privacy preferences, logging in or filling in forms. You can set your browser to block or alert you about these cookies, but some parts of the site will not then work. These cookies do not store any personally identifiable information.

System cookies		
Cookie subgroup	Cookies	Cookies used
solutions.regnology.net	cfruid, __cf_bm	First Party
regnology.net	OptanonAlertBoxClosed, OptanonConsent	First Party
www.regnology.net	PHPSESSID	First Party

Performance cookies

These cookies allow us to count visits and traffic sources so we can measure and improve the performance of our site. They help us to know which pages are the most and least popular and see how visitors move around the site. All information these cookies collect is aggregated and therefore anonymous. If you do not allow these cookies we will not know when you have visited our site and will not be able to monitor its performance.

Performance cookies		
Cookie subgroup	Cookies	Cookies used
www.regnology.net	_hjIncludedInPageviewSample, _hjIncludedInSessionSample	First Party
Regnology.net	ga, __hssc, _gid, _gclxxxx, __hssrc, __hstc, gat_UA-	Third Party
js.hs-banner.com	__hssc, __hstc, __hssrc, hubspotutk	Third Party
script.hotjar.com	_hjIncludedInPageviewSample, _hjIncludedInSessionSample	Third Party
js.hs-analytics.net	__hstc, __hssc, hubspotutk, __hssrc	Third Party

Functional cookies

These cookies enable the Website to provide enhanced functionality and personalisation. They may be set by us or by third party providers whose services we have added to our pages. If you do not allow these cookies, then some or all of these services may not function properly.

Functional cookies		
Cookie subgroup	Cookies	Cookies used
regnology.net	hubspotutk	Third Party

Targeting cookies

These cookies may be set through our site by our advertising partners. They may be used by those companies to build a profile of your interests and show you relevant adverts on other sites. They do not store directly Personal Data but are based on uniquely identifying your browser and internet device. If you do not allow these cookies, you will experience less targeted advertising.

Targeting cookies		
Cookie subgroup	Cookies	Cookies used
linkedin.com	bcookie, li_gc, UserMatchHistory, li_sugr, lang, AnalyticsSynchHistory, lidc	Third Party
www.google.com	_GRECAPTCHA	Third Party
hubspot.com	__cf_bm	Third Party
ads.linkedin.com	lang	Third Party
www.linkedin.com	bscookie	Third Party

You can set your browser so that you are informed about the setting of cookies and allow cookies only in individual cases, exclude the acceptance of cookies for certain cases or generally, and activate the automatic deletion of cookies when closing the browser. The cookie settings can be managed for the respective browser under the following links.

Media	Link to their privacy statement		
	English	German	French
Google Chrome	https://support.google.com/chrome/answer/95647?hl=de&hlrm=en	https://support.google.com/chrome/answer/95647?hl=de&hlrm=en	Supprimer, autoriser et gérer les cookies dans Chrome - Ordinateur - Aide Google Chrome
Mozilla Firefox	https://support.mozilla.org/de/kb/cookies-erlauben-und-ablehnen	Verbesserter Schutz vor Aktivitätenverfolgung in Firefox für Desktop Hilfe zu Firefox (mozilla.org)	Effacer les cookies et les données de site dans Firefox Assistance de Firefox (mozilla.org)
Internet Explorer	http://windows.microsoft.com/de-DE/windows-vista/Block-or-allow-cookies	http://windows.microsoft.com/de-DE/windows-vista/Block-or-allow-cookies	Gérer les cookies dans Microsoft Edge : afficher, cookies

			autoriser, bloquer, supprimer et utiliser - Support Microsoft
Safari	https://support.apple.com/de-de/guide/safari/sfri11471/mac	https://support.apple.com/de-de/guide/safari/sfri11471/mac	Effacer les cookies dans Safari sur Mac - Assistance Apple (FR)
Opera	https://help.opera.com/en/latest/		

This Website uses HubSpot for marketing activities. HubSpot Inc. is a software company in the USA (<https://www.hubspot.com>, 25 First Street, 2nd Floor, Cambridge, MA 02141, USA) We use this integrated software solution for our own marketing, lead generation and customer service purposes. These include email marketing, which controls the sending of newsletters and automated mailings, social media publishing and reporting, contact management such as user segmentation and CRM, landing pages and contact forms. HubSpot uses cookies, which are small text files that are stored locally in the cache of your web browser on your device and allow us to analyse your use of the site. The information collected (e.g., IP address, geographic location, browser type, length of visit and pages viewed) is analysed by HubSpot on our behalf so that we can generate reports about the visit and the pages visited. Information collected by HubSpot and the content of our Websites www.regnology.net, www.regtech-convention.com/en, <https://extranet.reg.tech/en>, and <https://fitax.reg.tech/en> is stored on servers of HubSpot's service providers. If you have given your consent (Art. 6 (1) lit. a GDPR), the processing on these Website is for the purpose of the Website analysis.

HubSpot's tracking code sets a number of tracking cookies when a visitor lands on our Website. These cookies have different lifetimes. Some may remain valid for up to 2 years while others expire at the end of the session.

You can permanently object to the collection of data by HubSpot and the setting of cookies by preventing the storage of cookies through your browser settings. For more information about how HubSpot works, please refer to HubSpot's Product Privacy Policy, available at <https://legal.hubspot.com/product-privacy-policy>

Furthermore, when browsing the Regnology Website you may get access to embedded media and other external sources which may store cookies. As cookies from externally embedded media may be used or modified without Regnology's knowledge or consent, you are invited to consult the following links for further information.

Media	Link to their privacy statement		
	English	German	French
X	https://x.com/en/privacy	Datenschutz (x.com)	Confidentialité (x.com)
YouTube	https://policies.google.com/privacy	Datenschutzeinstellungen von YouTube - Wie funktioniert YouTube?	Paramètres de confidentialité et autres paramètres de YouTube - Comment fonctionne YouTube
LinkedIn	https://www.linkedin.com/legal/privacy-policy	LinkedIn Datenschutzrichtlinie	Politique de confidentialité de LinkedIn

Meta	https://www.facebook.com/privacy/policy/?entry_point=data_policy_redirect&entry=0	Meta-Datenschutzrichtlinie – So erfasst und verwendet Meta Nutzerdaten Privacy Center Verwalte deine Privatsphäre auf Facebook, auf Instagram und im Messenger Facebook Privacy	Politique de confidentialité de Meta : comment Meta recueille et utilise les données utilisateur(ice) Centre de confidentialité. Gérez votre confidentialité sur Facebook, Instagram et Messenger. Confidentialité sur Facebook
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You have the right to choose whether or not to accept cookies. You can exercise this right by amending or setting the controls on your browser to reflect your cookie preferences. However, please note that if you choose to refuse cookies you may not be able to use the full functionality of the Regnology sites.

The "help" portion of the toolbar on most Internet browsers will tell you how to change your browser cookie settings, including how to have the browser notify you when you receive a new cookie, and how to disable cookies altogether. For further information about cookies and how to control their use, please visit the following third-party educational resources: www.allaboutcookies.org.

How long do cookies remain on a device?

Session cookies allow our Websites to recognize and link your actions during a browsing session. They may be used for a variety of purposes, such as remembering what a visitor has put in their shopping cart as they browse, as well as security purposes. These cookies expire once you close your browser or after the session ends.

Persistent cookies are stored on a visitor’s device in-between sessions. They can allow the preferences or actions you perform across various Websites to be remembered. This category encompasses all cookies that remain on your device until you erase them or, depending on the cookie’s expiration date, your browser does.

For further information about cookies and how to control their use, please visit the following third-party educational resources: www.allaboutcookies.org.