Tripus systems GmbH
Leitenweg 7
89312 Günzburg

Tel.: +49 8221 9016-0
sales@tripus.com
www.tripus.com

PRIVACY POLICY

Version effective from 3.09.2026

the previous version of the Privacy Policy is available here.

This Privacy Policy explains how we process your personal data when you use our Website and what rights you have under the applicable data protection laws.

We take appropriate technical and organisational measures to protect your personal data against loss, unauthorised access, alteration or disclosure. Data transmitted through our Website is encrypted using TLS.

Please read the following information carefully.

Who are the joint controllers of the website www.tripus.com?

The joint controllers of the website are Tripus systems GmbH with registered office in Günzburg (Germany), Leitenweg 7, 89312 Günzburg, registered in the commercial register of Memmingen Local Court under registration number HRB 12249, NIP: DE814159590 (i.e.: we), Telephone number: +49 8221 901 60, E-Mail: sales@tripus.com, and

"TRIPUS - POLSKA" SPÓŁKA Z OGRANICZONĄ ODPOWIEDZIALNOŚCIĄ with its registered office in Bierutów, ul. Żeromskiego 18, 56-420 Bierutów, registered with the District Court for Wrocław (Poland) Fabryczna, VI Commercial Division of the National Court Register, KRS no. 0000054178, NIP 9111004141, REGON 930482520, BDO 000054753, with share capital of: PLN 784,200.00, telephone: +48 713156321, e-mail: sprzedaz@tripus.com.

Hosting

To ensure uninterrupted access to our Website, we use hosting services provided by an external company established in the EU. Unless otherwise stated in this Privacy Policy, all data collected when you use this Website, including data submitted through completed forms, is processed on the servers of our hosting partner. If you have any further questions, please contact the controller responsible for processing personal data.

PERSONAL DATA

Which legal regulation governs the processing of your personal data?

We process your personal data in accordance with the General Data Protection Regulation (GDPR) and the German Federal Data Protection Act (BDSG). To the extent that information is stored on your terminal device or information already stored on it is accessed, the provisions of the Telecommunications Digital Services Data Protection Act (TDDDG), in particular Section 25 TDDDG, also apply.

Who are the joint controllers responsible for the processing of your personal data?

The joint controllers of your personal data are:

Tripus systems GmbH with registered office in Günzburg (Germany), Leitenweg 7, 89312 Günzburg, registered in the commercial register of Memmingen Local Court under registration number HRB 12249, VAT ID No.: DE814159590 (i.e.: we), Telephone number: +49 8221 901 60, E-Mail: sales@tripus.com and

"TRIPUS - POLSKA" SPÓŁKA Z OGRANICZONĄ ODPOWIEDZIALNOŚCIĄ with its registered office in Bierutów, ul. Żeromskiego 18, 56-420 Bierutów, registered with the District Court for Wrocław (Poland) Fabryczna, VI Commercial Division of the National Court Register, KRS no. 0000054178, NIP 9111004141, REGON 930482520, BDO 000054753, with share capital of: PLN 784,200.00, telephone: +48 713156321, e-mail: sprzedaz@tripus.com

The joint controllers of the website have appointed a data protection officer who will answer any questions you may have regarding the processing of your personal data:

Iris Lehmann

E-mail: datenschutz@tripus.com

HOW DO WE PROCESS THE PERSONAL DATA YOU SHARE WITH US?

What personal data do we process and for what purpose?

On our website we offer a variety of services as part of which we process different personal data on different legal grounds.

Objective	Personal data	Legal basis for the processing	Data retention time
Conclusion and performance of an	First name and surname, company name, billing	article 6(1)(b) of the GDPR, i.e. processing in	for the duration of the performance of the

Objective	Personal data	Legal basis for the processing	Data retention time
agreement	and delivery address, VAT identification number, e-mail address, telephone number, and contract and order data	order to take action at your request, prior to conclusion of a contract, and processing necessary for the performance of a contract to which you are party	contract; thereafter, until the expiry of the applicable statutory limitation periods, unless longer statutory retention periods apply.
Continuity of communication and the contact form	First name, last name, e-mail address, telephone number, postal address	Article 6(1)(b) GDPR where the enquiry relates to taking steps before entering into or performing a contract; otherwise, Article 6(1)(f) GDPR on the basis of our legitimate interest in handling enquiries and conducting business communications	until the enquiry has been fully dealt with and thereafter, where necessary, until the expiry of the applicable statutory limitation periods.
Analysis of the use of our Website	IP address, online identifiers, device and browser data, usage and interaction data, and consent status	Art. 6 I lit. a GDPR, i.e. based on your consent.	until the withdrawal of consent.
Direct marketing of our own goods and services, advertising measurement, remarketing and personalisation of advertising	IP address, online identifiers, device and browser data, usage, interaction and conversion data, and, where applicable, hashed contact details	Article 6(1)(a) GDPR, i.e. on the basis of your Consent	until the withdrawal of consent.
The determination, investigation and enforcement of claims as well as the defense of claims before the courts and other state authorities	Master data, contact data, contract data, communication data, usage data and payment data	Article 6(1)(f) GDPR, i.e. processing for the pursuit of our legitimate interest in the establishment, investigation and enforcement of claims and the defense of claims	until the expiry of the applicable statutory limitation periods or until the relevant proceedings have been finally concluded

Objective	Personal data	Legal basis for the processing	Data retention time
		before courts and other public authorities	
Compliance with the obligations arising from legislation, in particular tax and accounting regulations	Master data, contact data, contract data, invoice data and payment data	Article 6(1)(c) GDPR, i.e. processing is necessary for compliance with our legal obligations, in particular tax and accounting regulations	for the duration of the applicable statutory retention periods, in particular pursuant to Section 257 HGB and Section 147 AO

Voluntary provision of personal data

The provision of your personal data is generally voluntary. However, certain information is required to take steps before entering into a contract, to conclude a contract or to perform a contract. Without this information, we may be unable to conclude the contract or provide our services. Mandatory fields are marked accordingly.

Recipients of personal data

Your personal data may be disclosed to service providers engaged by us, in particular IT, hosting, payment, shipping, marketing and administrative service providers, and, where required by law, to authorities and other public bodies. The current list of recipients and categories of recipients can be found here.

Automated decision-making (including profiling)

We do not make decisions based solely on automated processing within the meaning of Article 22 GDPR. However, as part of the analytics and advertising services described in the document "Information on Cookies and Other Tools", profiling may take place for analytics, advertising measurement and personalisation purposes after you have given your prior consent. You may withdraw your consent at any time with effect for the future through the cookie settings.

Will we transfer your personal data outside the EEA or to an international organization?

When Google services, including YouTube, are used, personal data may be transferred to or processed by Google LLC in the USA.

Google LLC is certified under the EU–US Data Privacy Framework. To the extent that a particular data transfer is covered by this certification, it is carried out on the basis of the European Commission's

adequacy decision pursuant to Article 45(1) GDPR. You can find Google LLC's current certification status here. We also use HubSpot, a service provided by HubSpot Ireland Limited. In connection with its use, personal data may be transferred to or processed by HubSpot, Inc. in the USA.

HubSpot, Inc. is also certified under the EU–US Data Privacy Framework. To the extent that a particular data transfer is covered by this certification, it is carried out on the basis of the adequacy decision pursuant to Article 45(1) GDPR. You can find HubSpot, Inc.'s current certification status here.

Further information can be found in European Commission Implementing Decision (EU) 2023/1795 of 10 July 2023.

We do not currently transfer personal data to international organisations.

WHAT RIGHTS DO YOU HAVE IN RELATION TO THE PROCESSING OF YOUR PERSONAL DATA BY US?

Under the GDPR Regulation, you have the right to:

- request access to their personal data,
- to request the rectification of your personal data,
- to demand the deletion of your personal data,
- to demand the restriction of the processing of personal data,
- to object to the processing of personal data,
- to request the portability of personal data.

If you submit one of the above requests to us, we will inform you immediately - and in any event within one month of receipt of the request - of the measures taken in relation to your request.

If necessary, we may extend the one-month period by a further two months due to the complexity of the request or the number of requests.

In any case, we will inform you of the extension within one month of receipt of the application and inform you of the reasons for the delay.

Right of access to personal data (Article 15 GDPR)

You have the right to be informed about whether we process your personal data. If we process your personal data, you have the right to:

- Access to personal data,
- be informed about the purposes of the processing, the categories of personal data processed, the recipients or categories of recipients of such data, the envisaged period for which your data will be

stored or the criteria used to determine that period, your rights under the GDPR and your right to lodge a complaint with the competent supervisory authority, the source of such data, automated decision-making, including profiling, and the safeguards relating to the transfer of such data outside the European Union;
- to receive a copy of your personal data.

Right to rectification of personal data (Article 16 GDPR)

If your personal data is incorrect, you have the right to demand that we correct your personal data immediately. You also have the right to request that we complete your personal data.

The right to erasure of personal data, the so-called "right to be forgotten" (Article 17 GDPR)

You have the right to request the deletion of your personal data if:

- Your personal data are no longer required for the purposes for which they were collected or otherwise processed;
- You have withdrawn your express consent if the personal data was processed on the basis of your consent;
- Your personal data has been processed unlawfully;
- You have objected to the processing of your personal data for direct marketing purposes, including profiling, insofar as the processing of your personal data is related to direct marketing;
- You have objected to the processing of your personal data in connection with processing necessary for the performance of a task carried out in the public interest or processing necessary for the purposes of the legitimate interests pursued by us or by a third party.

Despite your request for deletion of your personal data, we may continue to process your data for the establishment, investigation or defense of claims, about which you will be informed.

The right to request the restriction of the processing of personal data (Article 18 GDPR)

You have the right to request the restriction of the processing of your personal data if:

- you dispute the accuracy of your personal data. In this case, we will restrict the processing of your personal data for a certain period of time so that we can verify the accuracy of the data;
- the processing of your data is unlawful and you request the restriction of the processing of your personal data instead of the erasure of your personal data;
- Your personal data are no longer required for the purposes of processing, but are necessary for the establishment, exercise or defense of your claims;
- You have objected to the processing of your personal data - until we determine whether our legitimate interests outweigh the reasons for your objection.

Right to object to the processing of personal data (Article 21 GDPR)

You have the right to object at any time to the processing of your personal data, including profiling, in relation to the following

- processing necessary for the performance of a task carried out in the public interest or processing necessary for the purposes of the legitimate interests pursued by the joint controllers or by a third party;
- Processing for direct marketing purposes.

Right to portability of personal data (Article 20 GDPR)

You have the right to receive your personal data from us in a structured, commonly used and machine-readable format and to transmit those data to another controller.
By default, we provide you with your personal data in CSV format. If you prefer to receive your data in a different format, please indicate your preferred format in your request. Where possible, we will endeavor to provide you with your data in your preferred format.

You may also request that we transfer your personal data directly to another controller (where technically feasible).

Complaint to the supervisory authority

If you believe that the processing of your personal data infringes data protection law, you have the right to lodge a complaint with a supervisory authority, in particular in the Member State of your habitual residence, place of work or place of the alleged infringement.

Responsible supervisory authority:

Bavarian State Office for Data Protection Supervision (BayLDA)
Promenade 18
91522 Ansbach
Germany
Telephone: +49 (0) 981 180093-0
E-Mail: poststelle@lda.bayern.de
Website: www.lda.bayern.de