

This Privacy Policy paper

informs you about which personal data is collected by marker software, what purposes we use it for and how you can view, update, export and delete your data stored by marker software. Personal data are data that refer directly or indirectly to your person.

General information:

marker software supplies goods by distance selling, in particular computer programs, and services, in particular consulting and advanced training seminars for the use of the COGPACK program package.

Collected personal data:

We process personal data (name, address, e-mail, telephone and fax numbers, shipping and incoming payment data) for orders, purchase contracts and shipping. As from 25.05.2018, the legal basis is Article 6 (1) b of the General Data Protection Regulation (GDPR). These data usually originate from the information you have provided to us by e-mail, telephone, letter, via our Internet pages www.markersoftware.com or www.cogpack.com or also via your agents (e.g. relatives, service providers, health and care insurance providers). Since the GDPR requires a minimum age of 16 years for the purchaser, we now also request the date of birth or at least the assurance that your age is equal to or higher than 16 years.

Types of processing:

At marker software, these personal data are stored in a database on a computer that has no connection to the Internet nor to external companies for data protection reasons. Our Internet pages and e-mails are hosted at the provider LF.net, Ruppmannstr. 27, 70565 Stuttgart, Germany in its computer center in Stuttgart. When you visit our website, the IP address and time stamp are set. First name, surname, address, telephone number will only be passed on within the scope of delivery via various transport companies.

Internally, we use this database to determine hotline and update authorization, for invoicing and reminders, occasionally also to check for unauthorized forwarding of computer programs and for internal credit checks with regard to unpaid invoices. We currently do not carry out external credit assessments, but reserve the right to introduce this option at a later date.

We also currently do not use any external debt collection service providers but issue our own reminders and demand payment in advance if previous invoices have remained unpaid. However, we reserve the right to introduce the use of external collection service providers at a later date.

We use your e-mail address to inform you about the shipping date or to make inquiries in case of unclear order formulations, as well as to answer your hotline inquiries. We will not pass on your e-mail without your consent, nor will we send you advertising without reference to a previously relevant inquiry on your part.

Note on personal performance data from delivered training programs in COGPACK:

COGPACK can optionally store and evaluate personal performance data of the trainees. Since the program package is delivered on data carriers and does not require an Internet connection neither for installation nor for training, marker software has no access to this data. It is the sole decision of the program users whether they want to store this data at all and if so, where.

Deletion periods:

Personal data may be stored by marker software as described above as long as marker software has a legitimate interest and the interest of marker software outweighs your interest in the deletion. A storage can and must take place also, if this is prescribed by legal defaults e.g. from the commercial or tax legislation. In such a case, your data will be stored and blocked for other access exclusively in order to comply with legal requirements.

Your right of objection:

You may, at any time and free of charge, object to the processing of your data for the above-mentioned purposes (also separately) in relation to the future. All you need to do is send an e-mail or a letter to the "responsible address" below.

Rights of affected parties:

You have the right to get information about your personal data collected and processed by us (GDPR Article 15), You may also object to a "justified interest" on our part.

You have the right of revision of false or incomplete data (Article 16 GDPR),

You have the right of erasure of your data stored (Article 17 GDPR) as far as no legal exceptions exist. You have the right to limit the processing of your data if the accuracy of your data is disputed and due to similar circumstances in accordance with Article 18 GDPR in conjunction with Article 21 GDPR.

You have the right to data portability (Article 20 GDPR). This means that you or another person responsible can get selected data stored about you transferred in a standard machine-readable format.

You may also object to a "justified interest" on our part.

You have the right to revoke at any time your consent to the processing of your data given to us (Article 7 GDPR). The revocation does not invalidate the data processing based on the consent given up to the time of the revocation.

You have the right of appeal to a supervisory authority (Article 77 GDPR).

Responsible address:

Responsible for the processing of your personal data:

Klaus Marker, marker software, Im Steg 9, 68526 Ladenburg, Germany.

You can contact our data protection officer at datenschutz@markersoftware.com

(Translation assisted by www.DeepL.com/Translator)