

Information on data processing relating to the EMZY 3.0 product

General information

As part of the EMZY 3.0 product, data is stored on the servers of EVVA Sicherheitstechnologie GmbH ("EVVA") in the event of complaints and support cases. The servers are located within the EU and comply with all security guidelines to ensure smooth and secure operation.

EVVA does not collect, store or process any personal data in order to use the products in accordance with the product specifications. Non-personal data, such as error or access logs, are stored locally on the component and can be accessed via the App and saved or sent by the user.

Processing of personal data

The following personal data, which fall under corresponding data categories, are processed, if at all:

- Name/Company
- Point of contact
- Business address and other addresses of the customer
- Contact details (telephone number, fax number, e-mail address, etc.)
- Customer service (inquiries, general communication, support tickets, etc.)
- Order/billing data

Transferred and in the context of the customer support possibly de-anonymized log-files are not to be evaluated as personal data due to the not secured 1:1 relation to persons; notwithstanding this, this information shall be treated with the same care as personal data.

All data - insofar as this is not required for customer support, ordering or billing in plain text - is stored in encrypted form.

Data which are collected or transmitted in unencrypted form within the scope of customer support are stored in separate areas and are deleted again after completion of the respective support case.

You have voluntarily provided us with data about yourself and we process this data on the basis of your consent for the following purposes:

- Customer Support

Processing the camera data

The smartphone camera is used exclusively for scanning QR codes. The images or data obtained from the scan are not stored.

Effects of revocation

You can revoke this consent at any time. A revocation has the consequence that we no longer process your data from this point in time for the above-mentioned purposes (insofar as this is not required by law). For a revocation please contact dataprotection@evva.com.

The data provided by you is necessary for the fulfilment of the contract or for the implementation of pre-contractual measures. Without this data we cannot conclude or continue the contract with you.

Deletion of data

Technically relevant data will be deleted after termination of the contractual relationship. Data collected in the communication area of customer support will be stored for 3 years and then deleted. Further data will be stored in accordance with legal requirements and will be anonymized after the respective deadlines have expired.

Legal remedy instruction

In principle, you are entitled to the rights of correction, deletion, limitation and opposition. Please contact us for this. If you are of the opinion that the processing of your data violates data protection law or that your data protection claims have been violated in any other way, please contact our data protection officer. If no solution can be found for you here either, you can complain to the supervisory authority. The data protection authority in Austria is responsible for this.

Data Protection Officer

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