

1 - Introduction

XVET GmbH respects your privacy and taking all the necessary measurements to protect your personal data.

In its everyday business operations XVET GmbH makes use of a variety of data about identifiable individuals, including data about:

- Customers
- Users of its websites
- Third parties / services
- Current, past and prospective employees

In collecting and using this data, the organization is subject to a variety of legislation controlling how such activities may be carried out and the safeguards that must be in place to protect it.

The purpose of this policy is to set out the relevant legislation and to describe the steps XVET is taking to ensure that it complies with European Regulation UE 2016/679 - General Data Protection Regulation ("GDPR") (Datenschutz-Grundverordnung (DS-GVO)).

This applies to all systems, people and processes that constitute the organizations' information systems, including employees, suppliers, customers and other third parties who have contact with XVET.

XVET GmbH cares about your privacy, we collect and use personal information only as required to provide you with our products, services, websites (collectively, our "Services"). Your personal information may include information such as:

- Name
- Title (MR/MS)
- Phone number
- Mobile number
- Date of birth
- E-mail address
- Other data collected that could directly or indirectly identify you as a person.

Our privacy policy is designed to help you understand how and what information we collect and how and why we use your personal data. It also describes ways we can provide you to access, update, or otherwise take control of your personal data we process.

If you have further questions about our practices or any of the rights described below, you may contact our Data Protection Officer ("DPO") through the email contact@xvetgermany.com. This inbox is actively monitored and managed so we can guarantee the quality of our information.

What information is collected by XVET?

We collect information so that we can provide the best possible experience when using our services. Much of what you think is personal information is collected directly from you if you:

- Filled one of the contact forms available on websites www.xvetgermany.com, www.xvetcare.com, www.lessantibiotics.com
- Contacted us via telephone, WhatsApp, Facebook, LinkedIn, other Social Media or e-mail, questioning and / or showing interests in our products / services
- If you are participating in contests and surveys, applying for a job, or participating in other activities that may require information about you.
- Personally and/or through a given business card.

However, we also collect additional information related to the delivery of our services to ensure the necessary and optimal performance. These methods of collection may not be so obvious to you, so let's take a closer look at them and explain what they are (how they vary from time to time) and how they work:

Account related information; are collected in connection with your use of our services / purchase of our products, such as signed agreements, shipment documentation, purchases, renewal or expiration of products, requests for information and customer service requests, as well as notes or details explaining what you have asked for and how we have responded.

With cookies and similar technologies on our websites, we can track your surfing behavior, clicked links, purchased items, your device type, and the collection of various data, including analytics, and how you use and interact with our services. This allows us to provide you with more relevant product and content offerings, to enable better use of our websites, and to collect and analyze information about the performance of our services in order to improve it. We may also track your location (IP address) so we can personalize our services. For more information and to manage the technologies we use, please read our Cookie Policy.

Data on the use of services are automatically tracked when you use and interact with our services, including metadata, log files, cookie / device IDs, and location information. This information includes specific information about how you interact with the features, content and links (including those of third-party providers, such as social media plug-ins) that are included in the Services, as well as IP address, browser type and settings, date and time. Time when the services were used, information about browser configuration and plugins, language settings and cookie data, information about devices that access the services, including device type, operating system, device settings, application IDs, unique device identifiers, and error data.

We may obtain information about you from other sources, including third parties. This helps us to update and expand our records and offer products and services that may interest you. If you provide us with third party personal information or third parties give us your information, we will only use such information for the exact purpose for which it was provided.

How we use information.

The data we collect is used only for the purpose for which the permission was given to us and responsible for: the delivery of products purchased by you or for compliance with the laws or other legitimate purposes are required or permitted.

We may share your personal information with trusted third parties we work with, so you can integrate their services into our own services, and with trusted third parties if they need to provide services on our behalf, such as:

- Newsletter and other PR tool delivery
- Transport/ mailing delivery Companies
- Conducting competitions or surveys

We will only share your personal information if it is necessary for third parties to provide the services as requested or as needed on our behalf. These third parties (and their contractors) are subject to strict privacy policies and may not use, share or retain your personal information for any purpose other than those that have been expressly determined (or without your consent).

Contact exception with you; we may contact you directly or through a third party for products or services that you have purchased from us, for example, for the transmission of business or customer service communications. We may also contact you with offers for additional services that we believe are valuable to you, if you give us your consent, or if this is justifiable on the basis of legitimate interests. You do not have to give consent as a condition for buying our goods or services. These contacts can contain:

- E-mail and or Mail
- Text messages (SMS and/or WhatsApp)
- Phone calls
- Automated phone calls or text messages.

You can also update your Data and permissions by clicking the link provided in the e-mail for confirmation and acceptance.

When we collect information from you in connection with a jointly marketed offer, it is clear at the time of collecting this information who collects that information and whose privacy policy applies. In addition, it describes your choices regarding the use and / or disclosure of your personal information to a co-branding affiliate and the exercise of those options.

If you use a service that allows you to import contacts (for example, e-mail marketing services to send emails on your behalf), we will only use the contacts and other personal information for the requested service. If you believe any of your contacts have provided us with your personal information and you wish to remove it from our database, please contact us at contact@xvetgermany.com.

Transfer of personal data abroad. If you use our services in a country other than the one in which our servers reside, your communication with us may result in your personal information being transmitted across international boundaries. Even if you call or chat with us, we may serve you from one of our worldwide locations outside of your country of origin. In such cases, your personal information will be treated in accordance with this Privacy Policy.

Compliance with legal, regulatory and criminal requirements. We work with public authorities, law enforcement and non-public bodies to enforce and comply with applicable legislation. We disclose all personal data to law enforcement agencies or non-governmental entities when, in our sole discretion, we believe it is necessary or appropriate to respond to claims and legal proceedings (including subpoenas) to our property and our rights to protect the property and rights of a third party or the public safety or of a person or to prevent or prevent activities that we believe are illegal or unethical.

To the extent permitted by law, we will take reasonable steps to notify you if we are required by law to disclose your personal information to third parties.

Website analysis, we use several website analysis tools from service partners such as Google Analytics, Mailchimp, Wordpress and Survey Monkey to collect information about how you interact with our website or mobile applications, which pages you visit, how much time you spend on each page, which operating system and web browser you are using, as well as network and IP information. We use the information provided by these tools to improve our services. These tools place persistent cookies in your browser to identify you as a unique user the next time you visit our websites. Each cookie may not be used by anyone other than the service provider (eg. Google for Google Analytics). The information collected through the cookie may be transmitted and stored by these service partners on servers located in a country other than the country in which you reside. Although the information collected does not contain any personal information such as name, address, billing information, etc., they are used and shared by these service providers in accordance with their individual privacy policies. You can control the technologies we use by changing your settings via our Cookie Policy or the Cookie Banner. This information (depending on the URL of the website you are visiting) when you first visit our websites or through the settings in your browser or third-party tools is displayed.

We are not responsible for the privacy practices or content of third party websites. Please read the privacy policy of each website you visit.

How to access, update or delete your data.

To easily access, view, update, delete or transmit your personal information (if available), or to update your subscription settings, follow the link provided in the e-mail for confirmation and acceptance or write us directly at contact@xvetgermany.com.

If you make a request to delete your personal information and this information is required for the products or services you purchase, the request will be considered only to the extent that the data is no longer required for services purchased or services required for our legitimate business purposes are also, as far as legal or contractual retention requirements are concerned.

How we save and receive your data.

We follow generally accepted standards to protect the personal information we collect, both during transmission and after receipt and storage, which may include encryption.

We retain personal information only for as long as necessary to provide the services you request and then for a variety of legitimate legal or business purposes. These may include retention periods:

- be imposed by law, contract or similar obligations that apply to our business;
- to safeguard, regulate, defend or enforce our legal / contractual rights; or
- are required to provide reasonable and accurate business and financial records.

If you have any questions about the security or safekeeping of your personal information, you can contact us at contact@xvetgermany.com.

Do not track notifications.

Some browsers allow you to automatically notify web sites you visit, not to track you by using a "do not follow" sign.

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There is no consensus among the industry participants what "Do not track" in this context means. Like many websites and online services, we currently do not change our methods when we receive a "do not track" message from a visitor's browser.

Changes in our privacy policy.

We reserve the right to change this Privacy Policy at any time. If we change our privacy policy, we will post the changes in this Privacy Policy and any other place we deem appropriate so that you know what information we collect, how we use it, and under what circumstances we disclose it (if necessary). If we change the terms substantially, we will notify you here, by e-mail or by posting on our home page, at least thirty (30) days prior to such changes taking effect.

Data Protection Authority.

If you are located in the European Economic Area (EEA) and you believe that your personal data are subject to the GDPR (DS-GVO), you may address questions or complaints to the lead regulator in your country.