
Data protection at jpc

Data protection is a matter of trust and trust is something that we value. Needless to say, the processing of data by jpc-Schallplatten-Versandhandels-gesellschaft mbH, represented by its Managing Director, Gerhard Georg Ortmann (hereinafter also referred to as »we« or »us«) as the controller within the meaning of Art. 4 (7) GDPR, is based on the applicable statutory regulations.

Your information

These data protection notices inform visitors and customers concluding contracts on our website about how data are collected, processed and used during their website visit, when registering, and when concluding contracts, as well as about their right to object, to withdraw their consent and other rights which you have as the data subject affected by the collection and use of data.

The linked headings listed below have been created to help you access the information you are looking for.

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I. What do we do with your personal data?

1. What are personal data?

Personal data are all information concerning an identified or identifiable natural person (hereinafter referred to as the »data subject«). Identifiability does not necessarily involve the indication of a name. It is also sufficient to indirectly identify a person, e.g. through association with an identification number, location data, an online identifier or one or more specific features. It is therefore all about your identity. This information includes not only your name but also your phone number, address, as well as other data that you provide to us.

A lot of the legal principles applied when we process your data can be found in the EU General Data Protection Regulation (GDPR). The full text, along with the relevant recitals, can be found e.g. here. [<https://dsgvo-gesetz.de/kapitel-1/>] In the notices that follow, we will refer you to the relevant provisions that form the legal basis for our processing of data.

2. Use of data when managing contracts

Whenever you raise an inquiry or conclude a contract with us, we require and process certain data, such as details of the envisaged or actual order, your postal address, e-mail address and payment processing data for the purpose of running a pre-contract check, for managing contracts and, where applicable, handling guarantee and warranty issues (see point (b) of Art. 6(1) GDPR). As part of the ordering and payment processes, the service providers engaged by us (e.g. logistics companies, payment facilitators) receive data about you and/or the order as needed. We also conduct credit checks (see also Point IV). Unless we have the appropriate, relevant details, we will not be able to accept an order or your requested payment options.

We are also obliged, under commercial and tax law, to archive data from concluded business transactions for as long as the statutory retention periods prescribe. The legal basis for the corresponding use of data is point (c) of Art. 6(1) GDPR.

Processing within the business organisation

Within the bounds of our business organisation, we process your data in our IT systems and - to the extent necessary - transfer data relating to customers, potential customers, suppliers and personnel to government agencies in compliance with the statutory regulations, such as fiscal authorities and consultants/advisors (tax consultants, lawyers, chartered accountants) in keeping with our interest in lawful and commercial corporate governance.

Legal basis: points (c) and (f) of Art. 6(1) GDPR

In this connection, we analyse data on every corporate and business process for the purpose of corporate management and market research. Unless the specific purpose requires us to do so, the data evaluated will largely be anonymised or at least pseudonymised and, at most, disclosed to third parties in summarised form and unidentifiable with individual persons. Legal basis: points (c) and (f) of Art. 6(1) GDPR.

Outsourced IT and hosting

We deploy IT, software and hosting services from service providers in providing services and meeting your needs and requests as well as our contractual obligations based on our interest in achieving efficient and secure corporate and contractual management. In doing so, your data on your interests, concerns, orders and visits and/or perception of the services we offer will be processed, including with the help of the aforementioned service providers.

To the extent permissible by law and, at every event, safeguarded by regulations governing professional confidentiality, we have - in cases involving order processing, concluded contracts to secure our access and the secure as well as confidential handling of your data.

Legal basis: point (f) of Art. 6(1) GDPR and, where applicable, in connection with Art. 28 GDPR (conclusion of contracts with processors).

Cooperation services

There may be instances where you can take advantage of benefits and perks, which we may, occasionally or for certain periods of time, be able to provide through collaborations with certain cooperation partners. Please note that it is only possible to grant such benefits if you identify yourself as required as a way of proving that you are a customer entitled to receive such benefits (e.g. card number/membership number). Should you wish to take advantage of such benefits and provide the corresponding details as a means of identifying yourself, we will forward your address and such data pertaining to your purchase to the cooperation partner that are required to allow you to enjoy the benefits offered by the cooperation partner in question. As a rule, this relates to the turnover you have generated under your identification number and the identification itself. The cooperation partner will again store and use these data in compliance with the terms and conditions concluded with you.

3. Data storage, login, registration

Your specific order data will be stored by us. You can register with us (e-mail address and password). On registering, you will, among other things, be given access to data stored by us concerning you personally as well as your orders, and can manage eCourier, to the extent that you procure this, as well as any forms of consent you have provided.

Should you have provided consent in individual cases, we will also link your user data to your customer access in order to furnish you with content of personal interest to you when you visit our website.

Should you wish to wish to cancel your access, please contact us using one of the contact options listed below.

Please note that, after cancellation, your data will still be stored by us for the specified purposes (e.g. order handling, but also for advertising information).

For information on your right to object to advertising, cf. I. Point 6.

4. Contact

Should you use our contact options (e.g. e-mail or the contact form) to contact us, we will store your name and contact details as well as the reason for contacting us. These data are used to process the

matter in question and to communicate with you. We will use your e-mail address to respond to you by e-mail (legal basis: points (a) and (b) of Art. 6(1) GDPR). If you have questions relating to specific orders or if we are asked to do something for you personally, we will require your correct name. For all other queries, you may also use a pseudonym. Once your matter has been fully addressed and provided that there are no other obligations to retain the data in question, your data will be erased.

5. Use of data for advertising and market research

It is in our interest to maintain customer relations with you, acquire new customers, reactivate former customers and provide our customers with information and offers. To exercise these legitimate interests, we process your data on the basis of point (f) of Art. 6(1) GDPR (including with the assistance of service providers) in order to send you information and offers as well as to improve our information and offers.

Where our advertising measures are concerned, our interest lies in protecting you to the best extent possible from receiving advertising that is unsolicited or of no interest to you personally. In taking your interests into consideration, we only include data in our selection of information which you know that we are aware of. This may include, e.g. previous orders. Wherever this is technically and commercially meaningful for pursuing the purposes, we will, in safeguarding your interests, isolate the corresponding data from your personal identity, pseudonymise them and, before conducting any evaluations, form groups (clusters) into which individual information is merged.

For information on your rights to object and withdraw consent concerning the uses of data listed below for advertising purposes, see I. Point 6.

Postal advertising

We use your first and last name, postal address and – to the extent that we have received further details from you – your title, academic qualifications and your job title, industry or business descriptions to send you offers and information concerning our enterprise, products and services by post, in the shape of e.g. our »jpc-courier«, a new edition of which is published every month, provided that, based on an evaluation of the data stated at the beginning of this paragraph, we anticipate that this information is of interest to you.

E-mail advertising for similar offers from our company

Should we receive your e-mail address in connection with the sale of merchandise, we will use your e-mail address to advertise similar products from our company. You can, at any time, object to this being used for advertising purposes without incurring any other data costs than those stated in the basic rates of your provider. For commercial customers, we will also use the phone number given on the assumption that consent has been provided for advertising.

We will only carry out the following uses after we have asked for your consent in addition to this declaration. Our company applies Point (a) of Art. 6(1) GDPR as the legal basis for processing procedures through which we obtain your consent for a specific processing purpose.

(Acceptance of these notices does not constitute your consent to our using your data for advertising purposes!)

E-mail advertising with specific consent

If you have specifically subscribed to our newsletter, your e-mail address and, where applicable, other personal data, which you have voluntarily submitted when registering (e.g. your name to enable us to address you personally), will be used for advertising purposes and, where applicable, offers in the newsletter that come from our advertising partners.

Use of data for newsletters and other e-mail advertising

If you use our newsletter, e.g. »eCourier«, or other e-mail advertising, we will run statistical evaluations without relating these to a specific person as to when such an e-mail is retrieved and, where applicable, what information that is offered attracts interest and to what extent (e.g. by virtue of the links that you click on). The purpose of such evaluations is to improve the times of dispatch and to optimise our offers and advertising information (legal basis: point (f) of Art. 6(1) GDPR).

If you have given us your specific consent to do so, we will use the aforementioned personal data to provide you with customised information that could be of interest to you and thus to further personalise our advertising. Please also see the information provided by us further below. (Legal basis: point (a) of Art. 6(1) GDPR).

Use of your order data for personalised marketing

If you have given use your specific consent to do so, jpc will send information and offers by e-mail which have been especially tailored to your interests and wishes. Studies have shown us that information that has been especially tailored to your wishes and interests meets with greater interest among Internet users than information that has no such personalisation. The sole purpose of doing so is to adapt our offers to customer needs and wishes as far as possible. To do so, we use data which we have collected and evaluated from your visits to our offers, your voluntarily provided information on your interests, your requests for information and your orders to provide you with the desired information and interesting offers.

By going to Manage eCourier under »My account« at jpc.de and »My jpc« on the jpc app, you can manage and amend your information interests yourself and, if so desired, view what consent you have given us (legal basis: point (a) of Art. 6(1) GDPR).

Unless you give us your specific consent, the data, after being anonymised to avoid the data being associated with you personally, will only be used for statistical purposes so that, as part of our market research and advertising, we can improve our information and offers as well as their presentation.

Use of your data when you visit our web pages

If data are collected by us personally or through third parties using web analytics tools and we use web advertising tools, we will inform you in detail of such procedures in II. Collection of data when visiting our web pages. There, you will also find information on how to exercise your right to object and what technical means are available to you to prevent the collection of data.

6. Right to withdraw consent and to object in respect of advertising

You can, of course, object to or withdraw your consent, at any time, for us to use your data for advertising purposes (see Point 5) – including to the extent that such use is lawful without your consent – simply by notifying us accordingly. Your objection or withdrawal of consent will end our use of such data with future effect. Any uses of the data prior to you exercising your right will remain unaffected. It goes without saying that you will not incur any additional costs should you choose to object or withdraw your consent. (You will especially not be charged additional costs if you notify us by e-mail except for any charges levied by your provider in accordance with their basic rates). Simply send your objection or withdrawal of consent to one of the contact options shown at the end of these notices.

In our advertising e-mails and the newsletter, you will find a notice containing an address or link for you to easily unsubscribe from the information in question.

Please bear in mind that, in individual cases, you may still receive advertising despite having objected or withdrawn your consent. Even when making every reasonable effort or taking other comparable steps, we cannot guarantee each time that subscribed advertising will stop before the next issue is sent.

Your options to object also extend to profiling (for a definition of this term, see II. Point 2) and to the use of data collected when gathering information during your visit to our website for the purpose of providing direct advertising. The technical means available for you to exercise your right to object and prevent the collection of data are explained in detail in the information provided about the web tools used that can be found in II. Point 3 »Details on web analytics and web advertising«. Should you exercise your right to object, we will cease processing the collected data for the above purposes.

Other details on your rights can also be found in V. What are my rights

7. . Erasure and blocking

Your personal data will be stored until the specified purposes have been accomplished or for as long as we have a legitimate interest in the data being stored.

Following this, the data will be erased unless an agreement is reached with you to the contrary or obligations exist under law to retain the data (e.g. under commercial or tax laws). Should the data need to be retained by law, they will be made unavailable for any other purposes. These documents will, upon expiration of the statutory retention periods, be erased and destroyed in compliance with the data protection regulations in the course of routinely conducted activities.

If you have consented to your data being collected, processed and used, we will erase your data upon receipt of your objection or upon the purpose for which you have granted your consent ceasing to exist. Following this, your consent and the processed data will be archived until the statutory period lapses (usually three years) in which legal claims may need to be defended (legal basis: point (e) of Art. 17(3) GDPR).

Should you no longer wish to receive advertising, we will use your name, address and, if available, your e-mail address to make your data unavailable in the corresponding lists which we use to coordinate our advertising activities so that you no longer receive advertising from us. Erasure within the definition intended here initially means making your data unavailable in our system in particular for advertising or for marketing activities. The data will – to the extent required – continue to be processed for purposes other than advertising, for example to process contracts and, where applicable, for warranties as well as for documentation required under commercial and tax law.

8. Product reviews

We offer our users the opportunity to leave their personal comments on our products or on comments left by other users. If this feature is used, we will save the data at the time they are entered and post these together with the username that might have been selected (which may also be a pseudonym) as well as the comments and the date on which they are left.

We will also collect the IP address to enable associations to be made to the individual leaving the comments in the event that our systems are compromised or third-party rights are infringed. The data in question will be forwarded – in keeping with our obligations under law – to government agencies or – by order of the court – to individuals who may perceive that their rights have been infringed. The data will be collected for 7 days at the most. We will retain an encrypted and non-traceable version of the IP address for no more than 30 days to enable us to guard against any abuse of the review feature.

By accepting the terms of use, you are giving your consent to the data being used (legal basis: points (a) and (b) of Art. 6(1) GDPR).

II. Are data collected when I visit your website?

1. Collection and use of data when visiting our web pages / Cookies

You can visit our website without providing any details about yourself. However, when you visit our websites, even, for example, if this occurs via a link in a newsletter or an advertisement, certain data will be collected and stored in so-called log files. The data that are collected – including when you visit our websites via online links in a newsletter or advertisements – solely refer to your access of the site and have no direct association to a specific person. Such data includes

- the website from which you visited us
- the page that is viewed and/or the name of the requested file
- your browser type and version
- the date and time of access
- the operating system on which the browser is running
- the name of your Internet service provider
- the Internet address of the person accessing the site (IP address)
- products and content in which the visitor shows an interest, and the extent of such interest, e.g. length of time, frequency, or interaction with forms, navigation elements or links

No association with you personally can be made on the basis of such data, nor is such an association performed or intended without your specific consent. In those areas where we can read the date, which could theoretically lead us to establish an association with you, such as the IP address, we have ensured through corresponding truncations that any association with you is impeded.

Should we incorporate third-party content on our web pages (e.g. embedded video clips or other information), only your IP address is provided to such third parties as it will otherwise not be possible to deliver the content to your browser. Any IP addresses that are collected are erased no later than 7 days afterwards.

Cookies

We use so-called cookies on our website. Cookies are small files that are stored on your end device and save certain settings and data to enable interaction between our system and/or service provider systems via and browser. The storage of cookies helps us to design the website accordingly and makes it easier for you to use as certain details that you enter are stored so that you do not need to constantly repeat them. To this end, cookies typically incorporate identifiers. These enable users and/or browsers (the software used to depict Internet content) to be identified and differentiated from other users and browsers and are detected again each time you visit our website.

Many cookies are deleted again from your hard drive automatically at the end of a browser session (hence the name session cookies). There are other cookies, however, that remain permanently stored on your device. For reasons of convenience, their expiration date is set for a point of time in the future. The next time you visit our website, these automatically detect that you have previously visited our site and what your preferred input and settings are (so-called long-term cookies). Some of these cookies are designed to display specific information of interest to you on our website or that of our partners.

(Approval-free cookies)

Cookies that ensure the use of features without which you could not use this website as intended are only used by us and their content is not made accessible to third parties. We use such strictly necessary cookies on the basis of point (b) of Art. 6(1) GDPR.

(Other Cookies)

In terms of cookies for which the legislator has determined that they may not be placed without your consent, a corresponding notice is provided when you visit our website, which will also refer to these privacy notices.

We use third-party offers, e.g. to incorporate video clips or other content, to provide you with interesting content. These third parties may also place cookies. Third-party cookies are placed by partners who are interested in informing you about things they offer which they anticipate will be of interest to you.

You can find out more about the use of such cookies by visiting the third-party website in question. Should you choose to block cookies, you may not be able to enjoy the full content and features on the website. To enable unrestricted use, you will be required to grant your consent once again and remove the blocked settings.

- Your technical options for objecting

Regardless of the length of time for which the cookies are set, you have the option of deleting them manually in your browser. By default, some browsers are set to always allow cookies. You can allow or block temporary and saved cookies independently of each other by going to your browser's security settings. Apart from using the browser setting to generally disable the automatic placement of cookies, you can also disable cookies by setting your browser so that cookies from individual domains, e.g. »googleadservices.com« are blocked. This setting will then prevent the corresponding services requiring the placement of cookies on the domain from running.

Some web services work with opt-out cookies. Based on the cookies that you want to place (hereinafter referred to as the »blocking cookie«), a web analytics service, for example, detects that you do not want any data to be collected. The options for placing a blocking cookie are explained further below in reference to our web services. If you are using the delete all cookies option in your browser, please remember that you may then need to carry out the corresponding settings once again and/or place a new blocking cookie.

You are not required to accept cookies when you visit our website. However, if you do not accept or if you disable the use of cookies, you may find that some of our online features (e.g. services and information) are not available and that some pages may not be displayed correctly.

Should you intend to conclude a contract with us, you will need to accept certain cookies. If you do not wish to do so, it will not be possible to enter into an agreement with you.

Further information about the use of cookies can be found on the website of the Bundesverband Digitale Wirtschaft (BVDW) e.V.: <http://www.meine-cookies.org>

Should you want to prevent the use of cookies, you can exercise your rights using the technical options that we explain in II. Point 1. »Your technical options for objecting« or alternatively read our notices in II. Point 3 concerning specific cookies.

2. Profiling user profiles

The legal term for creating automated data pools on an individual is profiling. Under Art. 4(4) GDPR, profiling means any form of automated processing of personal data consisting of the use of personal data to evaluate certain personal aspects relating to a natural person, in particular to analyse or predict aspects concerning that natural person's performance at work, economic situation, health, personal preferences, interests, reliability, behaviour, location or movements.

We create anonymised user profiles – i.e. user profiles without personal identifiers – of a statistical nature to enable us, through an evaluation of the statistics, to draw conclusions as to the levels of interest in our content and offers and to tailor the corresponding information and offers to user interests. We also use the information to improve data security, to ward off attacks on our systems and, where applicable, to assist law enforcement authorities in the event of attacks on our systems or other criminal acts.

To analyse user behaviour, we run corresponding web analytics tools. Further information on this can be found below under »Details on web analytics and web advertising«.

You have the right to object to the profiling of personal data as well as to profile data being additionally used for advertising purposes and to withdraw any consent that you may already have given (see I. Point 6). Technical means are available to you should you wish to exercise your right to object to any profiling through web analytics and advertising measures – to the extent that these work with personal data. These are explained in II. Point 3 below.

3. Details on web analytics and advertising

Web analytics tools

(Google Analytics)

This website uses Google Analytics, a web analytics service provided by Google LLC. 1600 Amphitheatre Parkway Mountain View, CA 94043, USA (»Google«). Google Analytics uses »cookies«. The information generated by the cookie about your use of our website (including your IP address) is transmitted to and stored on Google's servers. It cannot be excluded that, in doing so, data are processed outside the scope of application of EU law. Google has signed up to the Privacy Shield through which Google guarantees that it complies with certain data protection standards.

For your protection, we have applied settings through which Google will truncate the last portion of IP addresses of visitors to our website, that indicate they are IP addresses from the EU or from parties to the Agreement on the European Economic Area. Only in exceptional cases, the full IP address is sent to and shortened by Google servers in the USA. We have also concluded a processor agreement with Google.

Using an identifier in a cookie or, for example, when you log in to Google services, the above-mentioned data can be collected and used across all devices. This means that it is possible to record that you began your visit to our website on a PC and then switched to a mobile device, and it is also possible to link the data on both devices.

Google will use this information to evaluate, on our behalf, your use of our website so as to compile web activity reports for us, to create target groups sharing the same or similar interests, and to provide further services to us in connection with website use and Internet use. Google may also transfer this information to third parties provided that this is prescribed by law or in the event that third parties process these data on behalf of Google. Google will not associate your IP address with other data from Google. The erasure setting for analytics data is 26 months. This time is justified by our interest in being able to draw year-on-year comparisons using statistical data but also in minimising, as far as possible, repetitions in the advertising already shown to you during your visit to our website or in being able to show advertising specifically designed for new users by target group and in being able to detect returning visitors (legal basis: point (f) of Art. 6(1) GDPR).

SYou may refuse the storing of cookies by selecting the appropriate settings on your browser. However, please note that if you do this, you may not be able to use the full functionality of this website.

- Use of demographic features with Google Analytics

Google provides a »Demographics« function. This enables reports to be compiled on the age, gender and interests of those visiting the website.

Google acquires these data through interest-based advertising and using visitor data from third-party providers. The data are never associated with specific people and are anonymised.

- Your technical options for objecting

If you do not want information on your visit to our website to be forwarded to Google Analytics, you have the option of installing an »opt-out add-on« for your browser. You can download the add-on here. [<https://tools.google.com/dlpage/gaoptout?hl=de>]

If you do not want to receive interest-based advertising, you can disable the use of cookies by Google for such purposes by going to <https://myaccount.google.com/intro>. You can also disable the use of cookies by Google by downloading and installing the plug-in available at <https://support.google.com/ads/answer/7395996>.

Alternatively, or within browsers on mobile devices, you can use the link below to refuse the use of Google Analytics. On activating the link, an opt-out cookie is placed that will prevent Google Analytics recording any data on this website in future. Please note that this opt-out cookie only works on this browser and only for this domain. As soon as you delete your cookies on this browser, you will need to click on the link once again: Google Analytics opt-out. [#].

In our app, you can disable anonymous tracking – also via Google Analytics – by turning off »Tracking« in »My jpc« -> »Settings«.

(Google remarketing service)

Along with Google Analytics, we also use remarketing technology provided by Google LLC. (1600 Amphitheatre Parkway, Mountain View, CA 94043, USA). Remarketing enables users to be divided into various segments. How they are segmented depends on what activities the respective users undertake on our website. Through this technology, users that have previously visited our website or online services and shown an interest in what we offer are again presented with targeted advertising on the pages of the Google Display Network.

The advertising is inserted through the use of cookies. Using the recorded information, user behaviour on the website can be analysed and then used for targeted product recommendations and interest-based advertising. If, using Google AdWords, we have placed advertisements on third-party websites and third parties have correspondingly placed advertisements on our website, we, along with such third parties, are an integral part of the Google (AdWords) Display Network and link Analytics and AdWords.

The creation and management of interests profiles are done within Google Analytics in the shape of lists. We furthermore use Google AdWords to manage the setting that determines which campaigns should be delivered to which interests profiles (lists). Further information on remarketing can be found on Google's websites at <https://support.google.com/analytics/answer/2611268>.

If IP addresses are used, these will be truncated to prevent any form of association with you (see Google Analytics).

- Your technical options for objecting

If you want to cease using this service for our products temporarily or in general, you have the possibility to opt out [<https://adssettings.google.com/anonymous?hl=de>]. Google's privacy policy for advertising along with other notices can be viewed here [<https://policies.google.com/technologies/ads?hl=de>]. You

can, alternatively, disable the use of such cookies by a large number of third-party providers by going to the Opt-out page of the Network Advertising Initiative and performing the corresponding settings.

You can also disable the use of cookies by Google by downloading and installing the plug-in available at: <https://support.google.com/ads/answer/7395996>.

(DoubleClick)

DoubleClick is a tool offered by Google LLC., 1600 Amphitheatre Parkway, Mountain View, CA 94043, USA (»Google«). DoubleClick uses cookies to present you with advertisements of relevance to you. Your browser is given a pseudonym identification number (ID). This ID checks what advertisements have already been displayed on your browser and which advertisements have been visited through your browser. The cookies do not contain any information about you. Using DoubleClick cookies enables Google and its partner websites only to display advertisements that are presumed to match the interests shown during visits to our website or other websites. The information generated in the cookies is transmitted to Google in the USA for evaluation and stored there. Google only transfers data to third parties within the bounds of the statutory regulations or as part of the terms of an agreement with a processor. Under no circumstances will Google pool your data with other data collected by Google.

- Your technical options for objection

In addition to the general options of preventing the placement of cookies, the Google Data Protection Center offers you the possibility to undertake certain measures. Once you have logged in to Google, click on Advertising and Data Protection to reveal further settings. There, you can disable the placement of cookies and thus the »Placement of the most useful and relevant online ads«.

To change your advertising settings with Google and thus block advertisements, go to: <https://adssettings.google.com/anonymous?hl=de>

(Bing Ads)

This website uses Bing Ads, a program provided by Microsoft Corporation, One Microsoft Way Redmond, WA 98052-6399, USA (»Microsoft«) to deliver advertising and so-called conversion tracking. Through this program, Microsoft and we can see that someone has reacted to an advertisement on Bing or Yahoo by clicking on a link, has been directed to our website and landed on a pre-determined target page (the conversion page). At the same time, we can, above all, establish the total number of users that have reacted to an advertisement and then been directed to the conversion page. No personal data concerning the identity of the user is registered.

To this end, a cookie is placed on the user's computer. The information contained there is transmitted to Microsoft servers in the USA, stored for no more than 180 days and then erased.

- Your technical options for objecting

You have the possibility to prevent the collecting and processing of data on your use of the website that are generated by the cookie by disabling the placement of cookies. You may, however, not be able to use the full functionality of the website.

If you do not want Bing Ads to be used, you can prevent the collecting and processing of data on your use of the website that are generated by the cookie by, for example, setting your browser to refuse the use of cookies. You also have the option of opting out from receiving interest-based advertising through Microsoft by going to the following link: <https://go.microsoft.com/fwlink/?LinkID=286759>.

You have the further option of going to the site shown below to completely refuse the receipt of interest-based advertising through Microsoft as well as other participating companies: <http://www.youronlinechoices.com/de/>.

Further information on the guidelines for use and data protection for this product can be found here: <https://privacy.microsoft.com/de-DE/privacystatement/>.

III. How do we protect your personal data?

1. General safeguards

The law requires that companies establish an appropriate level of data protection. In doing so, the corresponding risk must be squared with the probability of occurrence, best available technology and the costs. We have provided for the corresponding technical and organisational measures in order to realise the security of your data and their processing in accordance with the statutory regulations. Should you have any security concerns when entering data, or have any other questions or comments, simply contact our customer service or our data protection officer. Other means of contacting us can be found again at the end of these notices.

Your personal data are encrypted when you place orders and log in to your personal account so as to ensure the data are transmitted securely. To this end, we use the SSL (Secure Socket Layer) encryption system. We implement technical and organisational measures to safeguard our website and other systems against the loss, destruction, modification and dissemination of your data by unauthorised persons. You should always keep your access data confidential and close the browser window once you have ended your communication with us, especially when you share the computer with others.

2. Protecting your payment data

- Protecting card data

The payment form where our customers enter their card details is hosted at a secure data processing centre provided by our payment facilitator Computop Wirtschaftsinformatik GmbH, Schwarzenbergstr. 4, D-96050 Bamberg, Germany. This not only ensures that none of our employees has access to your card data but also that the data protection standards of the card organisation are observed. Computop undergoes regular security checks. At the same time, Computop fulfils the so-called Payment Card Industry Data Security Standard – a security standard supported by every major credit card organisation – to ensure that you can securely pay online.

- Protected data transfer

The TLS encryption system is used to transfer data contained in the payment form (card number, expiration date, card validation code, etc.) in encrypted form to the payment service provider.

- Access to your card number

The card number is stored with our payment service provider only as an encrypted string. As a rule, the card number is never displayed or made accessible in unencrypted form. The card number is only shown in its decoded form within the network of international card organisations. The card number is used, among other things, for authorisations, bookings and crediting.

- Other payment data

When you enter your bank details, we save these data on our servers. Your card number or IBAN is not generally shown in its entirety but truncated in order to enable you to identify your bank account.

When paying through PayPal, we do not receive your account or credit card data. These data have been saved by you with PayPal. We only receive the PayPal e-mail address. In all other respects, data are entered at PayPal in compliance with their security regulations.

When using the Sofortüberweisung payment facility, your data are transferred via an SSL-encrypted connection. Using your PIN and TAN, you authorise your payment transfer, which is then carried out by your bank. Neither the PIN nor the TAN are stored by us. Your bank statement data are not stored with us either but transmitted from the money transfer form to your bank directly and in encrypted form by the provider.

IV. Identity and credit checks and scoring

1. Internal checks

Should we provide services up-front (e.g. payment against invoice), we check –on account of our interest in ensuring that we are covered against payment defaults and our customers against identity theft – your current and previous payment history on the basis of our data and, where applicable, unusual order patterns (e.g. orders placed through different customer accounts within a short space of time but sent to the same address). The credit history data taken into consideration include outstanding payments, dunning procedures, insolvency information, debt advice, deferral of payment agreements due to payment defaults. On the basis of these data, we decide whether we can offer the requested form of payment.

2. Identity and credit checks through external credit agencies

Also based on the aforementioned interests, we ask infoscore Consumer Data GmbH, Rheinstr. 99, 76532 Baden-Baden, Germany to run a person and address validation check using your address data and your date of birth and receive credit scores which are calculated using generally accepted mathematical and statistical processes.

We use the statistical probability values that we receive on the likelihood of a payment default, to which we also incorporate your address data and the results of our internal review, to reach an automated decision on the requested payment and shipping options, which we may restrict depending on the case. You have the right to request that we manually check the automated decision, for example if the requested form of payment is rejected, and to present your standpoint and exercise your right to object (see below for our contact details).

Detailed information on infoscore Consumer Data GmbH within the meaning of Art. 14 EU General Data Protection Regulation (GDPR), i.e. information on the aforesaid company's business object, on the purposes of data storage, on the data recipients, the right to voluntary disclosure of information, on the right to erasure or rectification, etc. can be found by going to the following link: <https://finance.arvato.com/icdinfoblatt>.

In the event of payment difficulties, we reserve the right, within the bounds of the statutory requirements and possibilities, to transfer data on conduct that is not in compliance with the agreed contract (e.g. outstanding payments) to the credit agency and to engage this agency or other companies to collect the outstanding payments. In justified cases, credit agencies will use these data for credit reports.

3. Legal basis

The legal basis for our running of the aforementioned checks is founded on point (b) of Art. 6(1) GDPR with regard to our ability to check your requested form of payment and point (f) of Art. 6(1) GDPR in terms of our aforementioned interests. The transfer of data may only occur if and to the extent that this is required in order to exercise the legitimate interests of our company or third parties and that these are not overridden by the interests of fundamental rights and freedoms of the data subjects which require protection of personal data.

Your rights in this regard can be found in the notices contained in Section V below.

V. What rights do I have?

Sie können als von einer Datenverarbeitung betroffene Person gesetzlich bestimmte Rechte geltend machen.

1. Right to confirmation and information

Under Art. 15 GDPR, you have the right to obtain from us confirmation as to whether your personal data are being processed. Should we process such data, you have the right to free-of-charge access to your stored personal data. The right to access covers the following information:

- the purposes of the processing;
- the categories of personal data that are processed;
- the recipients or categories of recipient to whom the personal data have been or will be disclosed, in particular recipients in third countries or international organisations;
- where possible, the envisaged period for which the personal data will be stored, or, if not possible, the criteria used to determine that period;
- the existence of the right to request from the controller rectification or erasure of personal data or restriction of processing of personal data concerning the data subject or to object to such processing;
- the right to lodge a complaint with a supervisory authority;
- where the personal data are not collected from the data subject, any available information as to their source;
- the existence of automated decision-making, including profiling, referred to in Article 22(1) and (4) GDPR and, at least in those cases, meaningful information about the logic involved, as well as the significance and the envisaged consequences of such processing for the data subject.
- Where personal data are processed, you have the right to be informed as to whether personal data are transferred to a third country or to an international organisation. If this is the case, the data subject also has the right to be informed of the appropriate safeguards relating to the transfer. If you have any questions about the collection, processing or use of personal data, about credit agencies, or about the exercising of your rights in other instance, please contact us via the contact details shown at the end of these notices.

2. Right to rectification

You have the right to obtain from the controller the rectification of inaccurate personal data or to have incomplete personal data completed. The controller must rectify the inaccurate data without undue delay.

3. Right to object

You have the right to object, at any time, to processing of personal data which is based on points (e) or (f) of Article 6(1) GDPR; this equally applies for profiling based on those provisions (for a definition of this term, see II. Point 2).

Should you object to the processing of data for direct advertising (Art. 21(2) GDPR), this processing will end as soon as possible after the objection is received (for more details on this, see also I. Point 6.)

You may only object to other processing (Art. 21(2) GDPR) on the basis of points (e) or (f) of Art. 6(1) GDPR (e.g. identity and credit checks) if there are grounds for your particular situation, whereby compelling overriding legitimate grounds may justify our further processing.

You can withdraw any consent that has been given (see contact details below). No specific costs will be incurred for doing so (except for the basic rates of transmission charged by your provider).

If you object or if you withdraw your consent, this will be applied with future effect. The lawfulness of past data processing will not be affected.

Should you object to an identity or credit check, this may result in us generally only being able to offer limited payment options or in refusing to conclude a contract with you.

4. Right to erasure (right to be forgotten)

a) Prerequisites for erasure

You have the right to obtain from the controller the erasure of your personal data. Please note that the right to erasure without undue delay (Art. 17 GDPR) (»Right to be forgotten«) only applies where one of the following grounds applies:

- the personal data are no longer necessary in relation to the purposes for which they were collected or otherwise processed;
- you withdraw consent on which the processing is based according to point (a) of Article 6(1) GDPR, or point (a) of Article 9(2) GDPR, and where there is no other legal ground for the processing;
- you object to the processing pursuant to Article 21(1) GDPR and there are no overriding legitimate grounds for the processing, or you object to the processing for direct advertising purposes pursuant to Article 21(2) GDPR;
- the personal data have been unlawfully processed;
- the personal data have to be erased for compliance with a legal obligation in Union or Member State law to which the controller is subject;
- the personal data have been collected in relation to the offer of information society services referred to in Article 8(1).

b) Extended right to be forgotten

Where we have made the personal data public and we are obliged pursuant to Article 17(1) GDPR to erase the personal data, we, taking account of available technology and the cost of implementation, will take reasonable steps, including technical measures, to inform controllers which are processing the personal data that you have requested the erasure by such controllers of any links to, or copy or replication of, those personal data.

c) Exceptions to the right to erasure

Please note that, in addition to the aforementioned prerequisites, the following exceptions can justify your request for erasure being rejected:

The right to erasure does not apply to the extent that processing is necessary:

- for exercising the right of freedom of expression and information;

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- for compliance with a legal obligation which requires processing by Union or Member State law to which the controller is subject or for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller;
 - for reasons of public interest in the area of public health in accordance with points (h) and (i) of Article 9(2) GDPR as well as Article 9(3) GDPR;
 - for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes in accordance with Article 89(1) GDPR in so far as the right to erasure is likely to render impossible or seriously impair the achievement of the objectives of that processing; or
 - for the establishment, exercise or defence of legal claims.

5. Right to restriction of processing

You have the right to the restriction of processing if the accuracy of the personal data is contested by you, for a period enabling us to verify the accuracy of the personal data; or if the processing is unlawful and you oppose the erasure of the personal data and requests the restriction of their use instead. You also have the aforesaid right if we no longer need the personal data for the purposes of the processing, but they are required by you for the establishment, exercise or defence of legal claims. Finally, you can exercise this right if you have objected to processing pursuant to Article 21(1) GDPR pending the verification whether the legitimate grounds of the controller override your legitimate ground.

Where processing has been restricted, such personal data may only be processed with your consent or for the establishment, exercise or defence of legal claims or for the protection of the rights of another natural or legal person or for reasons of important public interest of the Union or of a Member State. The possibility of continued storage is not affected. If the restriction of processing has been restricted pursuant to the aforementioned prerequisites, we will notify you before the restriction is lifted.

6. Right to data portability

You furthermore have the right to receive your personal data – in a »structured, commonly used and machine-readable format« – which you have made available to us, which we have processed based on your valid consent, or the processing of which was necessary in order to enter into and/or fulfil a valid contract. You also have the right to have the personal data transmitted directly to another controller, where technically feasible.

This right only applies if the rights and freedoms of other people are not adversely affected.

7. . Establishing your rights

If you have any questions or want to establish your rights, please contact our customer service (see below for contact details).

You can also contact our data protection officer, who is also responsible if you have any complaints. You can reach our data protection officer via the following e-mail address: datenschutz@jpc.de. If you feel that you have been unfairly treated or have other concerns (notwithstanding any other rights of recourse pursuant to administrative law or judicial remedies), you also have the right to lodge a complaint with the incumbent supervisory authority, especially in the Member State of your habitual residence, place of work or place of the alleged infringement.

VI. What types of consent have I granted?

In certain cases, you may have given us your consent to contact you for advertising purposes or to use certain data (e.g. for a newsletter or services relating to a customer login, etc.). If you have given us your

consent, the consent texts will be stored by us and can be retrieved. If you have a customer contact, you can view the consent texts there (under »My Account« at www.jpc.de). Should you not have a customer account or not be able to access it and wish to retrieve these consent texts, please contact service@jpc.de [mailto:service@jpc.de]. We will then forward the requested information to you by e-mail.

Your jpc-Schallplatten-Versandhandelsgesellschaft mbH

Name and contact details of the controller:

jpc-Schallplatten-Versandhandelsgesellschaft mbH
Lübecker Straße 9
49124 Georgsmarienhütte
Germany
Phone: 05401 8893999
Fax: 05401 851-300
E-mail adresse: service@jpc.de

www.jpc.de

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