

# Privacy Policy

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## Your privacy is important to us

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Therefore, we have developed a user-friendly Privacy Policy on how GEPARD handles your personal information. This policy is fully compliant to the EU General Data Protection Regulation (GDPR) applicable as of May 25th, 2018 in all member states.

Should you provide personal information when using this website, then you can be assured that we will only use it in accordance with this privacy statement.

GEPARD may change this policy from time to time by updating this page. If changed in a material way, a notice will be posted along with the updated document.

## Collection and Use of Personal Information

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Data collection is different for

- anonymous users who simply browse published information, and
- registered users who get access to restricted business and product information

If you should be asked for any information by email or on our websites that you feel should not be given for confidentiality reasons, this may most probably result from a hacker attack. Please inform us as soon as possible in such case.

## Data from anonymous users

### What we collect

If you use this website anonymously (i.e. without logging in), we may collect for technical reasons the general use data as all other websites do. The following data set is collected by the underlying standard web server and web content management software:

- Identification information about the computer and browser you use for accessing the web content:
  - IP address
  - Browser type and details
  - Operating system type
  - Language

- Internet service provider (ISP)
- We may also collect information regarding your activities on our website, like
- Referring and exit pages and
- Time-stamped click-stream data

This list of data items may expand if the underlying standard web server and web content management applications require other or additional data for their proper technical functioning.

### **What we do NOT collect**

With exception of the above listed data, GEPARD does not collect any further personal information from anonymous users. We will not record any of your Internet activity outside our web content with possible exception of referring and exit pages.

### **How we use these data**

These collected basic data are necessary to protect you and our websites from hacker attacks, and to detect, prohibit, and analyse such attacks.

Obtaining this basic computer and browser information is standard for any website you visit and allows to handle peculiarities and issues of your browser version, care for basic security measures, and to create general - NOT personalized - access statistics, e.g. site access by time or country.

These data will only be used for technical purposes and for improving the content and use of the web site but NOT for advertisement, user profiling or other commercial use.

### **How long will these data be stored ?**

Data from anonymous users will usually be deleted latest after 3 months. Longer storage may be necessary in case we have identified an attack and need these access data for investigation, proof, or during a related litigation, and subsequent legal record retention periods.

### **Lawfulness of processing these data**

We collect and process these access data of anonymous users on the basis of GDPR Art.6, i.e. on our legitimate interests

- to provide you with a user-friendly website experience,
- to secure the communication between your computer and our services,
- and to protect you, our website, and our services from cyber attacks

## **Data from registered users**

Access to restricted business information will only be granted to registered users. It is necessary to clearly authenticate and identify users requesting access to restricted information.

## What we collect

For setting up and operating such account, we require your

- Full name
- Company name
- Email address
- Telephone number
- Country
- Product Installation Site (for customers)
- Installed GEPARD products and used software versions (for customers)
- Login name

These data will be explicitly provided by you on a form when applying for a login account, along with your permissions to process these data for specific and agreed purposes.

In addition, we will collect the general web site use data which we collect for anonymous users (see above).

In your own discretion, you may pass additional information to us in web forms for performing specific services, like information related to a support case.

## What we do NOT collect

GEPARD will not ask you for any personal or business information that is not necessary for handling your authentication and your requests.

We do not store any clear text passwords. Any password you set will be transmitted through a secured channel and only stored as irreversible hash string.

## How we use these data

All collected information will only be used to authenticate your login and to give you access to all information available under your account, and in support to carrying out specific actions you request.

From time to time we may use your personal information to send notices concerning your account and about changes to the information you access through your account, e.g. availability of downloads, changes of legal documents.

Supplementary information provided in request forms (e.g. support requests) will only be used for processing your request.

## How long will these data be stored ?

Login accounts are linked to an existing business relation with your organization. Therefore, all related personal data must be stored for the lifetime of existing contracts and in accordance to legal and fiscal obligations, which is usually 7 to 10 years after the end of related contracts for customers and 7 years for other business partners.

## Lawfulness of processing these data

We collect and process personal data of registered users on the basis of

- your explicit, written authorization to process your personal data, e.g. in (but not limited to) your account application request or support requests
- your web site use data (like for anonymous users) will be collected and processed based on GDPR Art.6, i.e. on [our legitimate interests](#)
- to provide you with a user-friendly website experience,
- to secure the communication between your computer and our services,
- and to protect you, our website, and our services from cyber attacks

## Contributions of registered users

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We may offer you to edit, improve, and contribute articles to the technical documentation of a Product or a knowledge base. The purpose of this service is to share and build knowledge about the Product and about the field of work and expertise with other users of the Product.

If you should decide to contribute such information, you agree that this information will be visible to all other registered users of this Product. You grant the irrevocable and royalty-free right to use your information for training purposes and for their application of the Product, and for further development of the Product without fee. The pages you edit may include your user id and the date of your edit. We will also keep a history of all edits and changes.

## Cookies and Other Technologies

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GEPARD's websites, online services, interactive applications, email messages, and advertisements may use "cookies" and other technologies such as pixel tags and web beacons. These technologies are essential for some server applications to work, like e.g. but not restricted to a Wiki or a File Up- and Download application.

We respect your privacy, and only use cookies for the technical functioning of this website, in accordance with [EU legislation on cookies](#) and the [EU Opinion on Cookie Consent Exemption](#). We do NOT use them for any sort of user analysis or advertisement.

Many web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website. Registered users must have cookies enabled in order to log-in.

The underlying Wiki software uses the following 4 cookies:

**Cookie: DokuWiki**

The standard PHP session identifier. Used to hold temporary data and to avoid W CSRF attacks.

- Importance: necessary
- Typical content: random ID
- Expires: at the end of the browser session

**Cookie: DOKU\_PREFS**

Used for remembering helpful user preferences, like the size of the editor textarea.

- Importance: functional
- Typical content: name/value pairs in plain text
- Expires: at the end of a browser session

**Cookie: DW<md5-hash>**

Used for authentication after login. This holds the necessary data to (re)login a previously authenticated user.

- Importance: necessary for anyone who needs to log in
- Typical content: encrypted username and password
- Expires: at the end of a browser session

**Cookie: cookielaw**

Sets a flag if user has accepted storing of cookies.

- Importance: minor
- Typical content: "1" if cookies have been accepted
- Expires: at the end of the browser session

## Protecting your personal information

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We understand that the security of your personal information is very important. We provide reasonable administrative, technical, and physical security controls to protect your personal information.

All sensitive data and user logins are hosted on a secure HTTPS server using Secure Socket Layer (SSL) and an internationally acknowledged SSL certificate. This technology protects the confidentiality of your personal information and data while they are transmitted over the Internet. However, despite all efforts, no security controls worldwide can be guaranteed to be a 100% effective, and therefore, GEPARD cannot fully warrant the security of your personal information.

All services and features offered on GEPARD websites are hosted on virtual machines managed by an Internet Service Provider (ISP). GEPARD has sole root access to these servers but no control where these servers are located and where they are backup-ed to. We trust our ISP to have installed proper measures against

unauthorized access, disclosure, alteration, and destruction.

## Disclosure to Third Parties

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GEPARD does not disclose your personal data to Third Parties unless

- you explicitly entitle us to do so (no hidden defaults for such entitlement)
- you put information into an area shared with other users
- it is necessary by law, legal process, litigation, and/or requests from public and governmental authorities within or outside your country of residence
- for purposes of national security, law enforcement, or other issues of public importance, disclosure is necessary or appropriate
- if necessary to enforce our terms and conditions or protect our operations or users.

In the event of a merger or sale we may transfer any and all data and systems to the relevant third party. In case of a reorganization of the company all data, contracts, rights and duties may be passed to the legal successor. Registered users will be notified in such case.

## Links to other websites

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Our website may contain links to enable you to visit other websites of interest easily. However, once you have used these links to leave our site, you should note that we do not have any control over other websites. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites, and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

## User Rights - Controlling your personal information

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According to applicable law you have the right to

- check if and which personal data we store about you,
- request a copy of such data,
- request the rectification, completion, or erasure of your personal data which are wrong or have not been processed lawfully,
- request us to restrict the processing of your personal data,
- object the processing of your personal data,
- withdraw a previous agreement to process your personal data (which does not affect the lawfulness of the data processing until the time of withdrawal)
- request data portability
- request the identity of third parties to which your personal data are being transmitted

- lodge a complaint with the Austrian Data Protection Agency

These rights may be subject to certain limitations and requirements according to applicable law, e.g. if these data are necessary

- for compliance with our legal and fiscal obligations
- for fulfilling existing contracts with your organization
- for the establishment, exercise or defence of legal claims
- for exercising our right of freedom of expression and information

### Form of requests

All such requests shall be submitted in writing to the address below.

**If you are an anonymous surfer** on our websites, the data collected about you are only linked to your IP address and not to any natural person or organization. Therefore, your request can only be processed if you provide

- the IP address which your request is based on
- the proof that you were the sole owner of this IP address during the requested time period
- if the owner of the IP address is not a natural person, the request will only be accepted from an authorized representative of this organization
- your full contact credentials including full name, postal address, email address, and telephone number in order to verify the legitimacy and authenticity of the request

**If you are a registered user, customer, supplier or other business partner,** your request must include all credentials necessary for your unambiguous identification including

- your full contact credentials including full name, postal address, email address, and telephone number in order to verify the legitimacy and authenticity of the request
- requests on behalf of an organization or concerning data related to an organization will only be accepted from an authorized representative of this organization

### Processing of your requests

Legitimate requests will usually be processed within a month.

Excessive and/or complex requests may take longer but will be completed within 3 months. We will inform you on such delay.

Processing of legitimate and reasonable requests is free of charge. But for requested additional data copies, frequent and/or excessive requests, a reasonable fee based on administrative costs will be charged.

Before applying any changes to your data and related processes, we will contact you to verify the legitimacy of your request, in order to protect you and us from unauthorized third party interference.

We will inform you on completion of your request.

Any request regarding personal data will trigger a separate data processing action and produce a separate set of personal information related to this request, which will be stored for a legal record retention period of (currently) 7 years. Request from a customer may be stored up to 10 years.

## Contact

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Related to the Terms of Use and Privacy Policy:

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[Impressum](#)