

When you visit our website, the following data is stored:

- Browser type and version
- Date and time of retrieval
- IP address
- retrieved file
- Amount of data sent

It is not possible for us to assign this data to a specific person.

All this information is evaluated by us exclusively for statistical purposes. It will not be passed on to third parties. We do not link this data with other data.

The data is automatically deleted after 7 days at the latest.

Cookies

Some of the websites use so-called cookies. Targeting cookies on your computer does not cause any damage and does not contain viruses. Cookies are used to make our offer more user-friendly, effective and secure. Cookies are small text files that are stored on your computer and stored by your browser.

Most of the cookies we use are so-called "session cookies". They are automatically deleted at the end of your visit. Other cookies remain stored on your device until you delete them. These cookies enable us to recognise your browser the next time you visit.

You can set your browser so that you are informed about the setting of cookies and only allow cookies in individual cases, the acceptance of cookies for certain cases or in general

Exclude and activate the automatic deletion of cookies when you close the browser. If you disable cookies, the functionality of this website may be limited.

Cookies that are necessary to carry out the electronic communication process or to provide certain functions that you have requested are stored on the basis of Art. 6 para. 1 lit. f GDPR. The website operator has a legitimate interest in the storage of cookies for the technically error-free and optimised provision of its services. As far as other cookies (e.g. cookies for the analysis of your surfing behaviour), they are treated separately in this privacy policy.

Chargebee

We use the Chargebee platform for contract management and invoicing. The provider is Chargebee Inc. ("Chargebee"), 44 Montgomery Street, San Francisco, CA, 94104, USA.

Chargebee is a service that collects and manages customer data online, among other things, for automated invoicing.

You have the option of triggering booking processes via our FP Sign service ("Subscribe now" button in the user profile).

Insofar as necessary for the fulfilment of the contract, data will also be transferred to our payment service providers or the bank commissioned with payment processing. The scope of the data is limited to the minimum necessary for the purpose of contract processing.

When the contract is concluded, your customer, contract and payment data will be forwarded via an encrypted interface. The data you enter will be stored on Chargebee's servers. Billing is automatic at the contractually stipulated times.

The legal basis for data processing is Art. 6 para. 1 sentence 1 b GDPR.

Storage period:

The data you provide will be stored by us until you terminate the contract and will be deleted from Chargebee after the termination occurs. Data that has been stored by us for other purposes remains unaffected by this.

Order processing:

In order to ensure data protection compliant processing, we have concluded a contract processing agreement with Chargebee.

HubSpot

We use HubSpot for our online marketing activities. This is an integrated software solution that we use to cover various aspects of our online marketing.

These include, among others:

- Content Management (Website and Blog)
- E-mail marketing (newsletters and automated mailings, e.g. to provide downloads)
- Social Media Publishing & Reporting
- Reporting (e.g. traffic sources, accesses, etc. ...)
- Contact management (e.g. user segmentation & CRM)
- Landing pages and contact forms

Our sign-up service allows visitors to our website to learn more about our company, download content, and provide their contact information and other demographic information.

This information, as well as the content of our website, is stored on servers of our software partner HubSpot. They may be used by us to contact visitors to our website and to determine which services of our company are of interest to them.

All information we collect is subject to this Privacy Policy. We use all the information we collect solely to optimize our marketing.

HubSpot is a software company from the USA with a branch in Ireland.

Contact:

HubSpot

2nd Floor 30 North Wall Quay Dublin 1, Ireland, Telefon: +353 1 5187500.

HubSpot is certified under the terms of the "[EU - U.S. Privacy Shield Framework](#)" and is subject to the TRUSTe's Privacy Seal and the "U.S. - Swiss Safe Harbor" framework.

- [Learn more about HubSpot's privacy policy »](#)
- [Learn more from HubSpot about EU data protection regulations »](#)
- **More information about the cookies used by HubSpot can be found [here](#)»**

If you do not want HubSpot to collect cookies in general, you can prevent the storage of cookies at any time through your browser settings.

seven communications GmbH & Co. KG

The provider seven communications GmbH & Co. KG is used to send SMS and calls. Your mobile phone number and the respective content of the SMS or call will be transmitted to them. These can be notifications about new signature requests as well as TANs for authenticating the signature.

Contact:

seven communications GmbH & Co. KG

Willestr. 4-6

24103 Kiel

+49 431 3014927 – 0

Atlassian

We use Atlassian Status Page (Atlassian Inc., 350 Bush Street, Floor 13n San Francisco, CA 94104 USA) to display the current operational status of our services and to transparently communicate downtime or disruptions.

Atlassian processes your data in the USA, among other places. Atlassian is an active participant in the EU-US Data Privacy Framework, which regulates the correct and secure data transfer of personal data of EU citizens to the USA. More information can be found on https://commission.europa.eu/document/fa09cbad-dd7d-4684-ae60-be03fcb0fddf_en.

In addition, Atlassian uses so-called standard contractual clauses. Standard Contractual Clauses (SCC) are templates provided by the EU Commission and are intended to ensure that your data complies with European data protection standards even if it is transferred and stored in third countries (e.g. USA). Through the EU-US Data Privacy Framework and the Standard Contractual Clauses, Atlassian is committed to complying with the European level of data protection when processing your relevant data.

For more information, please refer to Atlassian's Privacy Policy: <https://www.atlassian.com/de/legal/privacy-policy>

Contact:

Atlassian. Pty Ltd
Level 6, 341 George Street
Sydney NSW 2000
Australia
Phone: +61 2 9262 1443
E-Mail: eudatarep@atlassian.com

Customer service with Freshdesk

We use the Freshdesk customer service tool to receive and manage support requests.

This is a service provided by Freshworks Inc, 2950 S. Delaware Street, Suite 201, San Mateo, CA 94403, USA.

Freshworks may also process your data in the USA. Freshworks is an active participant in the EU-US Data Privacy Framework, which regulates the correct and secure transfer of personal data of EU citizens to the USA.

As part of its cooperation with Freshdesk, FP Digital Business Solutions GmbH has made use of the option to process the data on EU servers. This technically ensures that the data is always located within the European Union.

Further information on Freshdesk's data protection can be found [here](#).

When you submit a support enquiry via Freshdesk, your contact details (name, address, customer number, email address and telephone number) and the reason for your support enquiry are stored in Freshdesk.

Your data is processed on the basis of your consent in accordance with Art. 6 para. a GDPR. In addition, the processing may also be carried out for the performance of a contract concluded pursuant to Art. 6 para. 1 lit. b GDPR or on the basis of our legitimate interest pursuant to Art. 6 para. 1 lit. f GDPR.

Data transmission when concluding a contract for services and digital content

We only transmit personal data to third parties if this is necessary in the context of the execution of the contract, for example to the bank commissioned to process the payment.

The data will not be transmitted further or will only take place if you have expressly consented to the transfer. Your data will not be passed on to third parties without explicit consent, for example for advertising purposes.

The basis for data processing is Art. 6 (1) (b) GDPR, which permits the processing of data for the performance of a contract or pre-contractual measures.

SSL or TLS encryption

For security reasons and to protect the transmission of confidential content, this site uses an SSL or TLS server. TLS encryption. You can recognize an encrypted connection by the fact that the address bar of the browser changes from "http://" to "https://" and by the lock symbol in your browser line.

If the SSL or TLS encryption is activated, the data you transmit to us cannot be read by third parties.

Personal data

Insofar as FP Digital Business Solutions GmbH collects, processes or uses personal data of users with limited liability, this shall be done within the framework of the statutory provisions. These are - currently - the EU General Data Protection Regulation (EU-GDPR), the Telecommunications-Telemedia-Data Protection Act (TTDSG), the Telemedia Act (TMG) and the Telecommunications Act (TKG). We are immediately fulfilling this obligation here:

a) Purposes of data collection, processing or use

The main purpose of the processing of personal data is to establish trustworthy and legally binding electronic communication for digital transaction management.

Ancillary purposes of the processing of personal data are distribution (incl. advertising), the administration and support of interested parties and customer orders, the management of personnel, suppliers and customers.

The legal basis for data processing is Article 6 (1).

b) Description of the categories of data subjects and the categories of personal data

In order to fulfil the above-mentioned purposes, personal data is collected, processed and used for the following groups of persons: Customer data (users) (address data including certificates, contract data, transaction data) Data of communication partners (address data, transaction data)

c) Categories of recipients to whom the personal data will be disclosed

Communication partners of the user, public bodies that may request data on the basis of legal regulations. Internal entities involved in the execution of the respective business processes (human resources, accounting, accounting, marketing, sales, telecommunications and IT). External bodies involved in the handling of business processes (e.g. Francotyp-Postalia Holding and its subsidiaries). External contractors in accordance with Article 28 of the EU GDPR. credit institutions to the extent necessary for the processing of payments. Insurance companies, credit protection associations in the context of credit security. Third parties who receive signed documents under the signature power of attorney granted to us. Personal data will not be passed on to third parties in any other way without explicit consent.

d) Transfers of personal data to a third country or to an international Organization

Data is not transmitted to countries outside the EU when using this website. The above-mentioned service provider Chargebee is used for account and subscription management. Data is only transmitted after consent (Art. 6 para. 1 lit. a GDPR).

e) Deadlines for the deletion of the different categories of data

The data will be deleted after the end of the purpose limitation or in accordance with the legal basis (usually after 10 years).

Contact

If you send us enquiries via the contact form, your details from the enquiry form, including the contact details you provide there, will be stored by us for the purpose of processing the enquiry and in the event of follow-up questions. We do not pass on this data without your consent.

The processing of the data entered into the contact form is therefore carried out exclusively on the basis of your consent (Art. 6 para. 1 lit. a GDPR). You can revoke this consent at any time. All you need to do is send us an informal message by e-mail. The lawfulness of the data processing operations carried out up to the revocation remains unaffected by the revocation.

The data you enter in the contact form will remain with us until you ask us to delete it, revoke your consent to its storage or the purpose for which it is stored no longer applies (e.g. after your request has been processed). Mandatory legal provisions – in particular retention periods – remain unaffected.

Information obligations / rights of data subjects

We hereby inform you about the exercise of your rights as a data subject.

a) Right to information

You have the right to request confirmation as to whether personal data concerning you is being processed.

b) Right to rectification

: You have the right to request the rectification of any inaccurate personal data concerning you without undue delay.

c) Right to erasure

You have the right to request that personal data concerning you be erased without undue delay.

d) Right to restriction of processing

: You have the right to request the restriction of processing.

FP

Digital Business Solutions GmbH shall notify all recipients to whom personal data has been disclosed of any correction or deletion of personal data or restriction of processing, unless this proves impossible or involves disproportionate effort. FP Digital Business Solutions GmbH will inform you about these recipients if you request it.

f) Right to data portability

You have the right to receive the personal data concerning you from FP Digital Business Solutions GmbH in a structured, commonly used and machine-readable format. Furthermore, You have the right to have this data transmitted to another controller.

g) Right to object

You have the right to withdraw your consent and object to any further use of your data at any time.

You are also free to lodge a complaint with the data protection supervisory authorities.

https://www.bfdi.bund.de/DE/Infothek/Anschriften_Links/anschriften_links-node.htm

Protection of minors

Children and persons under the age of 18 should not transmit any personal data to FP Digital Business Solutions GmbH without the consent of their parents or guardians.

Links to other websites

The online offer of FP Digital Business Solutions GmbH contains links to other websites. FP Digital Business Solutions GmbH has no influence on whether its operators comply with the data protection regulations.

Note on the responsible body

The person responsible for data processing on this website is:

FP Digital Business Solutions GmbH
Trebuser Str. 47, Haus 1
15517 Fürstenwalde

Phone: +49 (0)30 220 660 735
E-Mail: datenschutz(at) fp-sign.com

The controller is the natural or legal person who, alone or jointly with others, determines the purposes and means of the processing of personal data.