

Privacy Policy

1. Privacy at a glance

General Notes

The following information provides a simple overview of what happens to your personal data when you visit this website. Personal data is any data by which you can be personally identified. For detailed information on the subject of data protection, please refer to our data protection declaration listed below this text.

Who is responsible for data collection on this website?

The data processing on this website is carried out by the website operator. You can find the contact details of the website operator in the section "Notice on the responsible party" in this privacy policy.

How do we collect your data?

Your data is collected on the one hand by you providing it to us. This can be, for example, data that you enter in a contact form.

Other data is automatically collected by our IT systems when you visit the website. This is mainly technical data (e.g. internet browser, operating system or time of page view). The collection of this data takes place automatically as soon as you enter our website.

What do we use your data for?

Part of the data is collected to ensure error-free provision of the website. Other data may be used to analyze your user behavior.

What rights do you have regarding your data?

You have the right to receive information about the origin, recipient and purpose of your stored personal data free of charge at any time. You also have a right to request the correction or deletion of this data. If you have given your consent to data processing, you can revoke this consent at any time for the future. You also have the right to request the restriction of the processing of your personal data under certain circumstances. Furthermore, you have the right to lodge a complaint with the competent supervisory authority.

For this as well as for further questions on the subject of data protection, you can contact us at any time.

Third-party analytics and tools

When visiting our website, your surfing behaviour can be statistically evaluated. This is done mainly with so-called analysis programs.

For detailed information about these analytics programs, please see the privacy policy below.

2. Hosting and Content Delivery Networks (CDN)

External Hosting

This website is hosted by an external service provider (hoster). The personal data collected on this website is stored on the hoster's servers. This may include IP addresses, contact requests, meta and communication data, contract data, contact data, names, website accesses and other data generated via a website.

The hoster is used for the purpose of fulfilling the contract with our potential and existing customers (Art. 6 para. 1 lit. b DSGVO) and in the interest of a secure, fast and efficient provision of our online offer by a professional provider (Art. 6 para. 1 lit. f DSGVO).

Our hoster will only process your data to the extent necessary to fulfil its performance obligations and will follow our instructions in relation to such data.

We use the following hoster:

1&1 IONOS SE
Elgendorfer Str. 57
D-56410 Montabaur

3. General notes and mandatory information

Privacy

The operators of these pages take the protection of your personal data very seriously. We treat your personal data confidentially and in accordance with the statutory data protection regulations and this data protection declaration.

When you use this website, various personal data are collected. Personal data is data that can be used to identify you personally. This privacy policy explains what data we collect and what we use it for. It also explains how and for what purpose this is done.

We would like to point out that data transmission on the Internet (e.g. when communicating by e-mail) can have security gaps. A complete protection of the data against access by third parties is not possible.

Note on the responsible entity

The controller of the data processing on this website is:

Johannes Lambert - TEAMTACTIVES
Kutzbachstr. 15
D-54290 Trier

data-protection@teamtactives.com

+49 651 17045498

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 (e.g. names, e-mail addresses or similar).

Storage duration

Unless a more specific storage period has been mentioned within this privacy policy, your personal data will remain with us until the purpose for the data processing ceases to apply. If you assert a legitimate request for deletion or revoke consent for data processing, your data will be deleted unless we have other legally permissible reasons for storing your personal data (e.g. retention periods under tax or commercial law); in the latter case, the data will be deleted after these reasons cease to exist.

Note on data transfer to the USA and other third countries

Among other things, we use tools from companies based in the USA or other third countries that are not secure under data protection law. If these tools are active, your personal data may be transferred to these third countries and processed there. We would like to point out that no level of data protection comparable to that in the EU can be guaranteed in these countries. For example, US companies are obliged to hand over personal data to security authorities without you as a data subject being able to take legal action against this. It can therefore not be ruled out that US authorities (e.g. intelligence services) process, evaluate and permanently store your data located on US servers for monitoring purposes. We have no influence on these processing activities.

Revoke your consent to data processing

Many data processing operations are only possible with your explicit consent. You can revoke consent you have already given at any time. The legality of the data processing carried out until the revocation remains unaffected by the revocation.

Right to object to data collection in specific cases (Art. 21 GDPR)

In the case of data processing that is based on Art. 6(1)(f) DSGVO, you have the right to object to the processing of your Personal Data at any time on grounds relating to your particular situation; this also applies to profiling based on these provisions. If you object, we will no longer process your Personal Data concerned unless we can demonstrate compelling legitimate grounds for the processing which override your interests, rights and freedoms, or the processing is for the establishment, exercise or defence of legal claims (objection under Article 21(1) of the GDPR).

Right of appeal to the competent supervisory authority

In the event of a breach of the GDPR, data subjects shall have a right of appeal to a supervisory authority, in particular in the Member State of their habitual residence, place of work or the place of the alleged breach. The right of appeal shall be without prejudice to any other administrative or judicial remedy.

Right to data portability

You have the right to have data that we process automatically on the basis of your consent or in performance of a contract handed over to you or to a third party in a common, machine-readable format. If you request the direct transfer of the data to another controller, this will only be done insofar as it is technically feasible.

SSL or TLS encryption

This site uses SSL or TLS encryption for security reasons and to protect the transmission of confidential content, such as orders or inquiries that you send to us as the site operator. You can recognize an encrypted connection by the fact that the address line of the browser changes from "http://" to "https://" and by the lock symbol in your browser line.

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

Access, deletion and rectification

Within the framework of the applicable legal provisions, you have the right at any time to free information about your stored personal data, their origin and recipient and the purpose of data processing and, if applicable, a right to correction or deletion of this data. For this purpose, as well as for further questions on the subject of personal data, you can contact us at any time.

Right to restrict processing

You have the right to request the restriction of the processing of your personal data. For this purpose, you can contact us at any time. The right to restriction of processing exists in the following cases:

- If you dispute the accuracy of your personal data stored by us, we usually need time to verify this. For the duration of the verification, you have the right to request the restriction of the processing of your personal data.
- If the processing of your personal data happened/is happening unlawfully, you may request the restriction of data processing instead of erasure.
- If we no longer need your personal data, but you need it to exercise, defend or enforce legal claims, you have the right to request restriction of the processing of your personal data instead of erasure.
- If you have lodged an objection pursuant to Article 21(1) of the GDPR, a balance must be struck between your interests and ours. As long as it has not yet been determined whose interests prevail, you have the right to request the restriction of the processing of your personal data.

If you have restricted the processing of your personal data, such data may only be processed, apart from being stored, 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 substantial public interest of the European Union or a Member State.

4. Data collection on this website

Cookies

Our Internet pages use so-called "cookies". Cookies are small text files and do not cause any damage to your terminal device. They are stored either temporarily for the duration of a session (session cookies) or permanently (permanent cookies) on your end device. Session cookies are automatically deleted at the end of your visit. Permanent cookies remain stored on your end device until you delete them yourself or until they are automatically deleted by your web browser.

In some cases, cookies from third-party companies may also be stored on your terminal device when you enter our site (third-party cookies). These enable us or you to use certain services of the third-party

company (e.g. cookies for statistical analysis).

Cookies have various functions. Many cookies are technically necessary, as certain website functions would not work without them (e.g. the shopping cart function or the display of videos). Other cookies are used to evaluate user behavior or display advertising.

Cookies that are necessary to carry out the electronic communication process (necessary cookies) or to provide certain functions that you have requested (functional cookies, e.g. for the shopping cart function) or to optimise the website (e.g. cookies to measure the web audience) are stored on the basis of Art. 6 (1) lit. f DSGVO, unless another legal basis is specified. The website operator has a legitimate interest in storing cookies for the technically error-free and optimized provision of its services. Insofar as consent to the storage of cookies has been requested, the storage of the cookies in question is based exclusively on this consent (Art. 6 para. 1 lit. a DSGVO); consent can be revoked at any time.

You can set your browser so that you are informed about the setting of cookies and only allow cookies in individual cases, exclude the acceptance of cookies for certain cases or in general and activate the automatic deletion of cookies when closing the browser. If cookies are deactivated, the functionality of this website may be limited.

Insofar as cookies are used by third-party companies or for analysis purposes, we will inform you separately about this within the scope of this data protection declaration and, if necessary, request your consent.

We distinguish three categories: **necessary cookies**, which are required to operate the website and cannot be declined, **statistics cookies** for measuring and improving usage, and **marketing cookies** for advertising purposes. Statistics and marketing can be selected independently of each other and are disabled by default; they are only set after your explicit consent. You can change or fully revoke your selection at any time via the cookie settings.

Information on the individual cookies queried as well as their storage duration can be found under the cookie settings.

Server log files

The provider of the pages automatically collects and stores information in so-called server log files, which your browser automatically transmits to us. These are:

- browser type and version
- operating system used
- referrer URL
- hostname of accessing computer
- time of server request
- IP address

No merging of this data with other data sources will be performed.

The collection of this data is based on Art. 6 para. 1 lit. f DSGVO. The website operator has a legitimate interest in the technically error-free presentation and optimisation of its website – for this purpose, the server log files must be collected.

Request by e-mail or telephone

If you contact us by e-mail or telephone, your inquiry including all resulting personal data (name, inquiry) will be stored and processed by us for the purpose of processing your request. We will not pass on this data without your consent.

The processing of this data is based on Art. 6 (1) lit. b DSGVO if your request is related to the performance of a contract or is necessary for the performance of pre-contractual measures. In all other cases, the processing is based on our legitimate interest in the effective handling of requests addressed to us (Art. 6 (1) (f) DSGVO).

The data you send to us via contact requests will remain with us until you request us to delete it, revoke your consent to store it or the purpose for storing the data no longer applies (e.g. after we have completed processing your request). Mandatory statutory provisions – in particular statutory retention periods – remain unaffected.

E-mail after you complete your tour

Once you have completed a tour booked with us, we send a single e-mail to the address you provided when booking. In it we ask you for a review and introduce other tours from our range; it may include a personal discount code.

The legal basis is our legitimate interest in direct marketing to existing customers (Art. 6 (1) (f) GDPR in conjunction with Section 7 (3) of the German Unfair Competition Act, UWG). We obtained your e-mail address in connection with the sale of a tour and use it exclusively to advertise our own, similar services.

You may object to this use at any time, at no cost beyond the transmission costs at basic rates.

Every one of these e-mails contains an unsubscribe link for this purpose; an informal message to us is equally sufficient. Following an objection we store your e-mail address on a suppression list so that we can reliably exclude you from further marketing e-mails. E-mails required to process your booking (booking confirmation, invoice, cancellation) will continue to reach you regardless.

5. Analytics tools

Google Analytics

This website uses functions of the web analytics service Google Analytics. Provider is Google Ireland Limited ("Google"), Gordon House, Barrow Street, Dublin 4, Ireland.

Google Analytics enables the website operator to analyse the behaviour of website visitors. In doing so, the website operator receives various usage data, such as page views, duration of visit, operating systems used and origin of the user. This data may be summarised by Google in a profile that is assigned to the respective user or their end device.

Furthermore, we may record Google Analytics, among other things, your mouse and scroll movements and clicks. Further, Google Analytics uses various modeling approaches to augment the data sets it collects and uses machine learning technologies in its data analysis.

Google Analytics uses technologies that enable the recognition of the user for the purpose of analysing user behaviour (e.g. cookies or device fingerprinting). The information collected by Google about the use of this website is usually transferred to a Google server in the USA and stored there.

The use of this analysis tool is based on Art. 6 (1) lit. f DSGVO. The website operator has a legitimate interest in analysing user behaviour in order to optimise both its website and its advertising. Insofar as a corresponding consent has been requested (e.g. consent to the storage of cookies), the processing is carried out exclusively on the basis of Art. 6 (1) lit. a DSGVO; the consent can be revoked at any time.

The data transfer to the USA is based on the standard contractual clauses of the EU Commission. Details can be found here:

<https://privacy.google.com/businesses/controllerterms/mccs/>.

Google Consent Mode

This website uses Google Consent Mode. This technology allows us to inform Google about the consent status of our visitors. When you visit our website, Google tags are loaded with all data collection disabled by default. Only after you give your consent via our cookie banner will Google be permitted to collect and process data. If you do not consent, Google receives anonymised, cookieless signals that do not allow any personal identification. This ensures that your privacy preferences are respected across all Google services used on this website.

Opt-out

You can revoke your consent to data collection at any time via the cookie settings on our website.

Additionally, you can prevent the collection of your data by Google by downloading and installing the browser plugin available at the following link:

<https://tools.google.com/dlpage/gaoptout?hl=de>.

For more information on how Google Analytics handles user data, see Google's privacy policy:

<https://support.google.com/analytics/answer/6004245?hl=de>.

Order Processing

We have concluded an order processing contract with Google and fully implement the strict requirements of the German data protection authorities when using Google Analytics.

Google Analytics Demographics

This website uses the "demographic characteristics" feature of Google Analytics in order to display suitable advertisements to website visitors within the Google advertising network. This allows reports to be generated that include statements about the age, gender and interests of site visitors. This data comes from interest-based advertising from Google as well as visitor data from third-party providers. This data cannot be attributed to any specific person. You can deactivate this function at any time via the ad settings in your Google account or generally prohibit the collection of your data by Google Analytics as shown in the item "Objection to data collection".

Google Analytics E-Commerce Tracking

This website uses the "e-commerce tracking" feature of Google Analytics. With the help of e-commerce tracking, the website operator can analyse the purchasing behaviour of website visitors in order to improve its online marketing campaigns. This involves recording information such as orders placed, average order values, shipping costs and the time from viewing to purchasing a product. This data can be aggregated by Google under a transaction ID that is assigned to the respective user or their device.

Google Ads

This website uses Google Ads, a service provided by Google Ireland Limited ("Google"), Gordon House, Barrow Street, Dublin 4, Ireland. Google Ads enables us to display advertisements in Google search results and on third-party websites.

When you consent to the use of advertising cookies, Google may set cookies to measure conversions and to serve interest-based advertisements. Your website activity may be linked to the information of your Google account if you are signed in to Google, in order to improve audiences, bidding strategies, performance, and conversion analysis.

You can view and delete this data at any time via Google's "My Activity" at <https://myactivity.google.com>.

The use of Google Ads is based on your consent pursuant to Art. 6 (1) lit. a DSGVO. You can revoke your consent at any time via the cookie settings on our website.

Enhanced conversions in Google Ads

If you have consented to marketing cookies, we use the "enhanced conversions" feature of Google Ads. It serves to attribute a completed purchase to the preceding ad click more reliably, even where cookie-based attribution is not possible.

For this purpose, the order details you provided are passed to the Google tag on the confirmation page after a booking or voucher purchase: your email address and – where provided – first and last name, street, postal code, and city. These details are normalized and cryptographically hashed (SHA-256) by the Google tag while still in your browser, before being transmitted to Google. Google therefore does not receive plain-text details but hash values, which Google matches against hash values from its own data in order to attribute a conversion.

The legal basis is exclusively your consent pursuant to Art. 6 (1) lit. a DSGVO. Without consent to marketing cookies, no advertising-related processing of this data takes place. You can revoke your consent at any time via the cookie settings; the lawfulness of processing carried out until revocation remains unaffected. Independently of this, we process the details themselves in order to fulfil your booking (Art. 6 (1) lit. b DSGVO).

Storage duration

User and event level data stored by Google that is linked to cookies, user identifiers (e.g. User ID) or advertising IDs (e.g. DoubleClick cookies, Android advertising ID) will be anonymised or deleted after 2 months. Details on this can be found under the following link:

<https://support.google.com/analytics/answer/7667196?hl=de>

6. Plugins & Tools

Google Web Fonts (Local Hosting)

This page uses so-called web fonts provided by Google for the uniform display of fonts. The Google Fonts are installed locally. A connection to Google servers does not take place.

For more information about Google Web Fonts, please visit <https://developers.google.com/fonts/faq> and in Google's privacy policy: <https://policies.google.com/privacy?hl=de>.

Font Awesome (Local Hosting)

This site uses Font Awesome for consistent font rendering. Font Awesome is installed locally. A connection to servers of Fonticons, Inc. does not take place.

For more information about Font Awesome, see the Font Awesome privacy policy at:

<https://fontawesome.com/privacy>.

7. eCommerce and Payment Providers

Processing of data (customer and contract data)

We collect, process and use personal data only to the extent that they are necessary for the establishment, content or modification of the legal relationship (inventory data). This is done on the basis of Art. 6 (1) lit. b DSGVO, which permits the processing of data for the performance of a contract or pre-contractual measures. We collect, process and use personal data about the use of this website (usage data) only insofar as this is necessary to enable the user to use the service or to charge for it.

The collected customer data will be deleted after completion of the order or termination of the business relationship. Legal retention periods remain unaffected.

Data transmission upon conclusion of contract for online shops, merchants and dispatch of goods

We transmit personal data to third parties only if this is necessary in the context of the contract, for example to the companies entrusted with the delivery of the goods or the credit institution entrusted with the payment processing. A further transmission of the data does not take place or only if you have expressly agreed to the transmission. Your data will not be passed on to third parties without your express consent, e.g. for advertising purposes.

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

Data transmission upon conclusion of a contract for services and digital content

We transmit personal data to third parties only if this is necessary in the context of the contract processing, for example to the credit institution commissioned with the payment processing.

A further transmission of the data does not take place or only if you have expressly consented to the transmission. Your data will not be passed on to third parties without your express consent, for example for advertising purposes.

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

Payment services

We integrate third-party payment services on our website. When you make a purchase from us, your payment data (e.g. name, payment amount, account details, credit card number) are processed by the payment service provider for the purpose of payment processing. For these transactions, the respective contract and data protection provisions of the respective providers apply. The payment service providers

are used on the basis of Art. 6 para. 1 lit. b DSGVO (contract processing) and in the interest of a smooth, convenient and secure payment process (Art. 6 para. 1 lit. f DSGVO). Insofar as your consent is requested for certain actions, Art. 6 para. 1 lit. a DSGVO is the legal basis for data processing; consents can be revoked at any time for the future.

The following payment service / payment service provider we use within this website:

Mollie

Provider of this payment service is Mollie B.V., Keizersgracht 126, 1015CW Amsterdam, The Netherlands (hereinafter "Mollie"). With the help of Mollie, we can integrate various payment methods on our website. For details, please refer to the privacy policy of Mollie: <https://www.mollie.com/de/privacy>.