

## **Data protection controller**

The person responsible for data collection and data processing is

Volker Bischoff Coaching, Volker Bischoff, Else-Lang-Strasse 13-15, 50858 Cologne, Germany

## **Information on data collection/data processing in accordance with Article 13/14 GDPR (EU General Data Protection Regulation)**

1. The person responsible for data collection and data processing is

Volker Bischoff Coaching, Volker Bischoff, Else-Lang-Strasse 13-15, 50858 Cologne, Germany

2. Collection and storage of personal data as well as type and purpose and their use

We collect the following data (depending on the individual case) directly from you:

- Salutation, first name, last name,
- E-mail address,
- Address,
- Telephone number (landline and/or mobile)
- Other personal data that arises from the coach client conversation  
Be it via the website of Volker Bischoff Coaching, telephone, e-mail, online video tools (alfaview), or in personal contact

Normally, your personal data is only collected directly by us. In theory, personal data can also come from public sources (e.g. LinkedIn profile...), provided that the processing of this data is permitted. Theoretically, personal data can also be transmitted to us by other companies. Depending on the individual case, we store such personal data for the contractual or pre-contractual obligations. If personal data is not collected directly by us, you will be informed immediately.

We collect your data for the purpose of:

- The execution of the contract
- The fulfillment of our contractual and pre-contractual obligations

The data collection and data processing is necessary for the execution of the contract and is based on Article 6 para. 1 b) GDPR, as well as GDPR Article 9 para. 2 lit. a GDPR, provided that special data categories are processed in accordance with Art. 9 para. 1 GDPR.

In the case of expressed consent to the transfer of personal data to third countries, data processing is also carried out on the basis of Art. 49 para. 1 lit. a GDPR.

If your data is necessary for the fulfillment of the contract or for the implementation of pre-contractual measures, we process your data on the basis of Art. 6 para. 1 lit. b GDPR. Furthermore, we process your data if they are necessary to fulfill a legal obligation on the basis of Art. 6 para. 1 lit. c GDPR. Data processing can also be carried out on the basis of our legitimate interest in accordance with Art. 6 para. 1 lit. f GDPR.

Insofar as we have obtained your consent for the processing of personal data, Art. 6 para. 1 lit. a EU General Data Protection Regulation (GDPR), as well as GDPR Article 9 para. 2 lit. a GDPR serves as the legal basis.

### 3. Transfer of data to third parties

A transfer of your personal data to third parties for purposes other than the ones listed below does not take place.

Insofar as this is necessary in accordance with Art. 6 para. 1 sentence 1 lit. b GDPR for the processing of the contractual relationship with you, your personal data will be passed on to third parties. Recipients of the data are public bodies that receive data due to legal regulations (e.g. Social security institutions, tax authorities), internal bodies involved in the execution of the respective business processes (personnel administration, accounting, banking institutions/ payment service providers, accounting, customer service, marketing, sales), in the case of shipping products to the transport company/shipping company commissioned by us, contractual partners, business partners as far as the statutory provisions require or allow it.

Your personal data collected by us will not be passed on by us to third countries or international organizations.

### 4. Your rights

You have the right:

- In accordance with Art. 7 para. 3 GDPR, to revoke your consent once given to us at any time. As a result, we are no longer allowed to continue the data processing based on this consent for the future;
- In accordance with Art. 15 GDPR to request information about your personal data processed by us. In particular, you can request information about the processing purposes, the category of personal data, the categories of recipients to whom your data has been or will be disclosed, the planned storage period, the existence of a right to rectification, deletion, restriction of processing or objection, the existence of a right of appeal, the origin of your data, if they have not been collected from us, as well as the existence of automated decision-making including profiling and, if necessary, meaningful information on their details;
- In accordance with Art. 16 GDPR, to immediately request the correction of incorrect or completion of your personal data stored by us;
- In accordance with Art. 17 GDPR, to request the deletion of your personal data stored by us, unless the processing is necessary to exercise the right to freedom of expression and information, to fulfill a legal obligation, for reasons of public interest or to assert, exercise or defend legal claims;
- In accordance with Art. 18 GDPR, to demand the restriction of the processing of your personal data, insofar as the accuracy of the data is disputed by you, the processing is unlawful, but you refuse to delete it and we no longer need the data, but you need it to assert, exercise or defend legal claims or you have objected to the processing in accordance with Art. 21 GDPR;
- In accordance with Art. 20 GDPR, to receive your personal data that you have provided to us in a structured, common and machine-readable format or to request the transmission to another person responsible and
- To complain to a supervisory authority in accordance with Art. 77 GDPR. As a rule, you can contact the supervisory authority of your usual place of residence or workplace or our company

headquarters. You also have the right to call the Federal Commissioner ([https://www.bfdi.bund.de/DE/Service/Kontakt/kontakt\\_node.html](https://www.bfdi.bund.de/DE/Service/Kontakt/kontakt_node.html) or [https://www.bfdi.bund.de/EN/Service/Kontakt/kontakt\\_node.html](https://www.bfdi.bund.de/EN/Service/Kontakt/kontakt_node.html)).

## 5. Routine deletion and blocking of personal data

We process and store your personal data only for the period necessary to achieve the purpose of storage or if this has been provided for by the European legislator or another legislator in laws or regulations to which the controller is subject.

If the purpose of storage no longer applies or a storage period prescribed by the European legislator or another competent legislator expires, the personal data will be routinely deleted and in accordance with the statutory provisions.

## 6. Right of objection and revocation, request for information, deletion and correction

You have the possibility at any time to revoke your consent to the processing of personal data with effect for the future and to have your personal data deleted or changed. If the data is necessary for the fulfillment of the contract or for the implementation of pre-contractual measures, premature deletion of the data is only possible unless contractual or legal obligations preclude deletion.

Requests for information, correction and deletion as well as the revocation or objection to the further use of the data any consents given to us can be declared informally as follows:

By post:

Else-Lang-Strasse 13-15

50858 Cologne, Germany

By e-mail: [info@vbischoff-coaching.de](mailto:info@vbischoff-coaching.de)

## 7. Audio and video conferences

Data processing: For communication with our customers, we use online conference tools, among other things. The tools we use in detail are listed below. If you communicate with us via video or audio conference via the Internet, your personal data will be collected and processed by us and the provider of the respective conference tool. The conference tools collect all data that you provide/use to use the tools (e-mail address and/or your telephone number). Furthermore, the conference tools process the duration of the conference, the beginning and end (time) of participation in the conference, number of participants and other "context information" in connection with the communication process (metadata). Furthermore, the provider of the tool processes all technical data necessary to process online communication. This includes in particular IP addresses, MAC addresses, device IDs, device type, operating system type and version, client version, camera type, microphone or speaker as well as the type of connection. If content is exchanged, uploaded or otherwise provided within the tool, it is also stored on the servers of the tool providers. Such content includes, in particular, cloud recordings, chat/instant messages, voicemails uploaded photos and videos, files, whiteboards and other information shared during the use of the service. Please note that we do not have full influence on the data processing operations of the tools used, in particular not the transfer of personal data, third countries, or international organizations. Our possibilities are largely based on the company policy of the respective provider. Further information on data processing by the conference tools can be found in the data protection declarations of the respective tools used, which we have listed under this text.

**Purpose and legal basis:** The conference tools are used to communicate with prospective or existing contractual partners or to offer certain services to our customers (Art. 6 para. 1 lit. b GDPR). Furthermore, the use of the tools serves the general simplification and acceleration of communication with us or our company (legitimate interest within the meaning of Art. 6 para. 1 lit. f GDPR). If consent has been requested, the use of the relevant tools is based on this consent; the consent can be revoked at any time with effect for the future.

**Storage period:** The data collected directly by us via the video and conference tools will be deleted from our systems as soon as you request us to delete it, revoke your consent to storage or the purpose for data storage no longer applies. Stored cookies remain on your device until you delete them. Mandatory legal retention periods remain unaffected. We have no influence on the storage period of your data, which is stored by the operators of the conference tools for their own purposes. For details, please contact the operators of the conference tools directly.

We use the following conference tools: Alfaview, 100% GDPR compliant and certified (further information: <https://alfaview.com/de/dataprotection/>)

### **Special data protection information when using alfaview:**

#### Data processing during the setup and use of the video conferencing platform alfaview

Alfaview is a video conferencing platform through which people in virtual rooms can communicate live via video and audio. alfaview also enables the sharing of screen content, short messages via chat and integrated user management as part of the audiovisual meetings. Guests can be conveniently invited by e-mail via the alfaview platform and participate in the online meeting via their personal guest link. The alfaview website offers possibilities for registration, user and room management. An alfaview room can be entered from here. The alfaview client is a downloadable application for desktop computers and mobile devices used to conduct alfaview meetings. It can be downloaded directly from the alfaview website or from various app stores.

Alfaview GmbH is used as a processor in accordance with Art. 28 GDPR for the person responsible.

#### **A.) Data processing as part of the download of the alfaview app**

As part of the download of the app, required data is transmitted to the provider of the respective app store. This may include in particular the e-mail address, the user name, the customer number of the account, the time of download, payment information and the individual device identification number.

The provider of the app store is solely responsible for the type, scope and duration of the data processing by the provider of the app store; in this regard, its data protection information applies.

#### **B.) Information on data processing to create and delete your alfaview user account**

To create your account, it is necessary to process your name and e-mail address and, if you use alfaview as part of your professional activity, your employer. The data is collected from yourself or from your employer. In addition, your e-mail address may be collected by an alfaview user, who can invite you to use alfaview via a link. The legal basis for data processing in the context of the use of alfaview is §26 para. 1 BDSG (if you use alfaview in a professional context as an employee) or Art. 6 para. 1 sentence 1 lit. f GDPR (in all other cases). If communication partners also create a user account, the data processing of this data takes place on the basis of Art. 6 para. 1 sentence 1 lit. f GDPR. A user account is generally deleted by alfaview 30 days after the end of the contract. If you use a free permanent account, if you only use the account to a small extent, you will be asked after twelve months whether you want to maintain the account. If you do not respond to this, your account will be deleted 30 days after this request. If you give feedback that you no longer want to use the account, the account will also be deleted after 30 days.

### C.) Registration and participation in real-time events

As part of the participation in real-time events, data such as audio data, video and chat content are automatically processed with the use. Audio, video and text content processed as part of the use of the service is not stored beyond the end of a real-time event. You can within a "Company" or Institution search for other people who are logged in at the time of the search. Other logged-in people within the company/institution can also search for your account. The user who starts the search query can find out in which virtual space you are in. The searcher only has access to usernames and the presence in virtual rooms for which the searcher was authorized by the administrator. The legal basis for the processing of personal data arising in the context of participation in a real-time event is §26 para. 1 BDSG (if you use alfaview in a professional context as an employee) or Art. 6 para. 1 sentence 1 lit. f GDPR (in all other cases). Personal data of other participants of a real-time event (e.g. communication partners, other third parties) or of personal data of third parties exchanged by the participants in the real-time event will be processed on the basis of Art. 6 para. 1 sentence 1 lit. f GDPR.

### D.) Access permissions in the context of the use of alfaview

Depending on the extent to which you want to use the software/app, it is necessary to grant access (or sharing) to your own webcam, microphone and/or your own screen or parts of the screen in the application, so that the participants in the real-time event have access to the content you have shared. It is possible to manage the access authorization individually, so that only one access authorization for selected content (e.g. also only for selected applications on the screen). The content (audio, video or text data) is transmitted encrypted within the real-time events as part of the use of alfaview, so that only the participants of the real-time event have access to this data. This means that third parties cannot access the data from outside the virtual meeting room.

### E.) Log files/log data

Log files are automatically created. They are generated by the alfaview servers and the alfaview client. When using alfaview, log files are processed automatically. These include in particular:

- IP address of the PC or mobile device
- Date and time of access
- Operating system of your PC or mobile device
- Language settings
- Duration of the meeting
- Information about the use of a webcam, headset or microphone
- Relevant details about the system configuration (e.g. B.: Graphics card, sound card, driver version)

This data is processed by alfaview GmbH as the operator of the alfaview application in order to be able to provide you with the service within the framework of the legitimate interest (Art. 6 para. 1 sentence 1 lit. f GDPR). The processing is carried out for the following purposes:

- To be able to detect and correct errors
- In order to detect and react to misuse as well as security-relevant events, legal violations or technical problems (i.e. for system monitoring) as well as
- In order to be able to continuously improve the service.

The data will only be stored for as long as this is necessary to fulfill the aforementioned purposes. In principle, the data will be deleted after eight weeks at the latest.

#### F.) Recipients of the personal data

For the operation of alfaview, alfaview GmbH may also grant bodies access to personal data in order to enable the operation of the application. This can be service providers and vicarious agents (e.g. Data center operators, hosting service providers, service providers in first-level support), who act on behalf and/or have been obliged to confidentially process the data. Furthermore, data is partly transmitted to alfatraining Bildungszentrum GmbH, especially when employees of alfatraining Bildungszentrum GmbH process log files as part of the diagnosis and support. If you use alfaview language translation services as part of the use of alfaview language translation services, the data will be processed in accordance with Google's privacy policy and terms of use (<https://policies.google.com/?HI=de>). The controller or alfaview GmbH have no influence on the type, scope and purpose of the processing by the provider.

#### Order processing

We have concluded a contract for order processing (AVV) with alfaview GmbH to use the above-mentioned service. This is a contract prescribed by data protection law, which ensures that it only processes the personal data in accordance with our instructions and in compliance with the GDPR.

#### Other

Please note that we do not have full influence on the data processing operations of the alfaview tool, in particular not the transfer of personal data, possibly to third countries, or international organizations. Our possibilities are largely based on the company policy of the respective provider. For further details on their data protection, please refer to the alfaview GmbH Data Protection Guidelines (<https://alfaview.com/de/dataprotection/> and <https://alfaview.com/de/privacy/>), which you automatically agree to by agreeing to this privacy policy. In addition, when using alfaview, you automatically agree to the alfaview Terms and Conditions.

#### 8. Miscellaneous

Only the German version of this data protection/data privacy statement is binding, the English version serves for additional information. In addition, by agreeing to this privacy policy, you also agree to the privacy policy on: <https://www.vbischoff-coaching.de/datenschutzerklärung-privacy-policy/>.