

Data protection information for using our online shop

Description and scope of data processing

On our website we operate an online shop (<https://www.shop-graphite.com/de>)

When ordering goods in our online shop, you can either shop as a visitor or register with us using an online account. By registering via an online account, your data is entered into the shop system, transmitted to us and stored there. Data transmission is secure using SSL encryption.. Except for the execution of contracts, no data will be forwarded to third parties.

Data, collected during an online order is transferred as inventory data to a customer account in our merchandise management system, stored and used for future orders and to manage the customer relationship.

The following data is collected during the ordering process:

Mandatory fields are:

- First and last name
- Address (Street, house number, postal code, town, country)
- Email address
- Telephone number
- Payment method

You may optionally provide:

- Company name incl. VAT ID number and responsible contact person with first and last name
- Alternative delivery address and address suffix
- Phone and fax numbers
- Date of Birth
- Bank details, IBAN

When ordering via the online account, the following data will also be stored at this time:

- The user's IP address
- Date and time of order

Online order as visitor (without registration)

The data mandatory for the order are processed online only for the completion of your order process.

Register an online account

If you create an online account with us, the aforementioned data will be stored in the online system as far as you provide it and we record and process the following additional data:

- User name
- Password for your online account

After registration, you can access your online account at any time by providing your username/e-mail address and password.

You can view your current order status, edit your data (e.g. account data, postal address), change your password and delete your online account via the link "Delete online account". By deleting the online account, your registration (login) and all data collected during registration are deleted in the online system.

Legal basis for data processing

Registration and the creating of a customer account and the processing of the data collected during an order serve to fulfil a contract to which the user is a contracting partner or to implement pre-contractual measures. The legal basis for the processing of data is Article 6(1)(b) GDPR

If your data is used for the mailing of postal advertising, the legal basis is Art. 6(1)(f) GDPR.

Consideration point for the balancing decision to be taken is inter alia recital 47 /GDPR "The processing of personal data for the purpose of direct marketing may be considered as being a processing activity of a legitimate interest."

Purpose of data processing

The purpose of processing is to perform pre-contractual measures or to fulfil a contract with the user if the user wants to place his order via the internet. The process of fulfilling a sales contract also includes the dispatch of the purchased items to the postal address as well as the treatment of complaints, if necessary.

Duration of storage

The data are deleted as soon as they are no longer required for the purpose of their collection or if you delete them yourself, i.e. if the data are no longer required for the fulfilment of a contract.

Even after the completion of a contract, it may be required to store personal data of the contractual partner in order to fulfil contractual or legal obligations.

Long-term obligations require the storage of personal data in the customer account during the term of the contract (e.g. warranty periods, retention periods).

Long-term obligations require the storage of personal data in the customer account during the term of the contract. In addition, warranty periods must be respected and the storage of data due to retention periods.

Right to object and right to rectification

Registered users have the right to cancel their registration in the online shop at any time. At any time you can erase or modify the data stored about you or have it erased or modified.

You can use the " delete online account " link to delete your online account. When you delete your online account, your registration (login) and all data collected during registration are deleted from the online system.

If data are necessary for the fulfilment of a contract or for the pre-contractual implementation of measures, a premature deletion of data in the customer account (merchandise management system) is only possible if there are no contractual or legal obligations to the contrary.