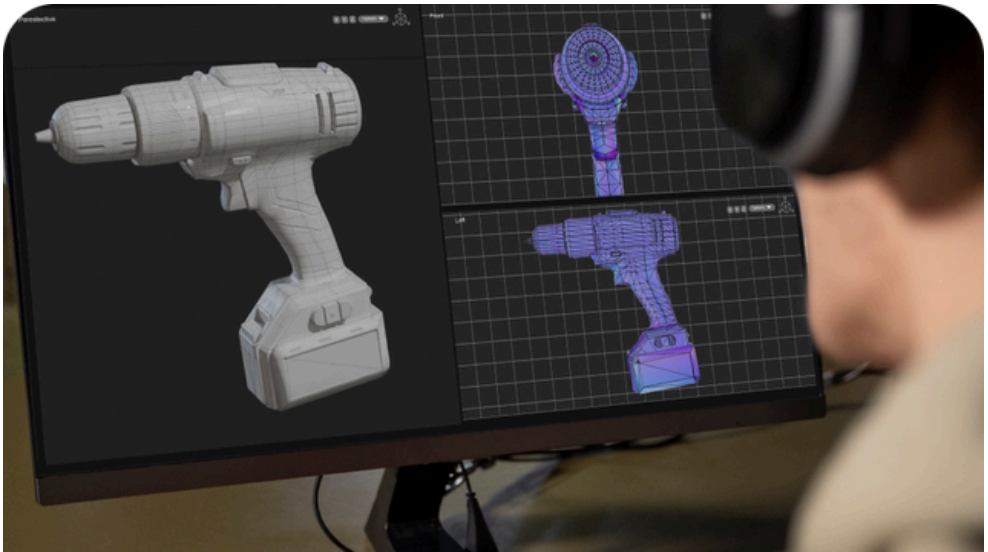
ONLINE 3D PRINTEN

Privacy Policy

3 August 2026



Nißlstraße 24 / 6 / 29
4040 Linz
Austria
FN 681431f, Regional Court Linz
VAT ID: ATU83435436

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1. Controller

Language note: This is a convenience translation of the German-language Datenschutzerklärung. In the event of any discrepancy, the German version prevails.

The controller within the meaning of the General Data Protection Regulation (GDPR, Regulation (EU) 2016/679) is:

Online 3D Drucken e.U.
trading under the brand Online 3D Drucken
Nißlstraße 24 / 6 / 29
4040 Linz, Austria

Owner: Marius Van Griensven
Commercial register number: FN 681431f
Register court: Regional Court Linz
VAT ID: ATU83435436
E-mail for data protection enquiries: info@online-3d-drucken.de

“Online 3D Drucken” is a brand of Online 3D Drucken e.U. and not a separate company. No data protection officer has been appointed; the statutory conditions for such an appointment are not met.

2. Scope

1. This Privacy Policy applies to the processing of personal data in connection with our web shop online-3d-drucken.de, the placing and handling of orders, the use of a customer account, the uploading of customer files and communication with us.
2. Where processing requires your consent, this is obtained separately. Mere use of our services does not constitute consent.
3. This policy does not cover data processing on external websites to which we merely link.

3. General Data Protection Principles

1. We process personal data lawfully, fairly and in a manner that is transparent to the data subject (Art. 5 GDPR).
2. We collect data only for specified, explicit and legitimate purposes and do not process it in a manner incompatible with those purposes. In particular, order data is not reused without a separate legal basis for unrelated advertising, portfolio publication, AI training or product development.
3. We limit processing to what is necessary for the relevant purpose (data minimisation).
4. We take appropriate measures to ensure that inaccurate data is rectified or erased.
5. We store personal data only for as long as is necessary for the purposes or as required by statutory retention obligations.
6. We protect personal data by means of appropriate technical and organisational measures.

4. Legal Bases for Processing

Depending on the processing, we rely on the following legal bases:
– contract or pre-contractual measures (Art. 6(1)(b) GDPR) – e.g. orders, customer account, support;
– legal obligation (Art. 6(1)(c) GDPR) – e.g. tax and accounting retention;
– legitimate interest (Art. 6(1)(f) GDPR) – e.g. security, fraud prevention, legal claims, existing-customer marketing within the statutory framework;
– consent (Art. 6(1)(a) GDPR) – e.g. newsletter to prospects, non-essential cookies and tracking.

Overview of the main processing operations (purpose – typical data – legal basis – recipients):
Provision of the website – IP address, browser, log data – legitimate interest – Vercel, Laravel Cloud/AWS
Security and fraud prevention – IP address, event and device data – legitimate interest – hosting; Mollie
Shopping cart – session ID, products, settings – pre-contractual steps / technically necessary storage – own platform (hosting)
Customer account – name, e-mail, login data, order history – contract – hosting (Vercel, Laravel Cloud/AWS)
Order fulfilment – name, address, products, specifications – contract – hosting; shipping providers
Payment – transaction ID, amount, payment status – contract – Mollie
Invoicing and accounting – identity, invoice and payment data – legal obligation – FreeFinance, bank, tax adviser, tax authorities

4. Legal Bases for Processing (continued)

Overview of the main processing operations (continued):

Delivery – name, address, contact and parcel data – contract – shipping providers

Support and complaints – messages, images, order data – contract / legitimate interest – Brevo

Customer files / custom orders – STL and CAD files, images, text, specifications – contract – cloud storage (Cloudflare R2)

Newsletter (prospects) – e-mail, evidence of consent – consent – Brevo

Existing-customer marketing – e-mail, product category – § 7(3) UWG (where all conditions are met) – Brevo

Reviews – name/pseudonym, review, order verification – legitimate interest or consent – Trustpilot, Google

Analytics / reach measurement – identifiers, pages, events, device data – consent – PostHog

Advertising – identifiers, behaviour, campaign data – consent – Google Ads

Consent records – selection, timestamp, banner version – legal obligation / legitimate interest – own consent management

We do not rely on consent where the processing is in fact necessary for the performance of the contract or for compliance with legal obligations.

5. Hosting and Server Log Files

1. Our website is hosted by a service provider (Vercel and Laravel Cloud, operating on Amazon Web Services) which processes personal data on our behalf.
2. When the website is accessed, log data is processed for technical reasons, in particular IP address, date and time, resource accessed, referrer, browser type and operating system.
3. The legal basis is our legitimate interest in providing a secure, stable and functioning website (Art. 6(1)(f) GDPR).
4. Log data is stored only for a short, proportionate period, and for longer in the event of security incidents where necessary for investigation.

6. Data Security

We take appropriate technical and organisational measures to protect personal data against unauthorised access, loss and misuse (Art. 32 GDPR), in particular encryption of website transmission (HTTPS), access restrictions based on the principle of least privilege, multi-factor authentication for administrative access, secure storage of customer files, and defined backup and deletion procedures. Passwords are stored exclusively as secure hash values. For security reasons, no exploitable technical details are disclosed here.

7. Contacting Us

1. If you contact us via a contact form, by e-mail or by telephone, we process the details you provide in order to handle your enquiry.
2. Fields marked as mandatory are required for processing; without them we cannot deal with the enquiry.
3. The legal basis is pre-contractual steps or performance of the contract (Art. 6(1)(b) GDPR) or our legitimate interest in responding to enquiries (Art. 6(1)(f) GDPR).

8. Customer Account

1. You can place an order as a guest or via a customer account; creating an account is optional.
2. In the customer account we process in particular your name, e-mail address, login data and order history. Passwords are not stored in plain text.
3. The legal basis is the contract for the use of the account (Art. 6(1)(b) GDPR).
4. You can have your account deleted at any time. Order and invoice data subject to statutory retention obligations remains stored until the retention periods expire and is blocked from further use.

9. Orders and Contract Performance

1. To process orders we handle in particular your name, billing and delivery address, e-mail address, telephone number where applicable, products ordered, individual specifications, order history, payment status and complaint data.
2. The legal bases are the contract (Art. 6(1)(b) GDPR), legal obligations regarding invoicing, tax and accounting (Art. 6(1)(c) GDPR), and our legitimate interest in security, fraud prevention and the assertion of legal claims (Art. 6(1)(f) GDPR).
3. Providing this data is necessary for concluding the contract; without it the order cannot be processed.

10. Payments

1. Payments are processed via the payment service providers offered during the ordering process (Mollie).
2. You normally enter payment data directly into the payment service provider's secure interface. As a rule, we store only the transaction identifier, payment status, amount, payment method and the masked details transmitted by the provider.
3. We do not store complete payment card data. Saving a payment method for later purchases is not enabled by default and is explained separately.
4. The legal basis is the contract (Art. 6(1)(b) GDPR) and our legitimate interest in fraud prevention (Art. 6(1)(f) GDPR).

11. Delivery

1. For delivery, we transmit your name, delivery address and the necessary contact and parcel data to the shipping provider engaged in each case, which we select on a case-by-case basis.
2. The legal basis is the contract (Art. 6(1)(b) GDPR).
3. A telephone number is transmitted only where it is necessary for delivery or delivery notification.

12. Customer Support and Complaints

1. In connection with support and complaints, we process your messages, any images you transmit and the associated order data.
2. The legal basis is the contract (Art. 6(1)(b) GDPR) or our legitimate interest in handling enquiries and in asserting or defending legal claims (Art. 6(1)(f) GDPR).
3. E-mail and support messages are processed via Brevo.

13. Customer Files and Custom Orders

1. For custom orders we process the files and details you upload, in particular STL and CAD files, drawings, photographs, logos, names and inscriptions, building plans, dimensions, approvals and correction comments.
2. The purpose is review, preparation, manufacture, quality assurance and storage in connection with your order. The legal basis is the contract (Art. 6(1)(b) GDPR).
3. Access is limited to the persons required for order fulfilment and follows the principle of least privilege. Storage takes place with our cloud storage provider Cloudflare (Cloudflare R2).
4. We do not automatically use customer files for portfolios, advertising, social media posts, resale, AI training, design libraries or unrelated product development. For portfolio or promotional use we obtain separate consent.
5. Where a quotation is declined, files are deleted a short period after the quotation expires, provided no order is placed.
6. Please do not include unnecessary sensitive information in uploaded files.

14. Newsletter and Direct Marketing

1. We send a newsletter to prospects only where they have expressly consented. Consent is separate from acceptance of the GTC and is not pre-selected.
2. We use a double opt-in procedure for confirmation. The legal basis is your consent (Art. 6(1)(a) GDPR in conjunction with § 7(2) UWG).
3. E-mail marketing to existing customers takes place only where all conditions of § 7(3) UWG are met: the address was obtained in connection with a sale, the marketing concerns our own similar goods, you have not objected, and you were clearly informed at the time of collection and in every message that you may object at any time free of charge, apart from basic transmission costs.
4. You may withdraw your consent or object to receiving marketing at any time via the unsubscribe link or by contacting us. Following unsubscription we maintain a limited suppression list in order to give lasting effect to your objection.
5. The newsletter is sent via Brevo. Whether marketing e-mails contain open or click tracking is described in the Cookie and Tracking Policy; where this involves access to information on your terminal equipment, § 25 TDDDG applies.

15. Product Reviews

1. Where we collect reviews, we process the details you provide, the review itself and a check as to whether an order exists.
2. We do not publish your full name by default; publication takes place under name or pseudonym in accordance with the form.
3. The legal basis is our legitimate interest in meaningful reviews (Art. 6(1)(f) GDPR) or your consent (Art. 6(1)(a) GDPR). Reviews are processed via Trustpilot and Google (Google Reviews).

16. Cookies and Tracking Technologies

1. We use cookies and similar technologies. Under § 25 TDDDG, storing information on your terminal equipment and accessing such information are permitted only with your consent, unless this is strictly necessary in order to provide a service that you have expressly requested.
2. Technically necessary technologies are therefore used without consent; non-essential technologies (in particular analytics and advertising) only after your consent. An argument based on legitimate interests does not replace consent under § 25 TDDDG.
3. Details of the technologies used, their purposes, providers, storage periods and how to withdraw consent are set out in our separate Cookie and Tracking Policy.
4. You can change or withdraw your consent at any time via the permanently accessible cookie settings.

17. Recipients and Processors

1. We disclose personal data only where this is necessary for the purposes stated, where you have consented, or where we are legally obliged to do so.
2. Recipients may include in particular: our hosting providers Vercel and Laravel Cloud (operating on Amazon Web Services, AWS), the payment service provider Mollie, our bank, FreeFinance (accounting), the e-mail and newsletter provider Brevo, the analytics provider PostHog, the advertising provider Google Ads, the cloud storage provider Cloudflare (Cloudflare R2), shipping providers selected on a case-by-case basis, the review platforms Trustpilot and Google, our tax and legal advisers, and competent authorities.
3. We conclude agreements with processors pursuant to Art. 28 GDPR governing in particular processing on documented instructions, confidentiality, security, sub-processor arrangements, assistance with data subject rights and data breaches, and deletion or return of data.
4. A complete list of the service providers used is available on request at info@online-3d-drucken.de.

18. Transfers to Third Countries

1. Where data is transferred to recipients outside the European Economic Area (EEA), we ensure appropriate safeguards.
2. For transfers to the USA we rely, where the recipient is certified, on the EU-US Data Privacy Framework (adequacy decision of the European Commission). Otherwise we use the European Commission's Standard Contractual Clauses (Art. 46 GDPR) together with supplementary measures. Transfers to the USA may occur in particular in connection with Vercel, Amazon Web Services, Cloudflare and Google.
3. Please note: the validity of the EU-US Data Privacy Framework is the subject of proceedings pending before the Court of Justice of the European Union. We keep the bases for our transfers under continuous review.
4. Information on the specific safeguards and a copy of the Standard Contractual Clauses are available on request at info@online-3d-drucken.de.

19. Retention Periods

We store personal data only for as long as is necessary for the relevant purposes or as required by statutory retention obligations. As the controller is established in Austria, the commercial and tax retention periods follow Austrian law: invoice, tax and accounting records are retained for seven years pursuant to § 132 BAO and § 212 UGB, calculated from the end of the relevant calendar year, and for longer where they are relevant to pending proceedings.

Indicative periods (data category – active storage – further handling):
Order data – duration of the order and customer relationship – restricted archive for legal claims and tax obligations
Invoice and accounting data – operating period – seven years from the end of the calendar year, longer in pending proceedings
Customer support – until resolution – restricted archive where legal claims are possible
Prospect marketing data – until withdrawal or defined inactivity – deletion after a documented period
Consent records – as long as required for evidence – deletion after the relevant risk period
Suppression list (marketing objection) – as long as required to honour the objection – restricted use only
Security logs – short, proportionate period – extended only in the event of incidents
Inactive accounts – defined inactivity period – deletion; legally required records are retained
Quotation files – short period after the quotation expires – deletion where no order is placed
Production files – defined fulfilment and support period – deletion or restriction

20. Rights of Data Subjects

1. Subject to the conditions of the GDPR, you have the right of access (Art. 15), rectification (Art. 16), erasure (Art. 17), restriction of processing (Art. 18), data portability (Art. 20) and objection (Art. 21).
2. Where processing is based on consent, you may withdraw that consent at any time with effect for the future. The lawfulness of processing carried out before withdrawal remains unaffected.
3. You have the right to object to processing for direct marketing purposes at any time.
4. To exercise your rights, you can contact us at info@online-3d-drucken.de or by post at Online 3D Drucken e.U., Nißlstraße 24 / 6 / 29, 4040 Linz, Austria.
5. We respond to requests as a rule within one month. This period may be extended by a further two months for complex or numerous requests; we will inform you within the first month if this applies. We request proof of identity only where this is proportionate and necessary.

21. Right to Lodge a Complaint with a Supervisory Authority

You have the right to lodge a complaint with a data protection supervisory authority if you consider that the processing of your personal data infringes the GDPR.

As the controller is established in Austria, the supervisory authority at the controller's establishment is the Austrian Data Protection Authority:

Österreichische Datenschutzbehörde
Barichgasse 40–42
1030 Vienna, Austria
E-mail: dsb@dsb.gv.at

Independently of this, you may also contact the data protection supervisory authority of your habitual residence or place of work. For users in Germany, this is the competent Land data protection authority.

22. Automated Decision-Making and Profiling

Automated decision-making within the meaning of Art. 22 GDPR which produces legal effects concerning you or similarly significantly affects you does not take place. We do not use personalised pricing based on automated decision-making. Where profiling occurs in connection with advertising, this is described in the Cookie and Tracking Policy and is based solely on your consent. We do not carry out advertising targeted at children.

23. Personal Data Breaches

In the event of a personal data breach that is likely to result in a risk to your rights and freedoms, we notify the competent supervisory authority as a rule within 72 hours of becoming aware of it (Art. 33 GDPR). Where the breach is likely to result in a high risk, we also notify the data subjects without undue delay (Art. 34 GDPR). Our processors are contractually obliged to report incidents to us without undue delay.

24. Changes to this Privacy Policy

We may adapt this Privacy Policy to reflect changes in the law, case law or actual processing operations. The current version published on the website applies in each case. We retain earlier versions for evidential purposes.

25. Status of this Policy

This Privacy Policy is dated 3 August 2026 and applies to the web shop online-3d-drucken.de.

This is a convenience translation of the German-language Datenschutzerklärung. In the event of any discrepancy, the German version prevails.