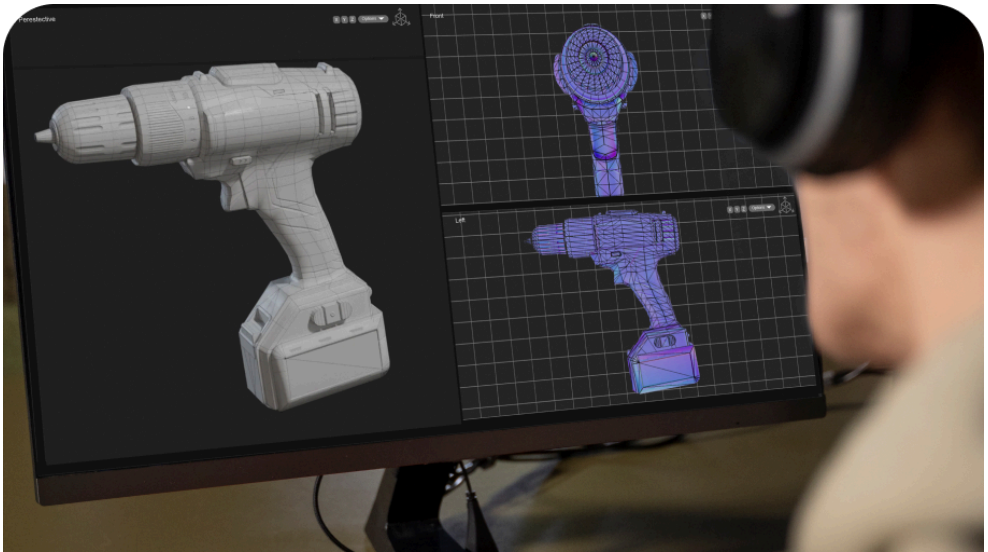
ONLINE 3D DRUCKEN

Privacy Policy

3 August 2026



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

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1. Controller

The controller for the processing of personal data within the meaning of the General Data Protection Regulation (GDPR, Regulation (EU) 2016/679) and the Austrian Data Protection Act (Datenschutzgesetz, DSG) is Online 3D Drucken e.U., Nißlstraße 24, 4040 Linz, Austria.
Owner: Marius Van Griensven
Commercial register number FN 681431f, register court Regional Court Linz. VAT ID ATU83435436.
Telephone: +43 676 6539645
E-mail for data protection enquiries: info@online-3d-drucken.at
We have not appointed a data protection officer, as the statutory conditions for doing so are not met.
“Online 3D Drucken” is the customer-facing trade name; the responsible legal entity is Online 3D Drucken e.U.

2. Scope

1. This Privacy Policy applies to the processing of personal data in connection with our web shop online-3d-drucken.at, 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, that consent 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 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 reasonable steps to ensure that inaccurate data is corrected or erased.
5. We store personal data only for as long as necessary for the purposes or as required by statutory retention obligations.
6. We protect personal data by 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 limits;
– 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):
Website provision – IP address, browser, log data – legitimate interest – Vercel, Laravel Cloud/AWS, DigitalOcean
Security and fraud prevention – IP address, event and device data – legitimate interest – hosting; Mollie
Shopping basket – session ID, products, settings – pre-contractual measures / technically necessary storage – own platform (hosting)
Customer account – name, e-mail, credentials, order history – contract – hosting (Vercel, Laravel Cloud/AWS, DigitalOcean)
Order handling – 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 office

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, record of consent – consent – Brevo
Existing-customer marketing – e-mail, product category – Art. 6(1)(f) GDPR in conjunction with § 174(4) TKG 2021 (where all conditions are met) – Brevo
Reviews – name/pseudonym, review, order verification – consent (publication), legitimate interest (order verification) – Trustpilot, Google (each a separate controller)
Analytics / reach measurement – identifiers, pages, events, device data – consent – PostHog
Advertising – identifiers, behaviour, campaign data – consent – Google Ads (separate controller)

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

5. Hosting and Server Log Files

1. Our website and its associated infrastructure are hosted by Vercel, Laravel Cloud (operating on Amazon Web Services, AWS) and DigitalOcean, which process personal data on our behalf. Processing takes place on servers within the European Union in each case.
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 the website securely, stably and in working order (Art. 6(1)(f) GDPR).
4. Log data is stored for 30 days and then deleted. In the event of a security incident, the log data concerned is retained for longer 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 on the principle of least privilege, secure storage of customer files, and defined backup and deletion procedures. 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 your details in order to handle your enquiry.
2. Details marked as mandatory fields are required to handle the enquiry; without them we cannot process it.
3. The legal basis is the initiation or performance of a contract (Art. 6(1)(b) GDPR) or our legitimate interest in responding to enquiries (Art. 6(1)(f) GDPR).
4. Enquiries that do not lead to a contract are deleted six months after the enquiry has been closed. Where the enquiry leads to a contract, the retention periods for contract data apply.
5. Recipients are, where necessary, our hosting providers Vercel, Laravel Cloud (operating on Amazon Web Services, AWS) and DigitalOcean, and the e-mail and newsletter provider Brevo, in each case as processors.

8. Customer Account

1. You may place an order as a guest or via a customer account; setting up an account is optional.
2. In the customer account we process in particular name, e-mail address, credentials and your order history. Passwords are not stored in plain text.
3. The legal basis is the contract for use of the account (Art. 6(1)(b) GDPR).
4. You may 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 handle orders we process in particular 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 relating to invoicing, tax and accounting (Art. 6(1)(c) GDPR) and our legitimate interest in security, fraud prevention and the establishment of legal claims (Art. 6(1)(f) GDPR).
3. Providing this data is necessary for the conclusion of the contract; without it the order cannot be processed.

10. Payments

1. Payments are handled via the payment service providers offered in 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 details. Storing a payment method for later purchases is not pre-selected 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).
5. Payment data forming part of our accounting records is retained for seven years under § 132 BAO and § 212 UGB. Payment data not subject to that retention obligation is deleted together with the order data.

11. Delivery

1. For delivery we transmit 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 necessary for delivery or delivery notification.
4. Delivery data is stored until the delivery is complete and the warranty and limitation periods have expired, and for no longer than 36 months. For invoice-relevant data the seven-year retention period under section 10 (Payments) applies.

12. Customer Support and Complaints

1. In the context of support and complaints we process your messages, any images submitted 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 establishing 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 lettering, construction plans, dimensions, approvals and revision comments.
2. The purpose is inspection, preparation, production, quality assurance and storage in the context of your order. The legal basis is the contract (Art. 6(1)(b) GDPR).
3. Access is limited to the persons required to handle the order 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 advertising use we obtain separate consent.
5. Customer files are stored for 36 months after completion of the order and deleted thereafter. Where an extended warranty period applies to the order, the storage period is extended accordingly. Quotation files that did not lead to an order are deleted 90 days after the quotation expires.
6. Please do not include unnecessary sensitive information in uploaded files.

14. Newsletter and Direct Marketing

1. We send a newsletter only to prospects who 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 § 174 TKG 2021).
3. Existing-customer marketing by e-mail for our own similar products takes place only where all the conditions of § 174(4) TKG 2021 are met, in particular collection of the address in connection with a sale, a clear, free and simple opportunity to object both on collection and in every message, and no objection already having been made (including via the ECG list).
4. You may withdraw your consent or the receipt of advertising at any time via the unsubscribe link or by message to us. After unsubscribing we maintain a limited suppression list in order to respect 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.

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 a name or pseudonym as specified in the form.
3. The publication of a review together with identifying details is based on your consent (Art. 6(1)(a) GDPR). Verifying that the reviewer has in fact placed an order, in order to prevent fraudulent reviews, is based on our legitimate interest (Art. 6(1)(f) GDPR). Trustpilot and Google (Google Reviews) process reviews on their platforms as separate controllers under their own privacy notices; they are not our processors in that respect.
4. Review data is stored until consent is withdrawn or an objection is made, and for no longer than three years after publication.

16. Cookies and Tracking Technologies

1. We use cookies and similar technologies. Technically necessary technologies are used without consent; non-essential technologies (in particular analytics and advertising) only after your consent (§ 165 TKG 2021).
2. Details of the technologies used, their purposes, providers, storage periods and how to withdraw consent can be found in our separate Cookie and Tracking Policy, published at online-3d-drucken.at/agb.
3. You may change or withdraw your consent at any time via the permanently available cookie settings.

17. Recipients and Processors

1. We disclose personal data only where necessary for the stated purposes, where you have consented, or where we are legally obliged to do so.
2. The following act as our processors in particular: our hosting and infrastructure providers Vercel, Laravel Cloud (operating on Amazon Web Services, AWS) and DigitalOcean, the payment service provider Mollie, FreeFinance (accounting), the e-mail and newsletter provider Brevo, the analytics provider PostHog, the cloud storage provider Cloudflare (Cloudflare R2) and shipping providers selected case by case.
3. The following process data as separate controllers in particular: the review platforms Trustpilot and Google (Google Reviews), the advertising provider Google Ads, our bank, and our tax and legal advisers. Their own privacy notices apply to that processing; there is no processing agreement under Art. 28 GDPR in that respect. We also disclose data to the competent authorities where we are legally obliged to do so.
4. With our processors we conclude agreements under Art. 28 GDPR governing in particular instruction-bound processing, confidentiality, security, arrangements for sub-processors, assistance with data subject rights and data breaches, and deletion or return of the data.
5. A complete list of the service providers used is available on request at info@online-3d-drucken.at.

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 United States we rely, where the recipient is certified, on the EU-US Data Privacy Framework (adequacy decision of the European Commission). In addition, and in all other cases, we use the European Commission's Standard Contractual Clauses (Art. 46 GDPR) together with supplementary measures. Our hosting and infrastructure providers Vercel, Laravel Cloud/Amazon Web Services and DigitalOcean, and the analytics provider PostHog, process data on servers within the European Union; as these are companies with a US parent, access from the United States for administration and support cannot be excluded and is covered by the safeguards described above. Transfers to the United States may also occur in connection with Cloudflare and Google.
3. Note: the validity of the EU-US Data Privacy Framework is subject to judicial review; an appeal is pending before the Court of Justice of the European Union. We monitor developments and adapt the bases for our transfers where necessary.
4. Information on the specific safeguards and a copy of the Standard Contractual Clauses is available on request at info@online-3d-drucken.at.

19. Storage Periods

We store personal data only for as long as necessary for the relevant purposes or as required by statutory retention obligations. Invoice, tax and accounting records are retained for seven years under § 132 BAO and § 212 UGB, counted from the end of the relevant calendar year, and longer where they are relevant to pending proceedings.

Guide values (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 for pending proceedings
Customer support – until resolved – restricted archive where legal claims are possible
Contact enquiries – until the enquiry is closed – deletion 6 months thereafter
Payment data – duration of processing – 7 years where accounting-relevant, otherwise deleted with the order data
Delivery data – until delivery is complete – deletion, max. 36 months
Prospect marketing data – until withdrawal or 24 months of inactivity – deletion after 24 months of inactivity
Review data – until withdrawal or objection – deletion, max. 3 years after publication
Records of consent – as long as required for evidence – deletion after the relevant risk period
Security logs – 30 days – extension only in the event of incidents
Inactive accounts – 24 months of inactivity – deletion after 24 months of inactivity, with legally required records retained
Quotation files – 90 days after the quotation expires – deletion if no order is placed
Customer files / production files – 36 months after completion of the order – deletion; extended where an extended warranty period applies to the order

20. Rights of Data Subjects

1. Under 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 it at any time with effect for the future, without affecting the lawfulness of processing carried out on the basis of the consent before its withdrawal.
3. You have the right to object to processing for direct marketing purposes at any time.
4. To exercise your rights you may contact us at info@online-3d-drucken.at or by post at Online 3D Drucken e.U., Nißlstraße 24, 4040 Linz, Austria.
5. We answer requests as a rule within one month. This period may be extended by a further two months where necessary; we will inform you of this within the first month. We require proof of identity only where proportionate and where there are reasonable doubts as to your identity.

21. Right to Complain to the Data Protection Authority

You have the right to lodge a complaint with the Austrian Data Protection Authority if you consider that the processing of your personal data infringes the GDPR or Austrian data protection law:

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

22. Automated Decision-Making and Profiling

No automated decision-making within the meaning of Art. 22 GDPR that produces legal effects concerning you or similarly significantly affects you takes place. During payment, the payment service provider may carry out automated fraud checks which can result in a transaction being declined; in that case you may contact us to request review by a natural person, to express your point of view and to contest the decision. Where profiling occurs in connection with advertising, this is described in the Cookie and Tracking Policy and is based on your consent.

23. Data Breaches

In the event of a personal data breach 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 risk is high, we also notify the data subjects concerned without undue delay (Art. 34 GDPR).

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.

25. Version of this Policy

This Privacy Policy is dated 3 August 2026.

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