

Privacy policy for support activities

The protection of your personal data is of particular concern to us. Therefore, we process your personal data only on the basis of the applicable data protection laws. We take careful precautions to protect your data from loss, manipulation, and unauthorized access. The precautions are in accordance with the current state of technology. In this statement on our Data Privacy Policy we inform you about the most important aspects in the context of data processing within the framework of our support activities.

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1 Data processing diagnostic package

If problems arise when using the software provided by Anton Paar, we offer various support services. In particular, it is possible to create a diagnostic package for the elimination of errors and malfunctions. The creation of such a diagnostic package is generally possible without providing names and contact details. However, during the automatic creation of the diagnostic package, personal data such as user name, e-mail, file names, preferences, links to websites or installed programmes may be stored. In addition, it is possible that details of the operating system, language/region presets, details about network or other running programmes are also processed.

The diagnostic package created is then transmitted by contacting Anton Paar directly. For more information on the data processed in this process, please refer to point 2.

These data are evaluated exclusively to ensure and carry out the requested support service. In the case of concrete indications of unlawful use, we reserve the right to review the data retrospectively.

2 Contacting us

You can contact us via by email or telephone. For the purpose of processing your request and subsequent communication with you, the information you provide will be stored and forwarded to the persons responsible exclusively within the Anton Paar Group (see section 3). A comparison of the data collected with data which may be collected by other components of our site is also not made.

If you contact us via an email link (e.g. info@anton-paar.com), the date and time of the incoming mail, sender and recipient, and the subject of the email will be logged. These data are automatically deleted four weeks after the problem has been solved, at the latest, however, after 6 months. An evaluation of these data is only done to reconstruct and correct systemic deviations. The content of your email can only be viewed by the recipient.

3 Passing on of data

Data is processed for the purposes of meeting legal requirements, fulfillment of contracts, the processing of customer inquiries concerning our products and services, the carrying out of trade fairs, seminars, and training measures, as well as for the processing of business routine in the Anton Paar Group.

As personal data may be transmitted within the Anton Paar Group and associated companies (distribution partners, etc.), the companies associated with the Anton Paar Group are subject to this privacy policy or follow guidelines that offer just as much protection.

In case of legal obligations, your personal data may be transmitted to public authorities, law courts, investigative authorities or similar public institutions.

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Contract partners of Anton Paar, such as distribution partners, tax consultants, or service providers such as transport companies for the delivery of goods or third-party software solutions (such as LiveChat), use the data transmitted by us or transmitted towards us only for the fulfillment of the respective defined purpose. A different use of the data is not permitted.

4 Your rights

You have the right to information, right of access, right to rectification, right to erasure, right to restriction of processing, right to data portability, and right to object.

Please contact us if you have questions concerning the collection, processing, or use of your personal data, and also if you have any questions, would like to correct the data, block or delete data, withdraw your consent, or file an objection to a certain kind of use of the data (see section 9).

Should you believe that the processing of your data violates data protection law, you have the right to register a complaint with the responsible regulatory authority. In Austria this is the Österreichische Datenschutzbehörde, Barichgasse 40-42, 1030 Vienna, www.dsb.gv.at.

5 Responsible body and contact

Anton Paar GmbH, Headquarter
Anton Paar Strasse 20
8054 Graz, Austria

Contact for your privacy concerns: gdpr@anton-paar.com

6 Changes or addenda

Should individual or multiple provisions of this data protection declaration be or become invalid, the validity of the remaining provisions of this data protection declaration remain unaffected.

We reserve the right to adapt this data protection declaration within the realm of legal possibilities without warning or notification. The current version can be viewed at any time at our website.