

Privacy Policy

April 2021

Table of contents

- I. Identity and contact details of the data controller
- II. Contact details of the data protection officer
- III. General information on data processing
- IV. Rights of the data subject
- V. Provision of website and creation of log files
- VI. Use of cookies
- VII. Hosting
- VIII. Registration
- IX. Web shop
- X. Payment options
- XI. Shipping service providers
- XII. Contact via Email
- XIII. Contact form
- XIV. Corporate web profiles on social networks
- XV. Allocation
- XVI. Content delivery networks
- XVII. Usage of Plugins
- XVIII. Advertising mail
- XIX. Transfer of personal data within the company structure
- XX. Obligation to provide data

TIGI International Ltd. appreciate your interest in our company and our products.

As those responsible for data protection, we would like you to feel secure when visiting our Website, also with regard to the protection of your personal data. Because we take the protection of your personal data very seriously. Compliance with German and European data protection law is a matter of course for us.

In the following, we inform you about the processing of personal data when using our website and provide you with the PRIVACY POLICY.

I. Identity and contact details of the data controller

Data controller responsible in accordance with the purposes of the General Data Protection Regulation (UK-GDPR) of the European Union and other national data protection laws of the Member States as well as other data protection regulations is:

TIGI International Ltd.
Unilever House
Springfield Drive - KT22 7GR
Leatherhead
United Kingdom

Mail: CSSupport@tigi.com

II. Contact details of the data protection officer

The designated Data Protection Officer is:

DataCo International UK Limited
C/O One Peak Limited 2nd Floor
41 Great Pulteney Street
London
W1F 9NZ
+442035146557
Email: privacy@dataguard.co.uk
<https://www.dataguard.co.uk/>

III. General information on data processing

1. Scope of processing personal data

In general, we only process personal data of our users to the extent necessary in order to provide a functioning website with our content and services. The processing of personal data regularly only takes place with the consent of the user. Exceptions include cases where prior consent technically cannot be obtained and where the processing of the data is permitted by law.

2. Legal basis for data processing

Art. 6 (1) (1) (a) UK-GDPR serves as legal basis to obtain the consent of the data subject for the processing of their data.

As for the processing of personal data required for the performance of a contract of which the data subject is party, Art. 6 (1) (1) (b) UK-GDPR serves as legal basis. This also applies to processing operations required to carry out pre-contractual activities.

When it is necessary to process personal data in order to fulfil a legal obligation to which our company is subject, Art. 6 (1) (1) (c) UK-GDPR serves as legal basis.

If vital interests of the data subject or another natural person require the processing of personal data, Art. 6 (1) (1) (d) UK-GDPR serves as legal basis.

If processing of data is necessary to safeguard the legitimate interests of our company or that of a third party, and the fundamental rights and freedoms of the data subject do not outweigh the interest of the former, Art. 6 (1) (1) (f) UK-GDPR will serve as legal basis for the processing of data. If the processing of data is necessary to safeguard the legitimate interests of our company or that of a third party, and the fundamental rights and freedoms of the data subject do not outweigh the interest of the former, Art. 6 (1) (1) (f) UK-GDPR will serve as legal basis for the processing of data.

3. Data removal and storage duration

Personal data of the data subject will be erased or restricted as soon as the purpose of its storage has been accomplished. Additional storage may occur if it was provided for by the European or national legislator within the EU regulations, law, or other relevant regulations to which the data controller is subject. Restriction or erasure of the data also takes place when the storage period stipulated by the aforementioned standards expires, unless there is a need to prolong the storage of the data for the purpose of concluding or fulfilling the respective contract.

IV. Rights of the data subject

When your personal data is processed, you are subsequently a data subject in the sense of the UK-GDPR and have the following rights:

1. Right to information

You may request from the data controller to confirm whether your personal data is processed by them.

If such processing occurs, you can request the following information from the data controller:

- The purpose for which personal data are processed.
- The categories of personal data being processed.
- The recipients or categories of recipients to whom the personal data relating to you have been disclosed or are still being disclosed.
- The planned duration of the storage of your personal data or, if specific information is not available, criteria for determining the duration of storage.
- The existence of a right to rectification or erasure of personal data concerning you, a right to restriction of processing by the data controller or a right to object to such processing;
- The existence of a right to lodge a complaint with a supervisory authority;
- All available information on the source of the data if the personal data is not (directly) obtained from the data subject;
- The existence of automated decision-making including profiling under Article 22 (1) and (4) UK-GDPR and, in certain cases, meaningful information about the data processing system involved, and the scope and intended result of such processing on the data subject.

You have the right to request information on whether your personal data will be transmitted to a third country or an international organisation. In this context, you can then request for the appropriate guarantees in accordance with Art. 46 UK-GDPR in connection with the transfer.

2. Right to rectification

You have a right to rectification and/or modification of the data controller, if your processed personal data is incorrect or incomplete. The data controller must correct the data without delay.

3. Right to the restriction of processing

You may request the restriction of the processing of your personal data under the following conditions:

- If you challenge the correctness of your personal data for a period of time that enables the data controller to verify the accuracy of your personal data;
- The processing is unlawful, and you refuse the erasure of the personal data and instead demand the restriction of the use of the personal data;

- The representative no longer needs the personal data for the purpose of processing, but you need it to assert, exercise or defend legal claims; or
- If you have objected to the processing pursuant to Art. 21 (1) UK-GDPR and it is not yet certain whether the legitimate reasons of the data controller outweigh your reasons.

If the processing of personal data concerning you has been restricted, this data may – with the exception of data storage – only be used with your consent or for the purpose of asserting, exercising or defending legal claims or protecting the rights of another natural or legal person or for reasons of important public interest, interest to the Union, or a Member State.

If the processing has been restricted according to the beforementioned conditions, you will be informed by the data controller before the restriction is lifted.

4: Right to erasure

a) Obligation to erase

If you request from the data controller to delete your personal data with immediate effect, they are required to do so immediately given that one of the following applies:

- Personal data concerning you is no longer necessary for the purposes for which they were collected or processed.
- You withdraw your consent, to which the processing is allowed pursuant to Art. 6 (1) (1) (a) UK-GDPR or Art. 9 (2) (a) UK-GDPR and there is no other legal basis for data processing.
- According to Art. 21 (1) UK-GDPR you object to the processing of data given that the processing of data is justified by a legitimate interest, or you object pursuant to Art. 21 (2) UK-GDPR.
- Your personal data has been processed unlawfully.
- The act of deleting your personal data will invoke a legal obligation under the Union law or the law of the Member States to which the data controller is subject.
- Your personal data was collected in relation to information society services offered pursuant to Art. 8 (1) UK-GDPR.

b) Information to third parties

If the data controller has made your personal data public and has to delete the data pursuant to Art. 17 (1) UK-GDPR, they shall take appropriate measures, including technical means, to inform data processors who process the personal data, that a request has been made to delete all links to such personal data or

copies or replications of the personal data, taking into account available technology and implementation costs to execute the process.

c) Exceptions

The right to deletion does not exist if the processing is necessary

- to exercise the right to freedom of speech and information;
- to fulfil a legal obligation required by the law of the Union or of the Member States to which the representative is subject, or to perform a task of public interest or in the exercise of public authority delegated to the representative;
- for reasons of public interest in the field of public health pursuant to Art. 9 (2) (h) and (i) and Art. 9 (3) UK-GDPR;
- for archival purposes of public interest, scientific or historical research purposes or for statistical purposes pursuant to Art. 89 (1) UK-GDPR, to the extent that the law referred to in subparagraph (a) is likely to render impossible or seriously affect the achievement of the objectives of that processing, or
- to enforce, exercise or defend legal claims.

5. Right to information

If you have the right of rectification, erasure or restriction of processing against the data controller, they are obliged to notify all recipients to whom your personal data have been disclosed of the correction or erasure of the data or restriction of processing, unless this proves to be impossible or involves a disproportionate effort.

You reserve the right to be informed about the recipients of your data by the data controller.

6. Right to data portability

You have the right to receive your personal data given to the data controller in a structured, standard and machine-readable format. In addition, you have the right to transfer this data to another person without hindrance by the data controller who was initially given the data, given that

- the processing is based on consent in accordance with Art. 6 (1) (1) (a) UK-GDPR or Art. 9 (2) (a) UK-GDPR or on a contract in accordance with Art. 6 (1) (1) (b) UK-GDPR and
- the processing is done by automated means.

In exercising this right, you also have the right to maintain that your personal data relating to you are transmitted directly from one person to another, insofar as this is technically feasible. Freedoms and rights of other persons shall not be affected.

The right to data portability does not apply to the processing of personal data necessary for the performance of a task in the public interest or in the exercise of official authority delegated to the data controller.

7. Right to object

For reasons that arise from your particular situation, you have, at any time, the right to object to the processing of your personal data pursuant to Art. 6 (1) (1) (e) or 6 (1) (1) (f) UK-GDPR; this also applies to profiling based on these provisions.

The data controller will no longer process personal data concerning you unless he can demonstrate compelling legitimate grounds for processing that outweigh your interests, rights and freedoms, or the processing is for the purpose of enforcing, exercising or defending legal claims.

If the personal data relating to you are processed for direct marketing purposes, you have the right to object at any time to the processing of your personal data in regard to such advertising; this also applies to profiling insofar as it is associated with direct marketing.

If you object to processing for direct marketing purposes, your personal data will no longer be processed for these purposes.

Regardless of Directive 2002/58/EG, you have the option, in the context of the use of information society services, to exercise your right to object to automated decisions that use technical specifications.

8. Right to withdraw the data protection consent declaration

You have the right to withdraw your consent at any time. The withdrawal of consent does not affect the legality of the processing carried out on basis of the consent until the withdrawal.

9. Automated decision making on a case-by-case basis, including profiling

You have the right to not be subjected to a decision making based solely on automated processing – including profiling – that will have a legal effect or affect you in a similar manner. This does not apply if the decision:

- is required for the conclusion or execution of a contract between you and the data controller,
- is permitted by the Union or Member State legislation to which the data controller is subject, and where such legislation contains appropriate measures to safeguard your rights and freedoms and legitimate interests, or
- is based on your explicit consent.

However, these decision making must not be based on special categories of personal data under Art. 9 (1) UK-GDPR, unless Art. 9 (2) (a) or (g) UK-GDPR applies and reasonable measures have been taken to protect your rights and freedoms as well as your legitimate interests.

With regard to cases referred to in (1) and (3), data controller shall take appropriate measures to uphold your rights and freedoms as well as your legitimate interests, including the right to obtain assistance from the data controller or their representative, to express your opinion on the matter, and to contest the decision.

10. Right to lodge a complaint with a supervisory authority

Without prejudice to any other administrative or judicial remedy, you shall have the right to complain to the relevant supervisory authority if you believe that the processing of the personal data concerning you violates the UK GDPR. In the UK, the relevant supervisory authority is the Information Commissioner's Office (ICO):

Information Commissioner's Office (ICO)

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Telephone: 0303 123 1113

<https://ico.org.uk/global/contact-us/>

The ICO shall inform the complainant of the status and results of the complaint, including the possibility of a judicial remedy pursuant to Art. 78 UK GDPR.

V. Provision of website and creation of log files

1. Description and scope of data processing

Each time our website is accessed, our system automatically collects data and relevant information from the computer system of the calling device.

The following data is collected:

- Browser type and version used
- User's operating system
- Date and time of access
- Web pages from which the user's system accessed our website
- Requested web page or file
- Information about the browser type and version used
- Type of device used
- IP address in anonymised form (only used to determine the location of the access)
- Websites that are accessed by the user's system via our website

This data is stored within the log files of our system. The data is not stored with the user's other personal data.

2. Purpose of data processing

The temporary storage of the IP address by the system is necessary for the delivery of the website to the computer of the user. For this purpose, the user's IP address must be kept for the duration of the session.

The storage in logfiles is done to ensure the functionality of the website. The data is also used to optimize the website and to ensure the security of our IT systems. An analysis of the data for marketing purposes does not take place.

For the aforementioned purposes, our legitimate interest lies in the processing of data in compliance with Art. 6 (1) 1 (f) GDPR.

3. Legal basis for data processing

Legal basis for the temporary storage of data is Art. 6 (1) (1) (f) UK-GDPR. Our legitimate interest lies in the data processing purposes mentioned under V.2.

4. Duration of storage

The data will be deleted as soon as it is no longer necessary for the purpose of its collection. The session is complete when the collection of data for the provision of the website is accomplished.

5. Objection and removal

The collection of data for the provision of the website as well as the storage of data in log files are essential for the operation of the website. Therefore, the user may not object to the aforementioned processes.

VI. Use of cookies

1. Description and scope of data processing

Our website uses cookies. Cookies are text files that are stored in the internet browser or the internet browser on the user's computer system. If a user visits a website, a cookie can be stored on the user's operating system. These cookies contain a string of characters that allows the browser to be uniquely identified when the website is reopened.

We use cookies to make our website more user-friendly. Some elements of our website require the browser to be identified even after a new website is visited.

The following data is stored and transmitted in the cookies:

- Language settings

- Items in shopping cart
- Entered search queries
- Frequency of page views
- Use of website functionalities

We also use cookies on our website, which enable us to analyse the browsing behaviour of our users.

As a result, the following data will be transmitted:

- Entered search queries
- Frequency of page views
- Use of website functionalities

2. Purpose of data processing

The purpose of using technical cookies is to simplify the use of websites for users. Some functions of our website cannot be offered without the use of cookies. These require that the browser is recognized even after a new website is visited.

The user data collected by technical cookies are not used to create user profiles.

The analysis cookies are used for the purpose of improving the quality of our website and its content. Through the analysis cookies, we learn how the website is used and thus can constantly optimize our offer.

We need cookies for the following purposes:

- Applying language settings
- Entered search queries
- Shopping Cart
- Frequency of page views
- Use of website functionalities

3. Legal basis for data processing

Legal basis for the processing of personal data using analyse cookies is Art. 6 (1) (1) (a) UK-GDPR.

Legal basis for the processing of personal data using technical cookies is Art. 6 (1) (1) (f) UK-GDPR, legitimate interests.

4. Duration of storage and possibility of objection and removal

Cookies are stored on the user's device and transmitted to our site by the user. Therefore, you as a user also have full control over the use of cookies. You can deactivate or restrict the transmission of cookies by changing the settings in your Internet browser. Cookies that have already been saved can be deleted at any time. This can also be done automatically. If cookies are deactivated for our website, it is possible that not all functions of the website can be used to their full extent.

If you use the Safari browser version 12.1 or higher, cookies will be automatically deleted after seven days. This also applies to opt-out cookies, which are used to prevent the use of tracking mechanisms.

VII. Hosting

The website is hosted on servers by a service provider contracted by us.

Our service provider is:

- Oracle Cloud Services of Oracle Corporation, 500 Oracle Parkway, M/S 50p7, Redwood Shores, CA 94065

The servers automatically collect and store information in so-called server log files, which your browser automatically transmits when you visit the website.

The information stored is:

- Browser type and version used
- User's operating system
- Date and time of access
- Web pages from which the user's system accessed our website
- Requested web page or file
- Information about the browser type and version used
- Type of device used
- IP address in anonymised form (only used to determine the location of the access)
- Websites that are accessed by the user's system via our website

This data is not merged with other data sources. The collection of this data is based on Art. 6 (1) (1) (f) UK-GDPR. The website operator has a legitimate interest in the technically error-free presentation and optimization of its website - for this purpose, the server log files must be collected.

The location of the server of the website is geographically in the United States of America. In order to ensure appropriate safeguards for the protection of the transfer and processing of personal data outside the EU, the transfer of data to and processing of data by Oracle is carried out on the basis of appropriate safeguards pursuant to Art. 46 et seq. UK-GDPR, in particular by by concluding so-called standard data protection clauses specified in regulations made by the Secretary of State under section 17C of the 2018 Act and for the time being in force or standard data protection clauses specified in a document issued (and not withdrawn) by the Commissioner under section 119A of the 2018 Act and for the time being in force pursuant to Art. 46 (2) UK-GDPR.

VIII. Registration

1. Description and scope of data processing

We offer users the opportunity to register by providing personal data. The data is entered into an input mask and transmitted to us and stored. The data will not be passed on to third parties. The following data is collected as part of the registration process:

- Email address
- Last name
- First name
- Address
- Telephone / mobile phone number
- Date and time of registration
- Professional requirements such as tax ID, cosmetology license, and type of professional.
- IP address of the user's device
- Date and time of registration

As part of the registration process, the user's consent to the processing of this data is obtained.

2. Purpose of data processing

A registration of the user is necessary for the fulfilment of a contract with the user or for the execution of pre-contractual measures. Please see also our terms and conditions.

3. Legal basis for data processing

The legal basis for the processing of the data is Art. 6 (1) (1) (a) UK-GDPR if the user has given his consent.

If the registration serves the fulfilment of a contract to which the user is a party or the execution of pre-contractual measures, the additional legal basis for the processing of the data is Art. 6 (1) (1) (b) UK-GDPR.

4. Duration of storage

The data will be deleted as soon as it is no longer necessary to achieve the purpose for which it was collected.

This is the case for the data collected during the registration process for the fulfilment of a contract or for the execution of pre-contractual measures if the data is no longer required for the implementation of the contract. Even after the conclusion of the contract, it may be necessary to store personal data of the contractual partner in order to comply with contractual or legal obligations.

5. Objection and removal

As a user you have the possibility to cancel the registration at any time. You can request a change to the data stored about you at any time. Please contact TIGI directly for that.

If the data is necessary for the fulfilment of a contract or for the implementation of pre-contractual measures, a premature deletion of the data is only possible insofar as contractual or legal obligations do not stand in the way of a deletion.

IX. Web shop

We offer a web shop on our website. For this purpose, we use the Software as a Service (SaaS) rental shop system of a service provider commissioned by us.

The name of our SaaS rental shop system and the name and address of the service provider is:

Oracle Commerce Cloud of the Oracle Corporation, 2300 Oracle Way, Austin, TX 78741, United States (Map)

The servers automatically collect and store information in so-called server log files, which your browser automatically transmits when you visit the website. The stored information is:

- Browser type and version used
- User's operating system
- Date and time of access
- Web pages from which the user's system accessed our website
- Requested web page or file
- Information about the browser type and version used
- Type of device used
- IP address in anonymised form (only used to determine the location of the access)
- Websites that are accessed by the user's system via our website

This data will not be merged with other data sources. The data is collected on the basis of Art. 6 (1) (1) (f) UK-GDPR. The website operator has a legitimate interest in the technically error-free presentation and optimization of his website - and server log files are therefore recorded.

We have concluded a data processing agreement with the relevant service provider in which we oblige the relevant service provider to protect user data and not to pass it on to third parties.

The server of the website is geographically located in the United States of America.

X. Payment options

1. Description and scope of data processing

We offer our customers various payment options for processing their orders. Depending on the payment option, we transfer customers to the platform and/or website of the payment service provider in question. After completion of the payment process, we receive the customer's payment data from the payment service providers or our house bank and process these in our systems for billing and accounting purposes.

It is possible to complete the payment process by credit card.

If you have chosen to pay by credit card, payment details will be passed on to payment service providers for payment processing. All payment service providers comply with the requirements of the "Payment Card Industry (PCI)

Data Security Standards" and have been certified by an independent PCI Qualified Security Assessor.

The following data will be transmitted regularly as part of payment via credit card:

- Purchase amount
- Date and time of purchase
- First and last name
- Address
- Email address
- Credit Card number
- Credit card validity period
- Card validation code (CVC)
- IP address of the user's device
- Telephone number / mobile phone number

Payment data is passed on to the following payment service providers:

- JPMorgan Chase & Co., 270 Park Avenue, New York City, United States of America

Further information on the data protection guidelines as well as objection and removal options for payment service providers can be found here:

Payment via PayPal

It is possible to process payment transactions with the payment service provider PayPal. PayPal offers a direct payment method as well as purchase on invoice, direct debit, credit card and installment payment.

The European operating company of PayPal is PayPal (Europe) S.à.r.l. & Cie. S.C.A., 22-24 Boulevard Royal, 2449 Luxembourg.

If you choose PayPal as your payment method, your data required for the payment process is automatically transmitted to PayPal.

Following data is processed:

- Last name
- Address
- Email address
- Telephone / mobile phone number
- IP address of the user's device

- Bank account details
- Credit card number
- Card validation date and code (CVC)
- Number of items
- Product code
- Data on goods and services
- Transaction amount and tax dues
- Information on previous purchasing behaviour

Data transmitted to PayPal may be transmitted by PayPal to credit agencies. The purpose of this transmission is a check of identity and credit score.

PayPal may also share your information with third parties to the extent necessary to fulfil your contractual obligations or to process the information on behalf of PayPal. When transferring your personal information within companies affiliated with PayPal, the Binding Corporate Rules, approved by the relevant regulatory authorities, apply. You can find them here: <https://www.paypal.com/de/webapps/mpp/ua/bcr> Other data transfers may be based on contractual safeguards. For further information please contact PayPal.

All PayPal transactions are subject to PayPal's privacy policy. You can find them at: <https://www.paypal.com/de/webapps/mpp/ua/privacy-full/>.

Further payment methods

We also offer payment with the purchase Order

2. Purpose of data processing

The transmission of payment data to payment service providers serves to process payments, e.g. if you purchase a product and/or use a service and to fulfil our legal obligations.

3. Legal basis for data processing

The legal basis for data processing is Art. 6 (1) (1) (b) UK-GDPR, since the processing of the data is necessary for the execution of the concluded sales contract.

4. Duration of storage

All payment data as well as data on possible chargebacks are only stored as long as they are required for payment processing and a possible processing of chargebacks and debt collection as well as for combating misuse.

Furthermore, payment data may be stored beyond this if and as long as this is necessary to comply with statutory retention periods or to prosecute a specific case of misuse.

Your personal data will be deleted at the end of the statutory retention period, i.e. after 10 years at the latest.

5. Objection and removal

You can withdraw your consent to the processing of your payment data at any time by notifying the data controller or the payment service provider used. However, the payment service provider used may still be entitled to process your payment data if and as long as this is necessary for the contractual payment processing.

XI. Shipping service providers

1. Description and scope of data processing

If you order products or services on our website that are delivered by a shipping service provider, you will receive your order and shipping confirmation via your email address and, depending on the shipping service provider, notification that your shipment has arrived and/or notification of package arrival and possible delivery options.

The data will be transmitted to the following shipping service providers:

- FedEx Express - European Office, Taurusavenue 111, 2132 LS Hoofddorp, Netherlands
- UPS Europe SA, Ave Ariane 5, Brussels, B-1200, Belgium
- DHL Paket GmbH, Sträßchensweg 10, 53113 Bonn, Germany

The data transmitted are regular:

- Last name
- Address
- Email address
- Telephone number / mobile phone number

2. Purpose of data processing

The purpose of processing personal data is to give Shipping service providers the opportunity to inform recipients of the progress of a shipment by email and thus increase the probability of successful delivery.

3. Legal basis for data processing

The legal basis for the transmission of the email address to the respective shipping service provider and its use is Art. 6 (1) (1) (f) UK-GDPR, based on our legitimate interest in being able to offer the notification service to our customers and thus to make shipping as customer-friendly as possible.

4. Duration of storage

The transmitted data will be deleted by the respective shipping service provider if the package was delivered successfully.

5. Objection and removal

The notification service provided by the shipping service provider may be terminated by the user concerned at any time. For this purpose, there is a corresponding opt-out link in every email.

XII. Contact via email

1. Description and scope of data processing

You can contact us via the email address provided on our website or the email address provided under I. In this case personal data of the user transmitted with the email will be stored.

The data will be used exclusively for the processing of the conversation.

2. Purpose of data processing

If you contact us via email, this also constitutes the necessary legitimate interest in the processing of the data.

3. Legal basis for data processing

Legal basis for the processing of data transmitted while sending an email is Art. 6 (1) (1) (f) UK-GDPR.

If the purpose of the email contact is to conclude a contract, the additional legal basis for the processing is Art. 6 (1) (1) (b) UK-GDPR.

4. Duration of storage

Data will be deleted as soon as it is no longer necessary to achieve the purpose for which it was collected. For personal data sent by email, this is the case when the respective conversation with the user has ended. The conversation ends when it can be concluded from the circumstances that the matter in question has been conclusively resolved.

Additional personal data collected during the sending process will be deleted after a period of seven days at the latest.

5. Objection and removal

The user has the possibility to withdraw the consent to the processing of their personal data at any time. If the user contacts us by email, he can object to the storage of his personal data at any time.

For this please send us an e-mail to the following address CSSupport@tigi.com

XIII. Contact form

1. Description and scope of data processing

A Contact form is available on our website, which can be used for electronic contact. If a user makes use of this option, the data entered in the input mask will be transmitted to us and stored.

When sending the message the following data will also be stored:

- Email address
- Last name
- First name
- Telephone / mobile phone number
- Additional request data

As part of the sending process, your consent will be obtained for the processing of your data and reference will be made to this privacy policy.

Alternatively, you can contact us via the email address provided under I. In this case the personal data of the user transmitted with the email will be stored.

The data will be used exclusively for the processing of the conversation.

2. Purpose of data processing

The processing of the personal data from the input mask serves us exclusively for the purpose of establishing contact. If you contact us by email, this also constitutes our necessary legitimate interest in the processing of the data.

The other personal data processed during the sending process serve to prevent misuse of the Contact form and to ensure the security of our information technology systems.

3. Legal basis for data processing

Legal basis for the processing of the data is Art. 6 (1) (1) (a) UK-GDPR if the user has given his consent.

Legal basis for the processing of data transmitted while sending an email is Art. 6 (1) (1) (f) UK-GDPR.

If the purpose of the email contact is to conclude a contract, the additional legal basis for the processing is Art. 6 (1) (1) (b) UK-GDPR.

4. Duration of storage

Data will be deleted as soon as they are no longer necessary to achieve the purpose for which they were collected. For the personal data from the input mask of the Contact form and those sent by email, this is the case when the respective conversation with the user has ended. The conversation ends when it can be inferred from the circumstances that the facts in question have been conclusively clarified.

5. Objection and removal

The user has the possibility to withdraw the consent to the processing of their personal data at any time. If the user contacts us by email, he can object to the storage of his personal data at any time.

For this please send us an e-mail to the following address CSSupport@tigi.com

XIV. Corporate web profiles on social networks

Use of corporate profiles on social networks

Instagram:

Instagram, Part of Facebook Ireland Ltd., 4 Grand Canal Square Grand Canal Harbour, Dublin 2 Ireland

We provide information and offer Instagram users the possibility of communication. If you carry out an action on our Instagram company profile (e.g. comments, contributions, likes etc.), you may make personal data (e.g. clear name or photo of your user profile) public. However, as we generally or to a large extent have no influence on the processing of your personal data by Instagram, we cannot make any binding statements regarding the purpose and scope of the processing of your data.

Our corporate presence in social networks is used for communication and information exchange with (potential) customers. We use the company's profile for:

- TIGICopyright
- Bed Head by TIGI
- Tigiprofessionals

available under:

- <https://www.instagram.com/tigicopyright/>
- <https://instagram.com/bedheadbytigi>
- <https://www.instagram.com/tigiprofessionals/>

Publications on the company profile can contain the following content:

- Information about products
- Information about services
- Sweepstakes
- Advertisement
- Customer contact
- Contact with prospects

Every user is free to publish personal data.

Legal basis for data processing is Art. 6 (1) (1) (a) UK-GDPR. In order to ensure appropriate safeguards for the protection of the transfer and processing of personal data outside the EU, the transfer of data to and processing of data by Instagram is carried out on the basis of appropriate safeguards pursuant to Art. 46 et seq. UK-GDPR, in particular by concluding so-called standard data protection clauses specified in regulations made by the Secretary of State under section 17C of the 2018 Act and for the time being in force or standard data protection clauses specified in a document issued (and not withdrawn) by the Commissioner under section 119A of the 2018 Act and for the time being in force pursuant to Art. 46 (2) UK-GDPR.

Data generated on the company profile are not stored in our own systems.

You can object at any time to the processing of your personal data that we collect within the framework of your use of our Instagram corporate web profile and assert your rights as a data subject mentioned under IV. of this privacy policy. Please send us an email to CSsupport@tigi.com. For further information on the processing of your personal data by Instagram and the corresponding objection options, please click here:

Instagram: <https://help.instagram.com/519522125107875>

Twitter:

Twitter International Company, One Cumberland Place, Fenian Street, Dublin 2, Ireland

On our company profile we provide information and offer Twitter users the possibility of communication. If you carry out an action on our Twitter company profile (e.g. comments, contributions, likes etc.), you may make personal data (e.g. clear name or photo of your user profile) public. However, as we generally or to a large extent have no influence on the processing of your personal data by Twitter, we cannot make any binding statements regarding the purpose and scope of the processing of your data.

Our corporate presence in social networks is used for communication and information exchange with (potential) customers. We use the company's profile for:

- TIGI Professional

- Bed Head Styling
- TIGI Professional

available under:

- <https://twitter.com/tigipro?lang=en>

Publications on the company profile can contain the following content:

- Information about products
- Information about services
- Sweepstakes
- Advertisement
- Customer contact
- Contact with prospects

Every user is free to publish personal data.

Legal basis for data processing is Art. 6 (1) (1) (a) UK-GDPR. In order to ensure appropriate safeguards for the protection of the transfer and processing of personal data outside the EU, the transfer of data to and processing of data by Twitter is carried out on the basis of appropriate safeguards pursuant to Art. 46 et seq. UK-GDPR, in particular by concluding so-called standard data protection clauses specified in regulations made by the Secretary of State under section 17C of the 2018 Act and for the time being in force or standard data protection clauses specified in a document issued (and not withdrawn) by the Commissioner under section 119A of the 2018 Act and for the time being in force pursuant to Art. 46 (2) UK-GDPR.

Data generated on the company profile are not stored in our own systems.

You can object at any time to the processing of your personal data that we collect within the framework of your use of our Twitter corporate web profile and assert your rights as a data subject mentioned under IV. of this privacy policy. Please send us an informal email to CSsupport@tigi.com. For further information on the processing of your personal data by Twitter and the corresponding objection options, please click here:

Twitter: <https://twitter.com/de/privacy>

YouTube:

YouTube LLC, 901 Cherry Ave., San Bruno, CA 94066, United States

On our company profile we provide information and offer YouTube users the possibility of communication. If you carry out an action on our YouTube company profile (e.g. comments, contributions, likes etc.), you may make personal data (e.g. clear name or photo of your user profile) public. However, as we generally or to a large extent have no influence on the processing of your personal data by YouTube, we cannot make any binding statements regarding the purpose and scope of the processing of your data.

Our corporate presence in social networks is used for communication and information exchange with (potential) customers. We use the company's profile for:

- TIGI Professional
- TIGI Professional Deutschland Österreich

available under:

- <https://www.youtube.com/bedheadbytigi>
- <https://www.youtube.com/user/TigiProfessional>
- <https://www.youtube.com/user/CATWALKbyTIGI>

Note: TIGI Copyright content on youtube hosted on TIGI Pro channel

Publications on the company profile can contain the following content:

- Information about products
- Information about services
- Sweepstakes
- Advertisement
- Customer contact
- Contact with prospects

Every user is free to publish personal data.

Legal basis for data processing is Art. 6 (1) (1) (a) UK-GDPR. In order to ensure appropriate safeguards for the protection of the transfer and processing of personal data outside the EU, the transfer of data to and processing of data by YouTube is carried out on the basis of appropriate safeguards pursuant to Art. 46 et seq. UK-GDPR, in particular by concluding so-called standard data

protection clauses specified in regulations made by the Secretary of State under section 17C of the 2018 Act and for the time being in force or standard data protection clauses specified in a document issued (and not withdrawn) by the Commissioner under section 119A of the 2018 Act and for the time being in force pursuant to Art. 46 (2) UK-GDPR.

Data generated on the company profile are not stored in our own systems.

You can object at any time to the processing of your personal data that we collect within the framework of your use of our YouTube corporate web profile and assert your rights as a data subject mentioned under IV. of this privacy policy. Please send us an informal email to CSsupport@tigi.com. For further information on the processing of your personal data by YouTube and the corresponding objection options, please click here:

YouTube: <https://policies.google.com/privacy?gl=DE&hl=en>

Pinterest:

Pinterest Europe Ltd., Palmerston House, 2nd Floor, Fenian Street, Dublin 2, Ireland

On our company profile we provide information and offer Pinterest users the possibility of communication. If you carry out an action on our Pinterest company profile (e.g. comments, contributions, likes etc.), you may make personal data (e.g. clear name or photo of your user profile) public. However, as we generally or to a large extent have no influence on the processing of your personal data by Pinterest, we cannot make any binding statements regarding the purpose and scope of the processing of your data.

Our corporate presence in social networks is used for communication and information exchange with (potential) customers. We use the company's profile for:

- TIGI Copyright
- TIGI Professional
- TIGI

available under:

- www.pinterest.com/tigipro (Global)
- <https://www.pinterest.co.uk/tigicopyright> (Global)
- https://www.pinterest.co.uk/WEAREONETIGI/_created/ (EU specific)

Publications on the company profile can contain the following content:

- Information about products
- Information about services
- Sweepstakes
- Advertisement
- Customer contact
- Every user is free to publish personal data.

Legal basis for data processing is Art. 6 (1) (1) (a) UK-GDPR.

The data generated on the company profile are not stored in our own systems.

You can object at any time to the processing of your personal data that we collect within the framework of your use of our Pinterest corporate web profile and assert your rights as a data subject mentioned under IV. of this privacy policy. Please send us an informal email to -. For further information on the processing of your personal data by Pinterest and the corresponding objection options, please click here:

Pinterest: <https://policy.pinterest.com/en-gb/privacy-policy>

Snapchat:

Snapchat Inc. 2772 Donald Douglas, Loop North Santa Monica, CA 90405
United States USA

On our company profile we provide information and offer Snapchat users the possibility of communication. If you carry out an action on our Snapchat company profile (e.g. comments, contributions, likes etc.), you may make personal data (e.g. clear name or photo of your user profile) public. However, as we generally or to a large extent have no influence on the processing of your personal data by Snapchat, we cannot make any binding statements regarding the purpose and scope of the processing of your data.

Our corporate presence in social networks is used for communication and information exchange with (potential) customers. We use the company's profile for:

- BedHead

available under:

- Username: bedheadbytigi
- Username: bedheadstyling

Publications on the company profile can contain the following content:

- Information about products
- Information about services
- Sweepstakes
- Advertisement
- Customer contact
- Contact with prospects

Every user is free to publish personal data.

Legal basis for data processing is Art. 6 (1) (1) (a) UK-GDPR. In order to ensure appropriate safeguards for the protection of the transfer and processing of personal data outside the EU, the transfer of data to and processing of data by Snapchat is carried out on the basis of appropriate safeguards pursuant to Art. 46 et seq. UK-GDPR, in particular by concluding so-called standard data protection clauses specified in regulations made by the Secretary of State under section 17C of the 2018 Act and for the time being in force or standard data protection clauses specified in a document issued (and not withdrawn) by the Commissioner under section 119A of the 2018 Act and for the time being in force pursuant to Art. 46 (2) UK-GDPR.

Data generated on the company profile are not stored in our own systems.

You can object at any time to the processing of your personal data that we collect within the framework of your use of our YouTube corporate web profile and assert your rights as a data subject mentioned under IV. of this privacy policy. Please send us an informal email to CSsupport@tigi.com. For further information on the processing of your personal data by YouTube and the corresponding objection options, please click here:

Snapchat: <https://www.snap.com/de-DE/privacy/privacy-policy>

Facebook:

Facebook Ireland Ltd., 4 Grand Canal Square, Grand Canal Harbour, Dublin 2
Ireland

On our company profile we provide information and offer Snapchat users the possibility of communication. If you carry out an action on our Snapchat company profile (e.g. comments, contributions, likes etc.), you may make personal data (e.g. clear name or photo of your user profile) public. However, as we generally or to a large extent have no influence on the processing of your personal data by Snapchat, we cannot make any binding statements regarding the purpose and scope of the processing of your data.

Our corporate presence in social networks is used for communication and information exchange with (potential) customers. We use the company's profile for:

- TIGI Professional
- Bed Head
- TIGI Copyright

available under:

- <https://www.facebook.com/TIGIprofessional>
- <https://www.facebook.com/BedheadByTIGI>
- <https://www.facebook.com/TIGI-Copyright-123160961570264>

Publications on the company profile can contain the following content:

- Information about products
- Information about services
- Sweepstakes
- Advertisement
- Customer contact
- Contact with prospects

Every user is free to publish personal data.

Legal basis for data processing is Art. 6 (1) (1) (a) UK-GDPR. In order to ensure appropriate safeguards for the protection of the transfer and processing of personal data outside the EU, the transfer of data to and processing of data by Facebook is carried out on the basis of appropriate safeguards pursuant to Art. 46 et seq. UK-GDPR, in particular by concluding s so-called standard data protection clauses specified in regulations made by the Secretary of State under section 17C of the 2018 Act and for the time being in force or standard data protection clauses specified in a document issued (and not withdrawn) by the Commissioner under section 119A of the 2018 Act and for the time being in force pursuant to Art. 46 (2) UK-GDPR.

Data generated on the company profile are not stored in our own systems.

You can object at any time to the processing of your personal data that we collect within the framework of your use of our YouTube corporate web profile and assert your rights as a data subject mentioned under IV. of this privacy policy. Please send us an informal email to CSsupport@tigi.com. For further information on the processing of your personal data by Facebook and the corresponding objection options, please click here:

Facebook: <https://de-de.facebook.com/policy.php>

XV. Allocation

We process your personal data in order to be able to direct you to the correct TIGI website, depending on the geography of your location. For this purpose, we process your IP address whilst entering TIGIStore.com and direct you to the competent TIGI entity for your region. Objective of this data processing is to be able to present relevant products in the correct currency, services and contact information of the competent TIGI entity to you as simply as possible. This processing is for technical and functional purposes only. At no time we use the IP address or other information provided by the user (e.g., the postal code used for registration or ordering) to approach regional target groups (so-called "geotargeting").

Legal basis for the use of the IP address is Art. 6 (1) (1) (f) UK-GDPR, based on our legitimate interest in ensuring the correct presentation of our website for respective markets.

You can prevent this processing by, for example, using a VPN or proxy server that prevents accurate localisation. In addition, depending on the browser you are using, you can also deactivate a location localisation in the corresponding browser settings (as far as this is supported by the respective browser). If we cannot locate your location, you will be redirected to the TIGI International Ltd. website and the UK market.

XVI. Content delivery networks

Akamai

1. Description and scope of data processing

On our website we use functions of the Content Delivery Network Akamai Technologies GmbH, Parkring 20-22, 85748 Garching, Germany (Hereinafter referred to as Akamai). A Content Delivery Network (CDN) is a network of regionally distributed servers connected via the Internet to deliver content, especially large media files such as videos. Akamai offers web optimization and security services that we use to improve the load times of our website and to protect it from misuse. When you visit our website, a connection is established to Akamai's servers, e.g. to retrieve content. This allows personal data to be stored and evaluated in server log files, the user's activity (e.g. which pages have been visited) and device and browser information (e.g. IP address and operating system). Further information on the collection and storage of data by Akamai can be found here: \n <https://www.akamai.com/de/de/privacy-policies/>

2. Purpose of data processing

Akamai's features are used to deliver and accelerate online applications and content.

3. Legal basis for data processing

The data is collected on the basis of Art. 6 (1) (1) (f) UK-GDPR. The website operator has a legitimate interest in the technically error-free presentation and optimization of his website - and server log files are therefore recorded.

4. Duration of storage

Your personal information will be retained for as long as necessary to fulfil the purposes described in this Privacy Policy or as required by law.

5. Objection and removal

You can find information about objection and removal options regarding Akamai at: \n <https://www.akamai.com/de/de/privacy-policies/>

XVII. Usage of Plugins

We use plugins for various purposes.

By using various plugins, personal data is sometimes sent to the USA. In order to ensure appropriate safeguards to protect the transfer and processing of personal data outside the EU, the transfer of data to and processing of data by US American processors is based on appropriate safeguards pursuant to Art. 46 et seq. GDPR, in particular by concluding so-called standard data protection clauses specified in regulations made by the Secretary of State under section 17C of the 2018 Act and for the time being in force or standard data protection clauses specified in a document issued (and not withdrawn) by the Commissioner under section 119A of the 2018 Act and for the time being in force pursuant to Art. 46 (2) UK-GDPR.

We use plugins for various purposes. The plugins used are listed below:

The plugins used are listed below:

Use of Google Analytics

1. Scope of processing of personal data

We use Google Analytics, a web analysis service provided by Google Ireland Limited, Gordon House, Barrow Street, Dublin 4, Ireland (hereinafter referred to as Google). Google Analytics examines, among other things, the origin of visitors, their length of stay on individual pages and the use of search engines, thus allowing better monitoring of the success of advertising campaigns. Google places a cookie on your computer. This allows personal data to be stored and evaluated, in particular the user's activity (in particular which pages have been visited and which elements have been clicked on), device and browser information (in particular the IP address and the operating system), data on the advertisements displayed (in particular which advertisements have been displayed and whether the user has clicked on them) and also data on advertising partners (in particular pseudonymised user IDs). The information generated by the cookie about your use of this website will be transmitted to and stored by Google on servers in the United States. However, if IP anonymization is enabled on this online presence, Google will previously truncate your IP address within member states of the European Union or other signatory states to the Agreement on the European Economic Area. Only in exceptional cases is the full IP address transmitted to a Google server in the USA and shortened there. On behalf of the operator of this online presence, Google will use this information to evaluate your use of the online presence, to compile reports on

the activities of the online presence and to provide further services associated with the use of the online presence and the Internet use to the operator of the online presence. The IP address transmitted by your browser as part of Google Analytics is not combined with other data from Google. You may refuse the use of cookies by selecting the appropriate settings on your browser, however please note that if you do this you may not be able to use the full functionality of our website. Further information on the collection and storage of data by Google can be found here: <https://policies.google.com/privacy?gl=EN&hl=en>

2. Purpose of data processing

The purpose of processing personal data is to specifically address a target group that has already expressed an initial interest by visiting the site.

3. Legal basis for the processing of personal data

Legal basis for the processing of personal data is the user's given consent in accordance with Art. 6 (1) (1) (a) GDPR. In order to ensure appropriate safeguards for the protection of the transfer and processing of personal data outside the EU, the transfer of data to and processing of data by YouTube is carried out on the basis of appropriate safeguards pursuant to Art. 46 et seq. GDPR, in particular by concluding so-called standard contractual clauses pursuant to Art. 46 (2) (c) GDPR. A copy of the appropriate guarantees may be requested by sending an email to the email address above indicated in I.

4. Duration of storage

Your personal information will be stored for as long as is necessary to fulfill the purposes described in this Privacy Policy or as required by law. Advertising data in server logs is anonymized by Google's own statements to delete parts of the IP address and cookie information after 9 and 18 months respectively.

5. Possibility of revocation of consent and removal

You have the right to revoke your declaration of consent under data protection law at any time. The revocation of the consent does not affect the lawfulness of the processing carried out on the basis of the consent up to the revocation. You may prevent the collection and processing of your personal data by Google by preventing the storage of cookies by third parties on your computer, by using

the "Do Not Track" function of a supporting browser, by deactivating the execution of script code in your browser or by installing a script blocker such as NoScript (<https://noscript.net/>) or Ghostery (<https://www.ghostery.com>) in your browser. your IP address) to Google and to prevent the processing of this data by Google by downloading and installing the browser plug-in available under the following link:

<https://tools.google.com/dlpage/gaoptout?hl=en>

With the following link you can deactivate the use of your personal data by Google:

<https://adssettings.google.de> Further information on objection and removal options against Google can be found at: <https://policies.google.com/privacy?gl=EN&hl=en>

Use of Google Tag Manager

1. Scope of processing of personal data

We use the Google Tag Manager (<https://www.google.com/intl/de/tagmanager/>) of Google LLC, 1600 Amphitheatre Parkway, Mountain View, CA 94043, USA and its representative in the Union Google Ireland Ltd., Gordon House, Barrow Street, D04 E5W5, Dublin, Ireland (Hereinafter referred to as Google). With Google Tag Manager, tags from Google and third-party services can be managed and bundled and embedded on an online presence. Tags are small code elements on an online presence that are used, among other things, to measure visitor numbers and behavior, capture the impact of online advertising and social channels, use remarketing and targeting, and test and optimize online presences. When a user visits the online presence, the current tag configuration is sent to the user's browser. It contains statements about which tags are to be triggered. Google Tag Manager triggers other tags that may themselves collect data. You will find information on this in the passages on the use of the corresponding services in this data protection declaration. Google Tag Manager does not access this data. For more information about the Google Tag Manager, please visit <https://www.google.com/intl/de/tagmanager/faq.html> and see Google's privacy policy: <https://policies.google.com/privacy?hl=en>

2. Purpose of data processing

The purpose of the processing of personal data lies in the collected and clear administration as well as an efficient integration of the services of third parties.

3. Legal basis for the processing of personal data

Legal basis for the processing of personal data is the user's given consent in accordance with Art. 6 (1) (1) (a) UK-GDPR. In order to ensure appropriate safeguards for the protection of the transfer and processing of personal data outside the EU, the transfer of data to and processing of data by YouTube is carried out on the basis of appropriate safeguards pursuant to Art. 46 et seq. UK-GDPR, in particular by concluding so-called standard data protection clauses specified in regulations made by the Secretary of State under section 17C of the 2018 Act and for the time being in force or standard data protection clauses specified in a document issued (and not withdrawn) by the Commissioner under section 119A of the 2018 Act and for the time being in force pursuant to Art. 46 (2) UK-GDPR.

4. Duration of storage

Your personal information will be stored for as long as is necessary to fulfill the purposes described in this Privacy Policy or as required by law. Advertising data in server logs is anonymized by Google's own statements to delete parts of the IP address and cookie information after 9 and 18 months respectively.

5. Possibility of revocation of consent and removal

You have the right to revoke your declaration of consent under data protection law at any time. The revocation of the consent does not affect the lawfulness of the processing carried out on the basis of the consent up to the revocation. You may prevent the collection and processing of your personal data by Google by preventing the storage of cookies by third parties on your computer, by using the "Do Not Track" function of a supporting browser, by deactivating the execution of script code in your browser or by installing a script blocker such as NoScript (<https://noscript.net/>) or Ghostery (<https://www.ghostery.com>) in your browser. your IP address) to Google and to prevent the processing of this data by Google by downloading and installing the browser plug-in available under the following link:

<https://tools.google.com/dlpage/qaoptout?hl=en>

With the following link you can deactivate the use of your personal data by Google:

<https://adssettings.google.de> Further information on objection and removal options against Google can be found at: <https://policies.google.com/privacy?gl=EN&hl=en>

Use of Yotpo

1. Scope of processing of personal data

We use functionalities of the eCommerce marketing platform Yotpo, provided by Yotpo, Inc., 400 Lafayette Street New York, US (Hereinafter referred to as Yotpo).

Yotpo is an eCommerce marketing platform, helping thousands of forward-thinking brands accelerate direct-to-consumer growth. Yotpo's platform approach integrates data-driven solutions for reviews, loyalty, SMS marketing, and more, empowering brands to create smarter, higher-converting experiences that spark and sustain customer relationships. Yotpo can be integrated with the tools online businesses, including Google, Instagram, top eCommerce platforms, and the rest of the marketing technology stack. Yotpo provides us with the following functionalities:

- Review & Ratings
- Loyalty Campaigns
- SMS Marketing
- Referral Programms
- Display reviews and photos
- Acquire organic traffic
- Display Star Ratings

For more information about Yotpo, please visit <https://www.yotpo.com/>, see Yotpo's privacy policy: <https://www.yotpo.com/privacy-policy/> and general information: https://www.yotpo.com/yotpo-privacy-guide/?utm_source=google&utm_campaign=Search_Brand&utm_medium=cp&utm_content=yotpo&utm_term=Brand_Yotpo&gclid=Cj0KCQjw9_mDBhCGARIsAN3PaFO-_pR88Gsdobg8_DPSHl5n4ueF8sPCQlpiLggLOXhZ3wIOhk3z_k0aAmEXEALw_wcB

2. Purpose of data processing

We use Yotpo as eCommerce marketing platform to provide you with the best possible shopping experience and most advanced solutions for customer reviews, visual marketing, loyalty, SMS and referral programms.

3. Legal basis for the processing of personal data

Legal basis for the processing of personal data is the user's given consent in accordance with Art. 6 (1) (1) (a) UK-GDPR. In order to ensure appropriate safeguards for the protection of the transfer and processing of personal data outside the EU, the transfer of data to and processing of data by Yotpo is carried out on the basis of appropriate safeguards pursuant to Art. 46 et seq. UK-GDPR, in particular by concluding so-called standard data protection clauses specified in regulations made by the Secretary of State under section 17C of the 2018 Act and for the time being in force or standard data protection clauses specified in a document issued (and not withdrawn) by the Commissioner under section 119A of the 2018 Act and for the time being in force pursuant to Art. 46 (2) UK-GDPR.

4. Duration of storage

Your personal information will be stored for as long as is necessary to fulfill the purposes described in this Privacy Policy or as required by law.

5. Possibility of revocation of consent and removal

You have the right to withdraw your declaration of consent under data protection law at any time. The withdrawal of the consent does not affect the lawfulness of the processing carried out on the basis of the consent up to the revocation. Further information on objection and removal options can be found at: https://www.yotpo.com/yotpo-privacy-guide/?utm_source=google&utm_campaign=Search_Brand&utm_medium=ccc&utm_content=yotpo&utm_term=Brand_Yotpo&gclid=Cj0KCQjw9_mDBhCGARIsAN3PaFO-_pR88Gsdobg8_DPSHl5n4ueF8sPCQIpiLqgLOXhZ3wI0hk3z_k0aAmEXEALw_wcB

Use of Zendesk

1. Scope of processing of personal data

We use functionalities of Zendesk of the Zendesk Corporation, 989 Market St, San Francisco, CA 94103, United States (hereinafter referred to as: Zendesk).

Using Zendesk, based on Ruby on Rails, we organize our content management systems, customer relationship management and web apps. Zendesk enables communication between end users of a web application and support personnel in one place. All requests from customers can be managed and answered quickly and efficiently here. Zendesk is very easy to use for both employees and customers. Data can be transferred to Zendesk servers in the process. Through the use of Zendesk, it cannot be excluded that personal data may be processed within and/or be transmitted to the US.

Further information on the processing of data by Zendesk can be found here:

<https://www.zendesk.de/company/customers-partners/privacy-policy/>

2. Purpose of data processing

By using Zendesk, we improve our customer service and organise your wishes and requests in the best possible way.

3. Legal basis for the processing of personal data

Legal basis for the processing of user's personal data is generally the user's consent in accordance with Art. 6 (1) (1) (a) UK-GDPR.

To ensure appropriate guarantees for the protection of the transfer and processing of personal data outside the EU, the transfer of data to and processing of data by Zendesk is carried out on the basis of appropriate guarantees pursuant to Art. 46 et seq. UK-GDPR, in particular by concluding so-called standard data protection clauses specified in regulations made by the Secretary of State under section 17C of the 2018 Act and for the time being in force or standard data protection clauses specified in a document issued (and not withdrawn) by the Commissioner under section 119A of the 2018 Act and for the time being in force pursuant to Art. 46 (2) UK-GDPR.

4. Duration of storage

Your personal information will be retained for as long as is necessary to fulfil the purposes described in this privacy policy or as required by law, for example for tax and accounting purposes.

5. Possibility of revocation of consent and removal

You have the right to revoke your declaration of consent under data protection law at any time. The revocation of consent does not affect the lawfulness of the processing carried out on the basis of the consent until the revocation.

For more information on objection and removal options vis-à-vis Zendesk, please visit: <https://www.zendesk.de/company/customers-partners/privacy-policy/>

Use of Omnisend

1. Scope of processing of personal data

We use functionalities of Omnisend provided by Omnisend LLC Verkiu str. 25C, Vilnius, Lithuania (hereinafter referred to as: Omnisend).

Omnisend is an ecommerce-tailored email & SMS marketing automation platform built to help nimble teams drive more revenue without increasing their workload and fully integrated with our ecommerce platform. Omnisend removes the busywork of engaging, converting and reactivating your ecommerce customers with easy-to-use email marketing, automations and multiple available channels. We personalize your messages based on our contacts' shopping behavior and improve our conversions using Omnisend's intuitive, ecommerce-tailored segmentation. Segmented targeting can be used both for campaigns and automations, and across all the channels. Omnisend provides us with the following functionalities:

- Email Campaigns
- Sales Automation
- Personalized Segmentation
- Popups and Forms
- Reports and
- Channels

For more information about Omnisend, please <https://www.omnisend.com/features/>, see Omnisend's privacy policy: <https://www.omnisend.com/privacy/> and Omnisend's DPA: <https://www.omnisend.com/data-processing-agreement/>

2. Purpose of data processing

The use of Omnisend serves us to integrate advertising on our website. Omnisend uses the collected data to improve the advertising profile for the respective users and to analyse the individual ads. Furthermore, we use Omnisend contact management, opportunity management, lead management, marketing automation, sales forecasting and sales territory management.

Personal data collected in the course of a registration is used exclusively to send relevant emails, e.g. to confirm registration or unsubscribe.

3. Legal basis for the processing of personal data

Legal basis for the processing of the user's personal data is generally the user's consent in accordance with Art. 6 (1) (1) (a) UK-GDPR.

4. Duration of storage

Your personal information will be stored for as long as necessary to fulfil the purposes described in this privacy policy or as required by law. In addition, you can contact Omnisend and request deletion of your data.

5. Possibility of revocation of consent and removal

You have the right to withdraw your declaration of consent under data protection law at any time. The withdrawal of consent does not affect the lawfulness of the processing carried out based on the consent until the withdrawal.

You can withdraw your consent to the storage of data and its use for sending transactional emails by Omnisend at any time. You can exercise your withdrawal at any time by emailing Omnisend.

You can find further information on objection and removal options from Omnisend at: <https://www.omnisend.com/privacy/>

XVIII. Advertising mails

1. Description and scope of data processing

You can opt-in to advertising mails on our website free of charge. When subscribing for the emails, data from you will be processed, especially:

- Email address
- Last name
- First name

No data will be passed on to third parties in connection with data processing for the dispatch of advertising mails. The data will be used exclusively for sending the newsletter.

2. Purpose of data processing

The user's email address is collected to deliver the information to the recipient.

Additional personal data as part of the registration process is collected to prevent misuse of the services or email address.

3. Legal basis for data processing

Legal basis for the processing of data provided by the user after registration for the newsletter is Art. 6 (1) (1) (a) UK-GDPR if the user has given his consent.

4. Duration of storage

The data will be deleted as soon as it is no longer necessary to achieve the purpose for which it was collected. The user's email address will therefore be stored as long as the newsletter subscription is active.

5. Objection and removal

The subscription for the advertising mails can be cancelled by the data subject at any time. For this just send an email at CSSupport@tigi.com.

Through this, it is also possible to withdraw the consent to the storage of personal data collected during the registration process.

XIX. Transfer of personal data within the company structure

We provide personal information to our affiliates to process it for us, based on our instructions and in compliance with our Privacy Policy and any other appropriate confidentiality and security measures. For example, we use our affiliates as service providers to help us with logistics, customer support and IT.

Your personal data, which we receive when you place an order, might be passed on to, depending on the case and the service commissioned to affiliated legal entities and businesses with whom TIGI is under common corporate control. This may result in personal data being transferred to the United States of America, among other countries. In order to ensure appropriate safeguards to protect the transfer and processing of personal data outside the EU, the transfer of data to and processing of data by TIGI shall be based on appropriate safeguards pursuant to Art. 46 et seq. UK-GDPR, in particular by concluding so-called standard data protection clauses specified in regulations made by the Secretary of State under section 17C of the 2018 Act and for the time being in force or standard data protection clauses specified in a document issued (and not withdrawn) by the Commissioner under section 119A of the 2018 Act and for the time being in force pursuant to Art. 46 (2) UK-GDPR.

XX. Obligation to provide data

You are obliged to provide your data. This obligation arises from the contract concluded with us. If you do not provide the required data, the contract with you cannot be concluded and fulfilled.

This privacy policy has been created with the assistance of [DataGuard](#).