

According to § 5 TMG

Mountains Mountaineering School

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Online dispute resolution

Mandatory information according to Regulation (EU) No. 524/2013 (ODR-VO, Article 14, Paragraph 1) of the European Parliament and of the Council: The European Commission provides a platform for out-of-court online dispute resolution (OS platform), which can be found at <https://ec.europa.eu/consumers/odr/> is available. We are not willing or obliged to participate in dispute resolution proceedings before a consumer arbitration board. Our email address can be found in our imprint.

Design and implementation: <https://www.tohen-media.com/>

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Data protection

Your personal rights are our top priority and we strive to protect these rights. We would like to inform you about the type, purpose and scope of the processing of personal data within our online offer (website and integrated services and functions).

We have implemented numerous technical and organizational measures to ensure the most complete protection possible for the processed personal data. Our security measures are continuously improved in line with technological developments. Nevertheless, data transmission on the Internet can have security gaps, so that absolute protection cannot be guaranteed. Therefore, you are free to use personal data in other ways, e.g. by phone to send to us.

Type and purpose of the processed data

Type of data processed

Address data (first and last name, address, telephone number, email)

Text input (messages), photographs (uploads)

Usage data, visited websites, access times

IP addresses and metadata (device information)

Affected people

Visitors and users of our online offer

Purpose of processing

Provision of the online presence with content and functions

Processing of bookings and orders

Processing of contact inquiries and sent messages

Safety measures

Statistical evaluations

Responsible for processing

Responsible within the meaning of the General Data Protection Regulation is:

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info@mountainspro.com

Definition of terms

"Personal data" is all information that can be identified by persons known to us or by means of data stored by us.

"Processing" is any process that is carried out manually or automatically, in which personal data is loaded, assigned, saved or changed.

As the "responsible person" we refer to people, authorities or institutions that decide on the purposes and means of processing personal data.

Your rights

You have the right to confirm whether your data will be processed by us, to obtain information about this information and to provide a copy of the data (Art. 15 GDPR)

You have the right to correct or complete the data concerning you (Art. 16 GDPR)

You have the right to have your data deleted immediately (Art. 17 GDPR) or to request a restriction of its processing (Art. 18 GDPR).

You have the right to receive your personal data as a file or to request transmission to other responsible parties (Art. 20 GDPR)

You have the right to object to the future processing of your data at any time (Art. 21 GDPR)

You have the right to give consent in accordance with Revoke Art. 7 Para. 3 GDPR with effect for the future

You have also gem. Art. 77 GDPR the right to lodge a complaint with the competent supervisory authority

Legal basis for processing

Article 6 of the GDPR serves our company as the legal basis for all processing operations. We only process your data if:

You have given your consent to the processing of your personal data for one or more specific purposes

the processing is necessary for the fulfillment of a contract or for the implementation of pre-contractual measures that are carried out at your request

the processing is necessary to fulfill a legal obligation to which you are subject

the processing is necessary to protect your vital interests or those of another person

the processing is necessary for the performance of a task that is in the public interest or in the exercise of official authority that has been delegated to us (Registration Act)

Processing is necessary to safeguard our legitimate interests or those of a third party, unless the interests or fundamental rights and freedoms of the data subject that require the protection of personal data outweigh them, in particular if the data subject is a child.

Duration of storage

We adhere to the respective statutory retention period for the maximum duration of storage of your personal data. After this period has expired, the relevant data will be routinely deleted, provided that it is no longer required to fulfill or initiate a contract.

deletion

All personal data processed by us is deleted in accordance with Art 17 & 18 GDPR or restricted for further processing. Specifically, this means: Personal data will be deleted if it is no longer required to fulfill the desired purposes or if the statutory retention period has expired. This applies in particular to invoices, booking vouchers and business records.

Cooperation with processors

If a transmission of the data to third parties is necessary for the fulfillment of the contract, this only takes place:

based on the legal permission acc. Art. 6 para. 1 lit. b GDPR

based on your consent

if there is a legal obligation to do so

based on our legitimate interests (e.g. when using agents, web hosts, etc.)

If we commission third parties to process the data on the basis of a so-called "order processing contract", this is done on the basis of Art. 28 GDPR.

For the operation of this website and the associated software, we use the products of our technical service provider Media Processor, based in: Sanhadrin 3 Yavne, Israel. based on our legitimate interests in accordance with Art. 6 para. 1 lit. f GDPR and an order processing contract in accordance with Art. 28 para. 3 sentence 1 GDPR. The service provider does not use the personal data processed thereby or pass it on to third parties.

Together with Media Processor, we implement technical and organizational security measures in accordance with 9 BDSG in order to protect your data managed by us against accidental or intentional manipulation, loss, destruction or against access by unauthorized persons. Our security

measures are continuously improved in line with technological developments. We save data-relevant information only on secured IT systems in Germany. Access to it is only possible for a few authorized persons and persons who are obliged to provide special data protection and who are responsible for the technical, administrative or editorial maintenance of data.

Hosting, access data and log files

For the purpose of operating this online offer, we use hosting services from Media Processor for the following services:

Provision of our online platform

Provision of software, computing capacity, storage space and database

Security deposits and technical maintenance

We process, or our hosting provider, based on our legitimate interests in the efficient and secure provision of this online offer in accordance with Art. 6 para. 1 lit. f GDPR in conjunction Art. 28 GDPR content data, personal data, contract data, usage data, meta and communication data of customers, interested parties and visitors to this online offer. In particular, every access to the server on which this service is located is stored in a log file. The following is saved in detail:

Name of the accessed website or file

Date and time of access

amount of data transferred, notification of successful retrieval

Browser type and version as well as the operating system used

the address of the previously visited website

the IP address of the visitor to the provider used

For security reasons (e.g. to investigate misuse or fraud), log file information is stored for a maximum of 30 days and then deleted. Data whose further storage is required for evidence purposes are excluded from deletion until the respective incident has been finally clarified.

Use of cookies

Our website uses cookies. Cookies are small text files that are stored and stored on your computer system via your internet browser. A specific internet browser can be recognized and identified using the unique cookie ID. The purpose of this recognition is to make it easier for users to use our website. In detail we use cookies like this:

We assign the content of your shopping cart to your browser so that you can continue your booking or order at a later date.

If you make settings on our site (e.g. the travel period in the booking mask), we assign them to your browser so that you do not have to enter them again the next time you visit

If you access our page via a link from another page, we assign the previous address to your cookie and read this information in the event of a booking, order or request in order to be able to statistically determine how our customers became aware of us

If you use a login function, you do not have to enter your access data every time you visit our website

You can prevent the setting of cookies by our website at any time by making the appropriate settings in the internet browser used and thus permanently object to the setting of cookies. In addition, cookies that have already been set can be deleted from your Internet browser at any time. If you permanently deactivate the setting of cookies, you may not be able to use all functions of our website.

SSL encryption

To protect the security of your data during transmission, we use state-of-the-art encryption methods (e.g. SSL) via HTTPS.

Contact forms

Our contact forms are processed using software from Media Processor. If you contact us (e.g. via contact form, email, telephone or via social media), the user's information will be used to process the contact request and its processing in accordance with Art. 6 para. 1 lit. b GDPR processed. The information provided by users is stored in a customer relationship management system ("CRM system"). We delete the inquiries if they are no longer necessary to fulfill your concerns. We check the necessity every two years; The statutory archiving obligations also apply.

Booking & ordering system

Our bookings or orders are processed using software from Media Processor (headquarters: Sanhadrin 3, Yavne, Israel). This service provider is based on our legitimate interests. Art. 6 para. 1 lit. f GDPR and an order processing contract in accordance with 28 para. 3 sentence 1 GDPR and does not use the resulting personal data itself or pass it on to third parties.

When booking or ordering data (address data with address, communication data such as telephone number and e-mail address) as well as information about accompanying persons (names, dates of birth) are stored in a customer relationship management system ("CRM system"). If you have special personal data that is relevant to the performance of our services, e.g. B. Specify allergy-related intolerances, these are also saved. We delete this data if it is no longer necessary to fulfill your concerns. We check the necessity every two years; The statutory archiving obligations also apply.

Our presence in social networks

We are involved in social networks and platforms in order to communicate with the customers and prospects active there and to be able to provide information about our services. When using the respective networks or platforms, the terms and conditions and the data protection guidelines of their respective operators apply. We only process users' data if they communicate with us on social networks or platforms, write articles or send us messages.

Use of YouTube

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