

Privacy Notice

We are glad you have taken an interest in Teufel, and we take the protection of your privacy seriously. Here you'll find detailed information about how we handle personal data.

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Security at Teufel: Collection, processing, use and transfer of personal data

We only use your personal data in accordance with the following policies and the German Federal Data Protection Act (*Bundesdatenschutzgesetz*) and German Telemedia Act (*Telemediengesetz*).

Personal data is only collected if you disclose it to us voluntarily in the context of placing an order, ordering a catalogue, opening a customer account, registering for our newsletter or registering for one of our raffle games. Unless you have given us your consent separately, data you disclosed voluntarily in the context of placing an order will only be used for the purpose of fulfilling and executing your order. Your data is blocked for further usage once the order has been completed and the purchase price has been paid in full. Such data is deleted upon regulation expiry that applies under tax law and commercial law unless you have expressly agreed to the further use of your data. When you register for our newsletter, your email address is used with your permission for Teufel advertising purposes until you cancel your registration. Cancellation is possible at any time. If you choose to have us save your ordering information for future use, then your data is saved in our customer database. You can have us delete your customer account at any time.

We will not transfer your data including your address and email address to third parties without your express consent that can be revoked at any time. The only exceptions to this rule are our service partners who require the transmission of data in order to process your order: your data will be transferred to a shipping company insofar as it is necessary for the delivery of your product. In the case of credit institutes and credit card companies processing your payment, only your payment data will be transferred to the external company. We may transfer your shipping address to the repair shop we contract with.

During the ordering process, your personal data is transferred via encryption over the internet (see also [Data transfer](#)). We employ technical and organisational security measures in order to protect

your data which we are managing from coincidental or deliberate manipulation, loss, destruction or access by unauthorised persons.

You can visit our websites without stating your personal details. We only collect and store access data without personal reference in log files. This access data is automatically transferred by your browser to us, namely:

Browser and browser version on the computer accessing our site

Operating system on the computer accessing our site

Referring URL

Host name of the computer accessing our site (IP address)

Time of server access

This data is evaluated only for the purposes of improving our offering and does not allow you to be identified. This data will not be combined with any other source of data.

Cookies

We use cookies to make use of our online shop possible. Cookies are small text files which are saved on your computer.

We use two types of cookies:

Session cookies:

When you use Teufel's online shop, session identification numbers are placed in so-called session cookies to save the contents of your shopping cart (amongst other tasks). These cookies are deleted when you close your web browser.

Permanent cookies:

We also use a permanent cookie that allows us to carry out statistical analyses, such as how many users return to our web site. This cookie only enables us to establish the fact that a user has returned to our website – it does not enable us to identify the user. No personal data such as name, address, IP address or similar data is stored in this cookie. As we are always striving to offer you the best possible service on our website, we also use this cookie to display products which are of interest to you.

You can adjust the settings of your browser and choose to accept, reject, block or delete cookies from www.teufelaudio.com, www.teufelaudio.co.uk, www.teufelaudio.nl or www.teufel.de.

Our partner companies are not permitted to collect, process or use personal data via our web site by means of cookies.

Tracking pixels

In order to constantly improve our advertising and our web sites, we use so-called tracking pixels. If an advertisement for our company is clicked or a website is loaded, a tracking pixel is loaded from a server in the internet and a registration is made there. We use this technique to see how users arrive at our websites, which websites are visited by our customers and which actions are carried out. The data collected for this purpose is not of a personal nature.

Data transfer

All of the personal data that you disclose during the purchasing process is only transferred from your computer to us in an encrypted state. For this purpose, we use Secure Socket Layer (SSL), a proven system for encryption. This widely prevalent system guarantees the highest possible level of security and is applied not only to your order data, but also to such information as your bank account details or credit card number.

Facebook

We have Facebook (Facebook Inc., 1601 S. California Ave., Palo Alto, CA 94304, USA) plug-ins integrated on our website. They are identified by the Facebook logo or the "like me" button.

Facebook plug-ins forward information regarding your visit to the Teufel Audio website to Facebook and might make a record of the visit if you have a Facebook account and you're logged into your Facebook account during your visit to the Teufel Audio website. If you do not want this, you must log out of your Facebook account prior to visiting the Teufel Audio website.

Otherwise, the Facebook plug-in forwards your Teufel Audio visit information and interactions to Facebook – when you visit Teufel Audio through a Facebook plug-in oriented site. Through interaction with the Facebook plug-in (for instance, clicking the "like me" button), this information and additional information you enter in this context is also saved.

Purpose, methods and types as well as scope of information stored by Facebook, and how Facebook uses the information, is found on the Facebook privacy notice (<http://www.facebook.com/privacy/explanation/>). Here you can also read further about how to prevent and limit the storage and usage of your personal information in Facebook.

Email and newsletter

Your email address is necessary for Teufel to send you order confirmations and important customer information. We would also like to regularly email you carefully selected offers that may be of interest to you. For that purpose please subscribe to our newsletter while ordering or by using the [form on our website](#). You can suspend Teufel's use of your email address for advertising purposes at any time by clicking on the link "Cancel subscription" at the bottom of a newsletter.

When you subscribe to our newsletter, your name and email address will be transferred to our newsletter provider company, which pursuant to the data protection regulations, undertakes to only use this data for the purpose of sending Teufel's newsletters and mailings.

Payment information

In order to confirm and process your order, Teufel, or respectively the service company contracted by Teufel to process a payment, requires information regarding your bank account details and/or credit card, provided you don't opt to pay via cash-on-delivery. This information is temporarily stored by Teufel when necessary until the sale contract has been fulfilled in full by both parties.

Teufel, or respectively the service company contracted by Teufel to process a payment, will only use the information provided for completing contracts with the customer. The information will not be transferred to third parties, and strict precautions are taken to protect it from access by third parties.

Right to disclosure

Pursuant to the German Federal Data Protection Act, you have a right to free of charge information on your stored data and, if applicable, you are entitled to have this data amended, blocked or deleted.

Contact person for privacy issues

If you have questions concerning the collection, processing or use of your personal data – or to request information, disclosure, rectification, locking or deletion of such data, or if you wish to revoke any prior consent – please contact:

Marco Tessendorf (external Data Protection Officer)
Lautsprecher Teufel GmbH
Bülowstraße 66
10783 Berlin, Germany
E-Mail: datenschutz@teufel.de

Revocation of prior consent

Please be aware that you can withdraw your expressed consent at any time with application to the future.

Declaration of acknowledgement and consent

You may have expressly consented or confirmed to the points listed below during the process of placing your order.

Acknowledgement of privacy notice

- I have read and accepted the Privacy Notice.

Newsletter

- Yes, I want to receive the newsletter.

Customer account registration

- Yes, I want to register for future orders - please include my information in your customer data base.