

Privacy Policy

The protection of your personal data is of particular importance to us. We process your data exclusively on the basis of the applicable legal provisions, in particular the **General Data Protection Regulation (GDPR)**, the applicable national data protection laws, and telecommunications regulations.

This Privacy Policy provides information about the nature, scope, and purpose of the processing of personal data in connection with the use of our website and our services.

This English version is provided for convenience only. In case of discrepancies, the German version shall prevail and be legally binding.

1. Controller

Controller within the meaning of Art. 4 (7) GDPR is:

OE Service GmbH

Dr. Franz-Palla-Gasse 21

A-9020 Klagenfurt

Austria

Phone: +43 (0) 720 546065

Email: office@oeservice.eu

A data protection officer is not required by law and has not been appointed.

2. Data Processing When Visiting Our Website

2.1 Server-Logfiles

When you visit our website, the following data is automatically collected:

- IP address
- Date and time of request
- Browser type and version
- Operating system
- Referrer URL
- Internet service provider
- Language settings and country

This data is technically required in order to:

- provide the website
- ensure system security
- improve stability and performance
- detect misuse or fraudulent activities

Legal basis:

Art. 6 (1) (f) GDPR (legitimate interest)

The data is not combined with other personal data unless user registration occurs.
The server location is within the European Union.

2.2 Cookies und Consent-Management (Clickskeks)

Our website uses cookies and similar technologies to provide functionality, store user consent, and analyze website usage.

We use the consent management tool Clickskeks.

The following data may be processed:

- Consent status
- Timestamp of consent
- Anonymized IP address
- Device and browser information

Legal bases:

- Art. 6 (1) (c) GDPR (legal obligation)
- Art. 6 (1) (f) GDPR (proof of consent)
- Art. 6 (1) (a) GDPR (consent for non-essential cookies)

Cookie categories:

Necessary cookies

Required for operation, security, and basic functionality.

Analytics cookies

Used for statistical analysis of website usage.

Marketing cookies

Used for personalized advertising and campaign performance measurement.

Non-essential cookies are only set with your explicit consent.

You can change or withdraw your consent at any time via the cookie banner.

When using services based in third countries (e.g., the United States), access by authorities cannot be excluded.

Legal basis for third-country transfers:

Art. 49 (1) (a) GDPR (consent)

3. Analytics, Tracking and Marketing Services

We use analytics and marketing tools to understand user behavior and improve our services.

These services are only used based on your consent pursuant to Art. 6 (1) (a) GDPR.

3.1 Google Analytics

Provider:

Google Ireland Ltd., Dublin, Ireland

Processed data:

- anonymized IP address
- page views
- click paths
- session duration
- device information
- approximate location
- referrer URL

IP anonymization is enabled.

Data transfer to the United States cannot be excluded.

Further information:

<https://policies.google.com/privacy>

3.2 PostHog

We use PostHog for analyzing user behavior and improving our website.

Processed data:

- anonymized IP address
- usage behavior
- click paths
- device data

Legal basis:

Art. 6 (1) (a) GDPR

Further information:

<https://posthog.com/privacy>

3.3 Meta Business Tools (Meta Pixel)

Provider:

Meta Platforms Ireland Ltd., Dublin, Ireland

Purpose:

Measuring advertising performance, audience targeting as well as optimization of advertising campaigns.

Processed data:

- IP address
- device information
- user behavior
- conversion data

Data may be linked to your Meta account.

Legal basis:

Art. 6 (1) (a) GDPR

Further information:

<https://www.facebook.com/privacy/policy/>

3.4 Google Ads / Conversion Tracking

We use Google Ads and Google Ads Conversion Tracking.

Purpose:

Measuring effectiveness of advertising campaigns as well as tracking user actions after ad clicks.

Processed data:

- IP address
- cookies
- device and browser data
- visited pages
- click and conversion data
- timestamps
- referrer URL

Legal basis:

Art. 6 (1) (a) GDPR

Data transfer to third countries cannot be excluded.

Further information:

<https://policies.google.com/privacy>

3.5 YouTube

We embed YouTube videos using enhanced privacy mode.

Data is only transmitted when you actively start a video.

Processed data:

- IP address
- usage behavior
- device information

Legal basis:

Art. 6 (1) (a) GDPR

Further information:

<https://policies.google.com/privacy>

3.5 Sentry Error Tracking

We use Sentry, a service provided by Functional Software Inc., 45 Fremont Street, 8th Floor, San Francisco, CA 94105, USA, for technical monitoring, error analysis, and system stability purposes.

Sentry helps us identify and resolve technical issues, improve platform performance, and ensure the security and availability of our services.

The following data may be processed:

IP address (shortened or anonymized where technically possible)
 device and browser information
 operating system
 error logs and technical diagnostics
 information regarding system interactions at the time an error occurs

The processing is carried out exclusively for technical and security-related purposes and not for advertising purposes.

Legal basis:

Art. 6 (1) (f) GDPR (legitimate interest in secure and stable operation of the website and services)

Data transfers to third countries, particularly the United States, cannot be excluded.

Further information:

<https://sentry.io/privacy/>

4. Contract Processing and User Accounts

To use our services, the creation of a user account is required.

Processed data:

- name
- company name
- address

- phone number
- email address
- VAT ID
- business license
- payment information

Purpose:

- contract fulfillment
- identification
- invoicing
- provision of services

Legal basis:

Art. 6 (1) (b) GDPR

Without this data, the use of our services is not possible.

5. Payment Providers

5.1 PayPal

Provider:

PayPal (Europe) S.à.r.l. et Cie, S.C.A., Luxembourg

Processed data:

- name
- address
- email
- payment data
- IP address

Legal basis:

Art. 6 (1) (b) GDPR

Further information:

<https://www.paypal.com/privacy>

5.2 Stripe

Provider:

Stripe Payments Europe Ltd., Ireland

Processed data:

- payment data
- credit card information
- transaction data

Processing is carried out in accordance with PCI-DSS standards.

Legal basis:

Art. 6 (1) (b) GDPR

Further information:

<https://stripe.com/privacy>

6. Newsletter

We use Brevo (Sendinblue) for newsletter distribution.

Processed data:

- name
- email address
- interaction with newsletters

Double opt-in is used.

Legal basis:

Art. 6 (1) (a) GDPR

You may withdraw your consent at any time.

Further information:

<https://www.brevo.com/legal/privacypolicy/>

7. Data Retention

Personal data is stored only as long as necessary.

Typical retention periods:

- server log files: a few days
- contract data: 7 years
- legal claims: up to 10 years
- newsletter data: until withdrawal

8. Data Transfers to Third Parties

Data may be shared with:

- IT and hosting providers
- newsletter providers
- analytics and tracking providers
- authorities (where legally required)

For transfers to third countries, we use:

- EU Standard Contractual Clauses
- appropriate safeguards (Art. 46 GDPR)
- consent (Art. 49 GDPR)

9. Data Security

We implement appropriate technical and organizational measures to protect data against:

- loss
- misuse
- unauthorized access
- manipulation

10. Your Rights

You have the following rights:

- access (Art. 15 GDPR)
- rectification (Art. 16 GDPR)
- erasure (Art. 17 GDPR)
- restriction (Art. 18 GDPR)
- data portability (Art. 20 GDPR)
- withdrawal of consent (Art. 7 GDPR)
- objection (Art. 21 GDPR)

You may contact us at any time.

Supervisory authority in Austria:

Austrian Data Protection Authority
Barichgasse 40-42
1030 Vienna
<https://www.dsb.gv.at>

Status: June 2026