

Provisions on data protection

Preamble

The protection of the personal data provided by the customer is very important for payever GmbH, Rödingsmarkt 20, 20459 Hamburg ("**payever**", "**we**" or "**us**"). payever provides to its commercial and private customers (the "**Users**") a web-based solution with which various services (the ("**payever-Services**") can be used on the "**payever-Platform**". To the extent services of third parties can be ordered through the payever-Platform, the data protection policy of the respective third party applies for those services.

Scope / personal data

These provisions on data protection apply for the use of the payever-Platform both through the website as well as by the app and for other services.

You can use the payever-Platform through our websites and apps or third party websites and apps. payever offers commercial customers the possibility to offer their own products and services through the payever-Platform and enables all Users to use further services and solutions of payever or other external service providers.

These provisions on data protection apply for the processing of personal data. Personal data constitute, pursuant to Art. 4 no. 1 GDPR, all information relating to an identified or identifiable natural person; this includes, for example, names or also identification numbers.

1 Data controller / contact

The data controller for the data processing through the websites, apps and other offerings of payever is:

payever GmbH
Rödingsmarkt 20
20459 Hamburg

Appointed as data protection officer: Christian Neidl (Braun & Paul IT GmbH, Hugo-Junkers-Straße 9, 90411 Nuremberg). If you have questions or suggestions, please feel free to also contact us by email at [privacy@getpayever.com].

If payever is only providing the technical solution for a third party's service, for example, payment processing of financing, the respective third party is the controller for the data processing within the scope of the service.

2 Collection and use of your data

2.1 Access to the payever-Platform

Upon accessing the payever-Platform, usage data is automatically collected and used to the extent necessary. We store the following data in this situation:

- date and time of access

- browser type / version
- used operating system
- URL of the previously visited page
- the previously opened app or website (if you were linked from the other offering to us)
- volume of transmitted data
- the IP address assigned to the end-device

We process these data for technical reasons, in order to be able to provide our services. We process these data in accordance with Art. 6 para. 1 lit. b General Data Protection Regulation ("GDPR"), in order to perform a contract. We also process these data for the purpose of recognizing and following up on misuse in accordance with Art. 6 para. 1 lit. f GDPR in order to preserve our justified interests and secure the proper operation and availability of the payer-Services as well as the transactions processed through those services.

We processed the used browser type, date and time of use as well as the IP address for the purpose of analyzing statistics with regard to the payever-Services. We optimize the payever-Services on the basis of this analysis. This is based on the fact of our justified interest in providing services adapted and optimized for you and the used end-devices and needs of the customers and the fact that your interests and rights or freedoms do not have greater weight, Art. 6 para. 1 lit. f GDPR.

The use data are not combined with other data.

2.2 Registration

2.2.1 Registration with a payever customer account

We process your following data for the registration of the payever-Services:

- name
- email address
- company name, if applicable
- business address, if applicable
- telephone number, if applicable
- information about the relevant company, if applicable
- password

The data are processed in the course of registration so that we can provide the payever-Services to you. The processing of the data, therefore, is necessary to fulfill a contract, Art. 6 para. 1 lit. b GDPR.

After registration through the website, one of the payever apps or some other manner, the User receives a confirming email together with an activation link to complete the creation of the User's customer account. If the User establishes a customer account when making a payment in a

webshop, we send the access data to the entered email address and set up the customer account in parallel.

We also process your login data to authenticate your login. Authentication is also necessary to fulfill a contract, Art. 6 para. 1 lit. b GDPR.

2.2.2 Registration with the user account of a third party provider

The User also has the possibility of registering with payever using an existing user account at third party providers, especially in a social media platform. Upon confirming the registration button at the requested service, the data are forwarded to the respective service provider. The provisions on data protection and terms and conditions of use of the respective third party provider, which is also the controller within the meaning of Art. 4 no. 7 GDPR, apply for using the third party services. payever receives, in this event and depending on the terms and conditions of use of the third party provider, the information designated as public in the respective account as well as possibly additional information, such as the email address and the date of birth of the User.

Registration at payever is currently possible especially through the following third party providers in the course of the respectively linked data protection policies:

- Facebook Inc., 1601 S California Ave, Palo Alto, California 94304, USA; <http://www.facebook.com/policy.php>;
- Google Inc., 1600 Amphitheater Parkway, Mountain View, California 94043, USA; <https://www.google.com/intl/de/policies/privacy/>;
- Twitter, Inc., 1355 Market St, Suite 900, San Francisco, California 94103, USA; <http://www.linkedin.com/legal/privacy-policy>;
- LinkedIn Corporation, 2029 Stierlin Court, Mountain View, California 94043, USA; <http://www.linkedin.com/legal/privacy-policy>;
- Apple Inc., One Apple Park Way, Cupertino, California 95014, USA, <https://www.apple.com/legal/privacy/de-ww/>.

2.3 Performance of the payever-Services

In the course of rendering performance, payever processes the following data, if specified:

- complete name
- billing and delivery address
- personal circumstances
- date of birth
- banking account and other information for payment
- order details and order history
- interests and preferences
- User generated content which the respective User uploads or has entered itself

The processing of the data serves the purpose of providing all payever-Services with all functions to the Users. This includes maintaining the user account, use of various payever-Services or

external service providers, communication with the User in the course of providing the payever-Services as well as forwarding the data to third parties for performance of the contractual service.

The processing is carried out, in order to perform the use contract concluded with the Users, Art. 6 para. 1 lit. b GDPR.

2.4 Transfer of personal data

2.4.1 Transmission for performance of the contract or with consent

As a general rule, personal data cannot be disclosed to third parties unless this is necessary to fulfill contractual obligations, Art. 6 para. 1 lit. b GDPR, or if the customer has expressly consented, Art. 6 para. 1 lit. a GDPR or if there is another applicable authorization under the law.

2.4.2 Transfer to contract processors

We use in part service providers who are bound by our instructions ("contract processors") to provide the services. In such cases, personal data are forwarded to these contract processors in order to enable them to do the further processing. These contract processors are carefully selected and examined by us on a regular basis, in order to make sure that your privacy is preserved. The contract processors can only process the data for the purposes we have determined and in accordance with our instructions and are additionally under an obligation towards us under contract to treat your data exclusively in accordance with this present data protection policy as well as the German laws on data protection. The legal requirements in Art. 28 GDPR are strictly complied with.

2.4.3 Transfer for foreign countries

In this respect, processing can also take place in countries outside the European Economic Area, for example, because certain offerings are provided on servers located there.

When we transfer personal data to foreign countries, we ensure that one of the following conditions is met:

- There is an adequacy decision by the EU Commission pursuant to Art. 45 GDPR, stating that an adequate level of data protection exists in the third country.
- We have concluded the standard data protection clauses approved by the EU Commission pursuant to Art. 46 para 2 lit. c GDPR with the recipient and (where necessary) have taken additional measures in accordance with the criteria of the European Court of Justice (Schrems II ruling).
- There are other appropriate safeguards within the meaning of Art. 46 para. 1) GDPR that are suitable for establishing an adequate level of data protection.
- There is an exception pursuant to Art. 49 GDPR, e.g. if you have given your consent for the transmission (Art. 49 para.1 lit. a GDPR), the transmission is necessary for the performance of a contract with you (Art. 49 para. 1 lit. b GDPR) or for the assertion, exercise or defense of legal claims (Art. 49 para. 1 lit. e GDPR).

We transfer your data to the following companies in the USA based on an adequacy decision of the EU Commission (Art. 45 GDPR):

- airSlate, Inc.
- Twilio, Inc.

- Zendesk, Inc.

3 Subscriptions to newsletters and other notifications

You can voluntarily subscribe to our newsletter and other notifications from us by email on our website. The content of the respective notifications is set forth in the subscription.

We collect for this purpose your name as well as your email address and use these data to send to you by email the newsletter as well as the respective notifications you have subscribed to.

The legal basis for this processing is the consent granted by you pursuant to Art. 6 para. 1 lit. a GDPR.

You can revoke your consent to the sending of newsletters and other notifications at any time with effect for the future.

4 Receiving advertising

When using the payever services, you have the option of consenting to receive advertising (Art. 6 para. 1 lit. a GDPR). In this case, we will use the information you provide (including any information and data you may have stored in your customer account and which we may have received through your interactions with us) to send you advertising by post or via any other communication channel you request (email, SMS, telephone, push notifications in our mobile apps, or via various other communication services such as Facebook Messenger, WhatsApp Messenger, Telegram, and Teams). The exact content of the advertising will depend on the consent you provide. This may include the following data:

- name,
- gender/salutation,
- position,
- company and company type,
- industry, number of employees and revenue,
- postal address,
- email address,
- telephone number.

You can revoke your consent to receive advertising at any time with effect for the future.

5 Communication through services of third party providers

payever provides to commercial customers the embedding of various communications services of third party providers (e.g. Facebook Messenger, WhatsApp Messenger, telegram and Teams). This enables the respective commercial customer to send messages and recommendations directly to its customers.

payever is not the controller for the sent content of the communications or the operation of and the related processing in the communications services. The controllers for the sending of the content of the communications are the respective commercial customers. The controllers for purposes of Art. 4 no. 7 GDPR for the operation of these communications services and the related data processing are the respective service providers. The terms and conditions of use and data protection of the respective service provider always additionally apply for the use of those services.

6 Sessions and Cookies

payever uses so-called cookies. A cookie is a small file containing a string of characters that is sent to your computer when you visit a website. The next time you visit the website, it can recognize your browser using the cookie. Cookies can, for example, save user settings and other information and thus make using the website more convenient and tailored to your needs.

If the use of cookies is absolutely necessary to provide our website, they are set automatically. Otherwise, cookies are only set if you have previously consented. You give your consent by selecting the appropriate consent in the area displayed below when you visit our website, which informs you about the use of cookies ("cookie banner").

You can revoke your consent at any time with future effect by deleting the cookies stored in your browser.

You can also revoke your consent with future effect or subsequently grant it by clicking on the "Settings" button at the end of this privacy policy. You can reactivate or deactivate individual cookie groups using the window that appears.

Most internet browsers also allow you to block cookies generally. You can configure your browser settings accordingly and block cookies by following the instructions for your browser, which are available at <http://www.allaboutcookies.org/ge/>, or, if possible, using another technical tool. However, please note that if you do this, you may no longer be able to use all the features of this website.

6.1 Necessary and functional cookies

payever uses cookies to enable the service functions and services you request (e.g., to document your consent to the use of cookies); and/or functional cookies that, for example, remember your settings to make the service more user-friendly.

To the extent that cookies are technically necessary, this procedure is based on legal regulations that permit the storage or access of information on an end user's device because this is absolutely necessary to provide a telemedia service expressly requested by the user, such as when visiting our website § 25 para. 2 No. 2 TDDDG). The associated processing of personal data is based on our overriding legitimate interest and is necessary to make the website available to you (Art. 6 para. 1 lit. f GDPR).

Functional cookies are only set with your consent (Section 25 (1) TDDDG), which you can grant in the cookie banner. In this case, the associated processing of personal data is also based on your consent (Art. 6 para. 1 lit. a GDPR).

6.2 Statistical analysis and needs-based design

When you use the payever service, payever uses cookies for the purposes of statistical analysis and needs-based design of the service and creates usage statistics using pseudonyms, provided you have consented to this. These cookies are sometimes also set and read by third parties, e.g., to bill us for their services based on the evaluations created in this way. Below you will find details on the most important third-party providers in this category that set cookies.

The cookies are only set when you click "Agree" in the so-called "cookie banner" after accessing the website, thereby declaring your consent to data processing. The legal basis for the processing is then your consent (Art. 6 para. 1 lit. a GDPR, § 25 para. 1 TDDDG).

6.2.1 Use of Google Analytics

If you have given us your consent, we use the web analysis service Google Analytics to analyze the use of our website and, based on the insights gained, adapt it to the needs of our users. This service is provided by Google Ireland Limited, Gordon House, Barrow Street, Dublin 4, Ireland ("Google"). Google processes your personal data on our behalf and in accordance with our instructions (see Art. 4 No. 8, 28 GDPR).

Google Analytics stores cookies on your device and uses these cookies to collect pseudonymous data about your use of our website. This includes, in particular, the number of visits to our website, your length of stay, and how you interact with our website (e.g., which pages you visit, which links you click, whether you searched for something or what you downloaded, whether you made a purchase, or whether you subscribed to our newsletter). We can track your interactions (so-called events) with our website through the use of tags, which we use to identify the interactions we want to track as events. If we have tagged a specific event, this tag will be triggered when you interact with the website, and the corresponding event data will be sent to Google Analytics. Google Analytics also collects data about your geographical location (such as the city) and data about your device (including the model and screen resolution) based on your IP address.

Google will use this information to evaluate your use of our website, to compile reports on website activity, and to generate other analyses and reports related to website activity and internet usage. Google may also link this data with other data about you, such as your search history, your personal account, usage data from other devices, and other data that Google has stored about you. Google may also transfer this information to third parties where required to do so by law (e.g., to government authorities), or where third parties process this data on Google's behalf.

Your data will be stored for a period of 26 months.

When using Google Analytics, personal data may be transferred to third countries (in particular to the servers of Google LLC in the USA), as described in Section 2.4.3.

We use Google Analytics and the associated cookies and tags on the basis of your consent, Art. 6 para. 1 lit. a GDPR. This legal basis also covers the processing of your personal data for the aforementioned purposes.

6.2.2 Google Ads Remarketing

If you have given us your consent, we use the functions of Google Ads Remarketing, a service provided by Google. This enables us to advertise our website in Google search results and on third-party websites. For this purpose, Google places a cookie in the browser of your device, which automatically enables interest-based advertising using a cookie ID and based on the pages you visit. In addition, Google links your browsing history to your Google Account and uses information from your Google Account to personalize ads you see on the web. If you are logged in to Google while visiting our website, Google will use your data together with Google Analytics data to create and define target group lists for cross-device remarketing. For this purpose, Google will temporarily link your personal data with Google Analytics data to create target groups.

Please also note that Google may share the information generated by the cookies about your use of the website within its group of companies (in particular with Google LLC) and with other third parties. This may result in the transfer of personal data to the USA and to third countries for which no adequacy decision has been made by the EU Commission. For data transfers to the USA, the EU Commission has made an adequacy decision pursuant to Art. 45 para. 1 GDPR for the EU-U.S. Data Privacy Framework, which serves as the basis for data transfers to certified companies and organizations in the USA. Google LLC is a company certified under the Data Privacy Framework. Furthermore, Google will use the standard data protection clauses approved by the EU Commission in accordance with Art. 46 para. 2 lit. c GDPR to ensure an appropriate level of data protection.

Details on the processing initiated by Google Ads Remarketing and how Google handles data from websites can be found here: <https://policies.google.com/technologies/partner-site>

6.2.3 Microsoft Clarity

We use Microsoft Clarity, a service provided by Microsoft Ireland Operations Ltd., One Microsoft Place, South County Business Park, Leopardstown, Dublin 18, Ireland ("Microsoft"), to compile website usage statistics to track how users use and interact with our website. Website usage data is collected using first-party and third-party cookies and other tracking technologies to determine the popularity of products/services and online activities. We also use this information to optimize the website, for fraud/security purposes, and for advertising.

More information about how Microsoft handles your data can be found at the following website: <https://www.microsoft.com/de-de/privacy/privacystatement>.

When using Microsoft Clarity, personal data may be transferred to third countries, as described in Section 2.4.3.

We use Microsoft Clarity and the associated cookies and tags based on your consent, Art. 6 para. 1 lit. a GDPR. This legal basis also covers the processing of your personal data for the aforementioned purposes.

You can revoke your consent at any time with future effect by making the appropriate changes to your cookie settings using the "Cookie Preferences" button in the bottom right corner of this website. Further information on the use of cookies and similar technologies, as well as your options for revoking your consent, can be found in Section 6.

6.2.4 LinkedIn Insight Tag

We use the "Insight Tag" feature of LinkedIn Ireland Unlimited, Wilton Plaza, Wilton PI, Dublin 2, Ireland ("LinkedIn"). The Insight Tag is a small JavaScript code snippet added to this website to enable detailed advertising campaign reports and to obtain information about you as a visitor to this website. We use the Insight Tag to track conversions, perform retargeting, and obtain additional information about you as a LinkedIn member when you view one of our advertisements. The Insight Tag enables LinkedIn to collect data such as URL, referrer URL, IP address, device and browser properties, timestamps and page views when you visit this website. This data is encrypted by LinkedIn, anonymized within seven days and the anonymized data is deleted within 90 days. LinkedIn does not share any personal data with us, but only offers aggregated reports on the website audience and ad performance. LinkedIn also offers us the option of retargeting via

the Insight Tag, so that we can use the collected data to display targeted advertising outside of this website without you being identified.

Please note that LinkedIn also transfers personal data to the USA, in particular to LinkedIn Corporation, and to third countries for which there is no adequacy decision by the EU Commission. For data transfers to the USA, there is an adequacy decision by the EU Commission pursuant to Art. 45 para. 1 GDPR for the EU-U.S. Data Privacy Framework, which serves as the basis for data transfers to certified companies and organizations in the USA. LinkedIn Corporation is a company certified under the EU-U.S. Data Privacy Framework. Furthermore, LinkedIn will use the standard data protection clauses approved by the EU Commission in accordance with Art. 46 para. 2 lit. c GDPR to ensure an appropriate level of data protection. Relevant information can be found at https://www.linkedin.com/help/linkedin/answer/62533?trk=microsites-frontend_legal_privacy-policy&lang=de.

As a LinkedIn member, you can control the use of your personal data for advertising purposes in your LinkedIn account settings.

Further information on the collection and use of data by LinkedIn, as well as your rights and options for protecting your privacy, can be found in LinkedIn's privacy policy at <https://www.linkedin.com/legal/privacy-policy?trk=uno-reg-guest-home-privacy-policy>.

We use the LinkedIn Insight Tag based on your consent, Art. 6 para. 1 lit. a GDPR. This legal basis also covers the processing of your personal data for the aforementioned purposes.

You can revoke your consent at any time with effect for the future by making the appropriate changes to your cookie settings using the "Cookie Preferences" button in the bottom right corner of this website. Further information on the use of cookies and similar technologies, as well as your options for revoking your consent, can be found in Section 6.

6.2.5 Meta Pixel

If you have consented, we use the "tracking pixel" of Meta Platforms Ireland Limited, 4 Grand Canal Square, Grand Canal Harbour, Dublin 2, Ireland ("Meta"), which we use as described in the terms of use for this Meta product.

This pixel is used to set cookies by us and certain third parties. Based on the data collected (e.g., clicking on a link on the website, registering for our newsletter, participating in a promotion, downloading or sharing certain content, etc.), the behavior of users can be tracked after they have been redirected to our website by clicking on a meta ad. This allows us to measure the effectiveness of meta ads for statistical and market research purposes. In addition to statistical analysis, we also use the data to optimize our online advertising measures (e.g., by targeting ads).

The data collected in this way about the browsing behavior of website visitors, along with cookie data, including the cookie ID and technical connection information, are pseudonymous for us, meaning we do not see the personal data of individual users.

Meta is also jointly responsible with us for the processing of usage data collected via the Meta Pixel (so-called "event data"). The information required under Art. 13 para. 1 lit. a and b GDPR

regarding processing under joint responsibility can be found in Meta's data policy at <https://www.facebook.com/about/privacy>.

We have concluded a joint controllership agreement with Meta, which is available at: https://www.facebook.com/legal/controller_addendum, in which we (1) define the respective responsibilities for fulfilling the obligations under the GDPR regarding joint processing, and (2) determine that we are responsible for providing data subjects with at least the information listed above; and (3) that, between the parties, Meta is responsible for enabling the rights of data subjects pursuant to Art. 15 to 20 of the GDPR with regard to the personal data stored by Meta after the joint processing. The legal basis on which the processing of your data, which falls under our responsibility, is based is your consent (Art. 6 para. 1 lit. a GDPR).

The information from the Meta pixel is stored (at Meta) for a period of 180 days; after this time, the data is anonymized and encrypted. However, we only use the usage data for retargeting purposes for a period of 90 days after the respective use of our website.

For more information on how Meta processes personal data, including the legal basis Meta relies on and the options for exercising data subjects' rights vis-à-vis Meta, please see Meta's data policy at <https://www.facebook.com/about/privacy>.

You can deactivate the Meta pixel and thereby withdraw your consent by deleting cookies in your browser. Alternatively, you can deactivate the processing of the data collected about you in the pixel for the purpose of personalized advertising by individual providers via the following website: <https://www.youronlinechoices.com/de/praferenzmanagement/>. Please note that deactivating individual providers on the above-mentioned page only applies to the browser you used to deactivate them, and a cookie is set to save the deactivations. If you subsequently delete your cookies in your browser, your deactivations will also be deleted.

6.2.6 Use of Zendesk

We use Zendesk Chat, a service provided by Zendesk Inc, 989 Market St, San Francisco, CA 94103, USA ("Zendesk"), to answer customer inquiries.

More information about how Zendesk handles your data can be found at the following website: <https://www.zendesk.de/company/agreements-and-terms/privacy-notice/>.

When using Zendesk Chat, personal data is transferred to third countries, as described in Section 2.4.3.

We use Zendesk and the associated cookies and tags based on your consent, Art. 6 para. 1 lit. a GDPR. This legal basis also covers the processing of your personal data for the aforementioned purpose.

In the context of customer inquiries received via the Zendesk channel, payever processes the email address and any content of the email, as well as the date, time zone, and language of the contact.

The customer can view details on how the customer's personal data is handled and information on the collection and use of the data in Zendesk's privacy policy at <https://www.zendesk.com/company/privacy/>.

7 Social media links and plugins

7.1 Social networks

payever has the own social media sites at third party providers which are reached through links from this website. When using the links, you arrive at the respective internet sites of the third party providers (e.g. Facebook, LinkedIn, Google). If you interact with us via our social media pages or our posts, we will collect and process the data you provide, including your username and any profile photo, if applicable. For example, if you "Like" or share a post, comment on it, or provide other content. This data is collected via the platform on which we maintain our social media presence. The processing in this regard is generally based on our legitimate interest in providing the corresponding functions on our social media pages (Art. 6 para. 1 lit. f GDPR) and, where applicable, on the basis of your consent to the operator of the respective network (Art. 6 para. 1 lit. a GDPR) or your contractual relationship with the operator (Art. 6 para. 1 lit. b GDPR). Please also note that this content will be published on our respective social media pages according to your account settings and may be accessible to anyone worldwide.

We may also process your data to receive and process inquiries or messages via our social media pages (Art. 6 para. 1 lit. f GDPR). In the case of inquiries related to contracts, the processing is carried out to enable the initiation or execution of the respective contractual relationship with you (Art. 6 para. 1 lit. b GDPR) or with the company you work for (Art. 6 para. 1 lit. f GDPR). In the latter case, this also constitutes our legitimate interest.

If you have accessed the site of the third party provider, you are within the area controlled by the respective service provider so that also that service provider's data protection policy or its policies concerning the use of data apply. The respective third party provider is the controller within the meaning of Art. 4 no. 7 GDPR. payever is not the controller for the data processing in this situation.

You can find more detailed information about the collection and use of the data by Facebook and your corresponding rights and possibilities to protect your privacy in the data protection information of Facebook at [<https://www.facebook.com/about/privacy/>].

The customer can review the data protection information for Google at [<http://www.google.com/policies/privacy/?hl=de>].

You can find the details concerning data processing by LinkedIn as well as your rights and possibilities for settings at the data protection information of LinkedIn. LinkedIn has this information available at [<https://www.linkedin.com/legal/privacy-policy>].

7.2 Social media plugins / Shariff

We use website plugins on our website from the social networks Facebook, Twitter, Google+, LinkedIn and Xing only through the tool Shariff. Our buttons for parts of the content are activated through social networks with the software "Shariff" and the data is first then forwarded to the respective operator of the networks when you click the buttons. You can find more about Shariff here: [<http://www.heise.de/ct/artikel/Shariff-Social-Media-Buttons-mit-Datenschutz-2467514.html>].

Various data are transmitted to the respective social network only when you click on such a button. This can include:

- date and time of visiting the website

- URL of the website where the visitor is located
- URL of the website which the visitor visited beforehand
- used browser
- used operating system
- IP address of the visitor

This data is processed on the basis of legal regulations that allow us to process personal data to the extent that it is necessary for the use of a service or the fulfillment of a contract (Art. 6 para. 1 lit. b GDPR), or because we have an overriding legitimate interest in making the use of the service as easy and efficient as possible (Art. 6 para. 1 lit. f GDPR).

If you are logged in in parallel in the respective social network during the visit to our site (Facebook, X, Google, LinkedIn or Xing), the possibility cannot be precluded that the provider will attribute the visit to your network account. If you use the plugin functions (e.g. clicking on the "Like" button, making a comment), this information is also transmitted directly from your browser to the respective social network and may be stored there. Information about the purpose and extent of the collection of data and the further processing and use of the data by the networks can be found in the data protection information at the respective social network.

7.3 Use of YouTube

This website and the integrated offerings contain so-called embedded videos on YouTube. This enables a connection to YouTube and the videos placed there. YouTube is a service by Google Inc., 1600 Amphitheatre Parkway, Mountain View, CA 94043, USA ("Google") available to users from the European Economic Area and Switzerland. Google is the sole controller for purposes of Art. 4 no. 7 GDPR for the data processing when using YouTube.

You can find the purpose and extent of the data processing and use of data by Google as well as your rights and possibilities for settings for purposes of protection as a customer in the data protection information of Google. You can find this information at: [\[https://policies.google.com/privacy\]](https://policies.google.com/privacy).

7.4 Use of Vimeo

This website uses plugins from Vimeo.com. Vimeo.com is operated by Vimeo.com Inc., 330 West 34th Street, New York, New York 10011, USA ("Vimeo"). If the customer accesses a site with a plugin through that internet site, a connection to the servers of Vimeo.com is established and the plugin is displayed on the internet page through a message to the customer's browser. As a result of this process, which of our internet sites the customer has visited are transmitted to the servers of Vimeo.com. Vimeo is the sole controller for the processing of the data when using the Vimeo services in accordance with Art. 7 1 No. 7 GDPR.

If the Customer is a member at Vimeo.com, the visits by the customer can be attributed to the personal user account when the customer is logged in. The customer can prevent this attribution by logging out from the customer's personal user account. The customer can find the details about the handling of the customer's personal data and information about the collection and use of the data at Vimeo.com in the data protection information of Vimeo.com at [\[https://vimeo.com/privacy\]](https://vimeo.com/privacy).

8 Contact

8.1 Direct contact / contact form

You can contact payever at any time using the above referenced contact data.

We also provide a form on our website with which you can contact us, in order to ask us questions, for example, about the payever-Services. We use your entered data (name, address, telephone number, email address) exclusively to handle the contact with you.

We process these data in order to be able to receive and answer your question, Art. 6 para. 1 lit. b GDPR.

8.2 Contact with payever through services of third party providers

payever can be contacted by its customers through various other channels. Exclusively communications services of third party providers are used for this purpose (especially Facebook Messenger, WhatsApp Messenger or Teams). Regarding contact via payever's social media accounts, please refer to Section 7.1.

The communications services through which payever can be contacted can change. payever especially has no influence on these communications services. The terms and conditions for use and data protection of the respective communications services provider apply. payever is not responsible for the availability of the respective communications service. payever is not the controller within the meaning of Art. 4 no. 7 GDPR for the processing of data in connection with using these services. The controllers are solely the respective service providers.

- You can find further information about the use of data at <https://www.whatsapp.com/legal/#privacy-policy-eea>
- You can find further information about the use of data at <https://privacy.microsoft.com/de-de/privacystatement/>

The purpose of using these communications services is to make it possible for the customer to have simple, uncomplicated and direct contact with payever. payever does not guarantee that it can be contacted immediately and on every weekday as well as at every time of the day through each service.

We process the personal data which you transmit to us when communicating through these communications services in order to handle the contact with you. We process these data in order to be able to receive and process your inquiry, Art. 6 para. 1 lit. b GDPR.

9 Training and application of AI systems

To the extent legally permissible, we also process the personal data collected in accordance with the above sections to train AI systems in order to automate our services, such as customer service or the sending of emails. The legal basis for this training is Art. 6 para. 1 lit. f GDPR. Our legitimate interest lies in our economic interest in reducing costs and designing efficient and customer-friendly processes.

Accordingly, we may also use AI systems in our service provision and process management. The legal basis then corresponds to the legal basis stated in the respective sections of this Privacy Policy.

10 Storage period / deletion of data

Unless otherwise stated in this privacy policy, we will delete or anonymize your data as soon as it is no longer required for the purposes for which we collected or further processed it in accordance with this privacy policy. As a rule, we store your personal data for the duration of the user or contractual relationship via the website and the associated services plus a period of 30 days until we delete the data from our operational systems. In addition, the data is retained in our backup routines until the respective backup cycle is completed. For processing that we carry out on the basis of your consent, deletion occurs if you revoke your consent or at an earlier point in time if the data is no longer required for the purpose for which we collected it.

- Storage beyond the period specified in this privacy policy only occurs if we are legally obliged to do so, Art. 6 para. 1 lit. c GDPR. If we are legally obliged to retain data, we will store your data for the legally prescribed period. Legal requirements for storage may arise, in particular, from the retention periods of the German Commercial Code (HGB) or the German Tax Code (AO). The retention period under these regulations is generally between 6 and 10 years from the end of the year in which the relevant process was completed, e.g., we have finally processed your inquiry.
- If the data is required for a longer period for criminal prosecution or to assert, exercise, or defend legal claims. This also constitutes our legitimate interest, Art. 6 para. 1 lit. f GDPR. Data will then be stored until the relevant process is completed, plus the statutory limitation period.

If data must be retained for legal reasons, processing will be restricted. The data will then no longer be available for further use in operational operations.

11 Your rights as a data subject

11.1 Right to information

You have the right to obtain from us at any time, upon request, information about the data we have processed and the personal data relating to you in the scope set forth in Art. 15 GDPR. You can submit a request by regular mail or by email to the address set forth above.

11.2 Right to correction of incorrect data

According to section 16 GDPR, you have the right to demand from us the correction of the personal data related to you without undue delay if these data are incorrect. Please, use the contact addresses set forth above for this purpose.

11.3 Right to deletion

You have the right to demand from us the deletion from the personal data related to you under the prerequisites set forth in Art. 17 GDPR. These prerequisites especially provide for a right to deletion of the personal data are no longer needed for the purposes for which they were collected or otherwise processed as well as in cases of incorrect processing, the existence of an objection or the existence of a duty to delete under the law of the European Union or the law of the Member State which governs us. Aside from this, reference is made to point 9 of this data protection policy with regard to the time for which data are stored. In order to assert your above right, please, contact the addresses set forth above.

11.4 Right to limit the processing

You have the right to demand that that we limit the processing in accordance with Art. 18 GDPR. This right exists especially when the accuracy of the personal data is in dispute between the User and us, and this right exists for the duration which is needed to examine the accuracy as well as in the event that the User demands limited processing instead of deletion in the event that there is a right to deletion. Furthermore, the right to limit use also exists in the event that the data are no longer needed for our intended purposes, but the User needs the data to assert, exercise or defend against legal claims as well as if the successful exercise of an objection is still a matter of dispute between us and the User. Please contact the above stated addresses for the purpose of asserting your above right.

11.5 Right to transferability of data

You have the right to receive the personal data related to you which you have provided in a structured, common, machine-readable format in accordance with Art. 20 GDPR. Please contact the above stated contact addresses for the purpose of asserting your above right.

11.6 Right to object

You have the right to object under Art. 21 GDPR against the processing of personal data related to you which is taken place, among other bases, on the basis of Art. 6 para. 1 lit. e or f GDPR for reasons resulting from your particular situation. We will stop the processing of your personal data unless we can prove mandatory reasons for the processing which are deserving of protection which outweigh your interests, rights and freedoms or if the processing serves to assert, exercise or defend against legal claims.

11.7 Right of withdrawal

According to Art. 7 para. 3 p. 1 GDPR, you have the right to withdraw your consent at any time, in accordance with Art. 6 para. 1 lit. a GDPR. The withdrawal of consent does not affect the legality of the processing carried out on the basis of your consent up to the time of withdrawal.

11.8 Right to make complaints

You also have the right to address complaints to the relevant supervisory authority.

12 Amendments to the data protection policy

The current version of this data protection policy is always available at [<https://payever.org/about/privacy>].

Date [01.10.2026]