



Data protection regulations

for the expopharm 2018 ticket shop

The data protection regulations set out in the following apply to the online registration required for ordering tickets to the expopharm trade fair. These data protection requirements supplement the general data protection statement for our website available at <http://expopharm.de/datenschutzerklaerung>. It also governs to the disclosure of data to third parties. If you use the voucher or voucher code of an expopharm exhibitor sent to you, your data will also be disclosed to trade fair exhibitors.

1. Data controller

Avoxa Mediengruppe deutscher Apotheker GmbH
Carl-Mannisch Str. 26
65760 Eschborn
Germany
Telephone +49 6196 928 0
Fax:+49 6196 928 404
empfang@avoxa.de

External Data Protection Officer:

CTM COM GMBH
Wilhelm Leuschner Str. 33
64380 Rossdorf
Germany
Telephone: +49 6154 576050
Fax:+49 6154 5760529

info@ctm-com.de

2. Registration / Ordering

If you register for ticket ordering on our website and place an order for tickets, we will process the following mandatory information:

- Salutation, first name, last name, academic title
- A valid email address,
- Invoice and delivery address
- Information about your work
- Information about your workplace (employer)
- Age information
- The date on which you plan to use public transport
- Payment data, if required for the payment method selected by you (i.e. account details)
- as well as additional information provided voluntarily (such as your telephone number).
- We will also store additional information about your order, such as the order number, date and time of order placement.

This data is processed for the following purposes:

- to identify you and to process orders;
- to validate the plausibility of the data you have entered;
- for payment processing and shipment of your order;
- to personalise advertising activities;
- for potentially necessary clarifications;
- to process warranty claims and to assert potential claims against you.

We use market-standard session cookies to accelerate the transmission speed, to optimise the shopping experience and to store the contents in the shopping cart. More information about cookies can be found in our general data protection statement.

We also have a legitimate interest (protection against misuse and unauthorised use) in storing your IP address and the time an order is submitted. The legal basis for storing the data is Article 6 paragraph 1 lit. f GDPR.

Personal data processed by us for purposes relating to the order will be stored until the end of the statutory warranty period and then deleted automatically, unless we are required to store the data for longer periods pursuant to Article 6 paragraph 1 sentence 1 lit. c GDPR on the basis of retention and documentation obligations under tax law commercial law (in particular stemming from the German Commercial Code (HGB), the German Criminal Code (StGB) or the German Tax Code (AO)), or if you have granted your consent to a longer storage of the data pursuant to Article 6 paragraph 1 sentence 1 lit. a GDPR.

a) Order processing

We have engaged Dimedis GmbH (Dillenburger Straße 83, 51105 Köln, Germany, Tel.: +49 221 921260-52, E-Mail: pr@dimedis.de, Website: www.dimedis.de), a specialised service provider who offers services in relation to the order process and visitor management for exhibitions and events, to render services in relation to your registration and order. Dimedis GmbH operates our online shop for visitor tickets to the trade fair in the capacity of a contract data processor pursuant to Article 6 paragraph 1 lit. b and f GDPR i.c.w. Article 28 GDPR. The performance of the contract entails the transmission of your personal data to Dimedis GmbH. The data is processed when you register or place an order and is required for the stated purposes for the performance of the contract, other pre-contractual measures and our legitimate interests pursuant to Article 6 paragraph 1 sentence 1 lit. b and lit. f GDPR.

We have carefully selected and instructed Dimedis GmbH, which is bound by our instructions and regularly monitored with regard to the adequacy of the technical and organisational safeguards implemented to ensure the security of the data. The data is not transmitted to a country outside of the European Union.

b) Ticket hotline

Our ticket hotline is operated by A. Sutter Dialog Services GmbH (Bottroper Str. 20, 45141 Essen, Germany, Tel: +49 201 3101-246, Fax: +49 201 3101-9941, E-Mail: info@services.sutter.de). A. Sutter Dialog Services GmbH acts in the capacity of a contract data processor pursuant to Article 6 paragraph 1 lit. b and f GDPR i.c.w. Article 28 GDPR. Your personal data processed when you register on our website or place an order will be transmitted to A. Sutter Dialog Services GmbH for the purpose of handling your potential inquiries to the ticket hotline. The data is processed when you register or place an order and is required for the stated purposes for the performance of the contract, other pre-contractual measures and our legitimate interests pursuant to Article 6 paragraph 1 sentence 1 lit. b and lit. f GDPR.

We have carefully selected and instructed A. Sutter Dialog Services GmbH, which is bound by our instructions and regularly monitored with regard to the adequacy of the technical and organisational safeguards implemented to ensure the security of the data. The data is not transmitted to a country outside of the European Union.

c) Vouchers

The data collected during your registration may also be disclosed to the trade fair's exhibitors.

This will take place

- pursuant to Article 6 paragraph 1 lit. a GDPR on the basis of your consent granted at the time the respective exhibitor scans your ticket, or
- pursuant to Article 6 paragraph 1 lit. a GDPR at the time of redeeming a voucher or voucher code received from an exhibitor and entered when placing the order.

The respective exhibitors can provide you with further information on the processing of your personal data by exhibitors.

d) Other third parties

We will only disclose your data to other third parties for reasons related to shipping or payment. The data will be disclosed to legal advisers and authorities as required or permitted by law, and only to the extent disclosure is required for their respective purposes (i.e. only the names and addresses are disclosed for shipping). The data will only be processed in countries outside of the European Union if required for the performance of the contract (i.e. if requested by the customer for delivery or payment).

3. Newsletter

We send out a newsletter for advertising and marketing purposes. This newsletter is sent out on the basis of your consent pursuant to Article 6 paragraph 1 lit. a and Article 7 GDPR i.c.w. Section 7 paragraph 2 number 3 of the German Unfair Competition Act (UWG), or on the basis of a statutory permission pursuant to Section 7 paragraph 3 of the German Unfair Competition Act at the time of subscribing to the newsletter. To unsubscribe from the newsletter, you only need to state your email address.

Subscription to the newsletter uses a double opt-in procedure. After you have subscribed, you will receive an email asking you to confirm your subscription. This confirmation is required to prevent subscriptions submitted by persons making unauthorised use of another person's email address. Subscriptions to the newsletter are logged for the purpose of documenting the subscription process in accordance with the legal requirements. This entails the storage of the date and time of subscribing, as well as the IP address.

Our newsletter offers you information about the expopharm event, other congresses and training events organised by Avoxa.

You can unsubscribe from the newsletter at any time. An unsubscribe link can be found at the end of each newsletter. If you unsubscribe, we will continue to store your email address for as long as necessary to document your previously granted consent. The newsletter will no longer be sent to you after you have unsubscribed.

4. Rights of data subjects

The following sections inform you about your rights in relation to the processing of your personal data:

a) Right to receive information and confirmation

You may request us to confirm whether we are processing any data that qualifies as your personal data. If we process such data, you may request us to provide you with the following information:

- the purposes for which we process the personal data;
- the categories of personal data processed;
- the recipients or categories of recipients to whom your personal data was or will be disclosed;
- the planned duration of storing your personal data or, if precise information is unavailable, the criteria by which the length of storage is determined;
- the existence of a right to the correction or deletion of your personal data, a right to restrict the processing of the data by the data controller or a right to object against the processing of your personal data;
- the existence of a right to lodge a complaint with a supervisory authority;
- all available information pertaining to the source of personal data that was not collected directly from the data subject;
- the existence of an automated decision-making process including profiling pursuant to Article 22 paragraphs 1 and 4 GDPR and - at least in these cases - substantial information about the logical reasoning involved and the magnitude and intended implications of such a processing of data for the data subject.

You have the right to request information about whether your personal data are transmitted to a third country or an international organisation. In this respect, you have the right to request information about the adequate guarantees pursuant to Article 46 GDPR in relation to the data transmission.

b) Right to the correction of data

You have the right to request the correction and/or completion of your personal data, provided your personal data processed is incorrect or incomplete. We are required to correct the data without undue delay.

c) Right to restrict the processing of data

You may request the processing of your personal data to be restricted under the following conditions:

- if you contest the accuracy of your personal data and allow us reasonable time to review the accuracy of such personal data;
- the data processing is unlawful and you decline the deletion of your personal data but rather request the use of your personal data to be restricted;
- we no longer require the personal data for the purposes of processing them,
- but you require the data for the purpose of asserting, exercising or defending legal interests, or if you have objected against the processing of your data pursuant to article 21 paragraph 1 GDPR and it has not been determined whether our legitimate interests prevail over yours.

d) Right to be forgotten

Obligation to delete data

You may request us to immediately delete your personal data and we are required to delete such data without undue delay if any of the following apply:

- Your personal data are no longer required for the purposes for which they were collected or processed in another way.
- You revoke your consent on which the data processing was based pursuant to Article 6 paragraph 1 lit. a or Article 9 paragraph 2 lit. a GDPR and there is no other legal basis for processing the data.
- You object against the data processing pursuant to Article 21 paragraph 1 GDPR and there are no prevailing legitimate interests for processing the data, or you object against the data processing pursuant to Article 21 paragraph 2 GDPR.
- Your personal data is processed unlawfully.
- The deletion of your personal data is necessary to perform a legal obligation under European union law or the law of a member states governing the data controller.
- Your personal data was collected in relation to services offered by the information society pursuant to Article 8 paragraph 1 GDPR.

If we have published your personal data and are required to delete them pursuant to Article 17 paragraph 1 GDPR, we will take adequate actions in consideration of the available technology and implementation costs, including technical measures, to inform the data controller processing the personal data about your request as the data subject to delete all links to these personal data and any copies or replications of such personal data.

e) Right to onward notification

If you have exercised your right to the correction, deletion of your personal data or have requested the processing of your personal data to be restricted, we are required to notify all recipients to whom your personal data was disclosed of the correction or deletion of the data or a restriction imposed on the processing of such data, unless such onward notification is infeasible or would incur unreasonable expenses or effort. You have the right to be informed about these recipients by us.

f) Right to data portability

You have the right to be provided with the personal data you have made available to the controller in a structured, popular and machine-readable format. You further have the right to transfer these data to another data controller without interference from the data controller to whom the personal data was made available, provided

- the data processing is based on a consent pursuant to Article 6 paragraph 1 lit. a GDPR or Article 9 paragraph 2 lit. a GDPR, or if it is based a contract pursuant to Article 6 paragraph 1 lit. b GDPR and
- the data is processed with the help of automated processes.

If you exercise this right, you also have the right to have your personal data transferred from one data controller to another data controller to the extent a transfer is technically feasible. The freedoms and rights of other persons must not be infringed against.

g) Right to object

You have the right to object against the processing of your personal data at any time for reasons resulting from your personal circumstances if the data is processed on the basis of Article 6 paragraph 1 lit. e or lit. f GDPR; this also applies for profiling based on the same provisions.

The data controller will cease processing your personal data, unless it can demonstrate compelling legitimate interests for the data processing that prevail over your interests, rights and freedoms, or if the data is processed for the purpose of asserting, exercising or defending legal interests.

If your personal data is processed for direct advertising purposes, you have the right to object against processing of your personal data for these kinds of advertising purposes at any time; this also applies to profiling in as far as it is related to such direct advertising. If you object against the processing of your personal data for direct advertising purposes, we will cease processing your personal data for these purposes.

You are given the opportunity to exercise your right to object in relation to the use of services offered by the information society - irrespective of the Directive 2002/58/EC - via automated procedures that use technical specifications.

h) Revocation of a declaration of consent granted under data protection law

You have the right to revoke your declaration of consent granted under data protection law at any time. Your revocation of a previously granted consent will not prejudice the lawfulness of the data processing conducted prior to the revocation.

i) Automated decision-making including profiling

You have the right not to be subjected to a decision that is exclusively based on automated data processing - including profiling - and that would have legal effects for you or significantly interfere with you in a similar way.

j) Complaint to a supervisory authority

Without prejudice to any other legal remedy available under administrative law or via the courts, you have the right to lodge a complaint with a supervisory authority in general and a supervisory authority in the member state of your place of residence, workplace or the place of the alleged infringement in particular, if you believe that your personal data is processed in violation of the GDPR.

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