



Data protection information

for Customer Portal (helpjuice)

Identity of the Responsible Person:	BE-terna GmbH, Grabenweg 3a, 6020 Innsbruck E-Mail: dataprotection@be-terna.com
Contact Information of the Data Protection Officer:	Mr. Michael Weinmann, dsb-office, your partner in data protection, Sielminger Hauptstr. 52/1, 70794 Filderstadt, Germany E-mail: michael.weinmann@dsb-office.de Web: www.dsb-office.de
Purposes for which personal data will be processed:	Product Knowledge Base - a centralized collection of information designed to provide users with detailed information about a specific product or service.
Legal Basis for Data Processing:	The legal basis for data processing is Article 6 (1) (b) of the General Data Protection Regulation (GDPR). The processing is necessary for the performance of a contract or pre-contractual measures.
Categories of Personal Data:	Internet usage data (Technical usage data such as IP address) Contact data (Name, E-mail, Company, Position) User data (Login name, Authentication information) Log data (Log files regarding usage activities) Additional information that may be exchanged during communication between users and BE-terna. Information provided when contacting the Helpjuice support team, including the nature of the problem and communication history.
Categories of Recipients:	Data processors (in the sense of Article 4 No. 8 GDPR in conjunction with Article 28 GDPR) Helpjuice Inc (https://helpjuice.com/) BE-terna internal: Admin, Account Manager, Support staff
Third-Country Transfers:	Helpjuice hosts data on servers in the United States (USA). The USA is considered a third country under the GDPR as it is outside the European Economic Area (EEA). To make this transfer compliant with data protection

	regulations, standard contractual clauses and additional security measures have been implemented according to the GDPR.
Duration of Processing:	We process and store your personal data as long as necessary for the aforementioned processing purposes. A regular review takes place regarding the necessity of data storage. Typically, the data is deleted after the end of the customer relationship.
Rights of the Data Subjects:	<p>You have the right to object to processing (Article 21 GDPR). The objection can be sent to dataprotection@be-terna.com (although any form of objection is possible).</p> <p>As a data subject, you also have the following rights under the GDPR:</p> <ul style="list-style-type: none">○ Access (Article 15)○ Rectification (Article 16)○ Deletion (Article 17)○ Restriction of processing (Article 18)○ Data portability (Article 20)○ Withdrawal of consent, if applicable (Article 7(3))
Right to Lodge a Complaint with a Data Protection Authority:	You can lodge a complaint at any time with the relevant data protection authority in the country where you live, work, or believe the data breach occurred.