
Privacy Policy

- May 2018 -

1. LEGAL BASIS

The General Data Protection Regulation (GDPR) is a new privacy regulation to harmonize data privacy laws. We process your personal data exclusively on the basis of the EU-Regulation as of May 2018.

2. GENERAL

The Data Controller is:
CARAT-INVEST eU, Graben 12/1-3, 1010 Vienna, Austria
Email: info@carat-online.at
Phone: +43 (0)664 4630474

Our concern is to protect all personal information you provide us with. This Data Protection Declaration gives you an overview of how we collect and process your data.

3. WHAT KIND OF DATA WE COLLECT AND ITS PURPOSE

We collect, process and store data such as:

- Personal data relating to your online shopping activity: first name, surname, mobile telephone number, payment information, billing address, shipping address, product purchased, international VAT number (business clients), IP address
- Personal data you provide by filling in the forms of our website (contact form, purchase form, withdrawal form)
- Personal data for technical purposes (using cookies and tracking techniques)

These data are required to fulfill contractual purposes, complying with legal obligations or simply to answer your enquiry. Without these data we can not proceed with your inquiry.

4. STORAGE

We store this data until the statutory or contractual period of retention has expired or if your data are no longer needed for the fulfillment of contract or for complying with legal obligations.

5. THIRD PARTIES

All companies stated here are obligated to protect your information and have to comply with the valid data protection regulations. Contracts have been set up which may be viewed upon request by contacting info@carat-online.at

The following third parties may be forwarded with your personal data:

In order to provide requested technical online shop services your personal data maybe shared with 2 contractors:

- 1&1 Internet SE, Eigendorfer Str. 55, 56410 Montabaur, Germany and
- EUC Online Service GmbH, Maternusstr. 4, 50678 Köln, Germany.

When you use payment by Paypal the privacy policy is covered by PayPal (Europe) S.à r.l. et Cie, S.C.A., 22-24 Boulevard Royal, L-2449 Luxemburg which is readable at <https://www.paypal.com/uk/webapps/mpp/ua/privacy-full>

When using payment by Klarna the privacy policy is covered by Klarna Bank AB (publ), Sveavägen 46, 111 34 Stockholm, Sweden and can be read at <https://www.klarna.com/uk/privacy-policy/>

We forward your data to logistic companies (e.g. postal caompanies such as DHL) who may generally only process your data on our behalf under special conditions. They only receive access to your data in the scope and for the time period required for provision of the relevant service.

In case of online purchase your email address will be forwarded to a provider of reviews and ratings: eKomi LTD The Feedback Company, Markgrafenstr. 11, 10969 Berlin, Germany

If we are obliged by an official or court decision or it is for prosecution purposes, we will if necessary forward your data to prosecution authorities or other third parties.

6. COOKIES AND TRACKING TECHNIQUES

By using our site you agree to the use of cookies.

A cookie is a small text file which is sent to the browser and stored on your computer when you use your browser to visit a website, in order to recognize the user, make our website more user-friendly, effective and secure. The user may block the application of cookies on his browser or delete cookies there which may, however, impair the use of the website. Some cookies remain stored on your device until you delete them. For more details on how this works please refer to your browser´s instructions.

7. SOCIAL MEDIA

Our website uses direct links to Social Media Websites. These links are marked with the logo of each Social Media channel. Clicking this logo will directly connect you to your Social Media Profile. They will be then able to learn that you have visited our site from your IP address. Even if you are not logged in, they are able to obtain IP address information. If you are visiting our site while being logged in to your profile they will record the information about the visit. If you do not want them to able to obtain information about your visits, we recommend that you first log out from your accounts.



To obtain additional information about privacy rules of each Social Media please check the following links:

Facebook

Facebook Inc., 1601 S. California Ave, Palo Alto, CA 94304, USA

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

Twitter

Twitter Inc., 1355 Market St, Suite 900, San Francisco, CA 94103, USA

<https://twitter.com/privacy>

Instagram

Instagram LLC., 1601 Willow Road, Menlo Park, CA 94025, USA

<https://help.instagram.com/155833707900388/>

Pinterest

Pinterest Europe LTD, Palmerstone House, 2nd Floor, Fenian Street, Dublin 2, IRLAND

<https://policy.pinterest.com/de/privacy-policy>

8. CONSENT AND RIGHT OF WITHDRAWAL

We will only process personal data with your specific consent. We do not process data of minors and are not authorized to do so. By submitting your consent, you confirm you have reached the age of 14 or have a written consent of a legal representative.

You may at any time decide to withdraw your consent writing to info@carat-online.at. In such a case, the data previously stored about you will be anonymized and subsequently used only for statistical purposes without personal reference. Withdrawal does not invalidate the consent-based processing that occurred prior to withdrawal.

9. DATA SECURITY

CARAT-INVEST eU uses technical and organisational measures to secure our website and other systems against loss, destruction, access, change or dissemination by unauthorised persons. Our security measures are constantly being improved according to the technological development.

10. DATA PROTECTION RIGHTS

You have the following legal data protection rights under the relevant legal conditions: Right to information (Article 15 GDPR), right to deletion (Article 17 GDPR), right to correction (Article 16 GDPR), right to restriction of processing (Article 18 GDPR), right to data portability (Article 20 GDPR), right to lodge a complaint with a supervisory authority (Article 77 GDPR), right to withdraw consent (Article 7 (3) GDPR) as well as the right to object to particular data processing measures (Article 21 GDPR).

If you have any questions about your rights, you can contact us at:

CARAT-INVEST eU
Heinz Schiendl
Graben 12/1-3
1010 Vienna
Austria

11. ARBITRATION BOARD

To solve disputes we engage us to use the arbitration process of the website www.ombudsmann.at or the OS platform <https://ec.europa.eu/consumers/odr>