
PRIVACY POLICY

linewise GmbH

Version 3.0 – Last updated: September 2026

1. General Information

The protection of your personal data is particularly important to us.

We process personal data exclusively in accordance with the applicable legal provisions, in particular the European Union General Data Protection Regulation (“GDPR”), the Austrian Data Protection Act (“DSG”) and the Austrian Telecommunications Act 2021 (“TKG 2021”).

This Privacy Policy explains which personal data may be processed in connection with your visit to and use of our website, the purposes for which such data is processed, the applicable legal bases and the rights available to you as a data subject.

2. Controller

The controller within the meaning of the GDPR is:

linewise GmbH

Thenneberg 201

2571 Altenmarkt an der Triesting

Austria

Email: **office@linewise.at**

Telephone: **+43 (0)660 30 60 479**

If you have any questions regarding data protection or the processing of your personal data, you may contact us at any time using the contact details above.

3. General Data Collection When Accessing Our Website

Whenever our website is accessed, the web server and the systems used for the technical operation of the website may automatically process certain technical information.

This may include in particular:

- IP address of the accessing device
- date and time of access
- requested page or file

- referrer URL, if transmitted by the browser
- browser and browser version
- operating system
- device type and technical device information
- amount of data transferred
- HTTP status code
- other technical information required for the secure provision of the website

This information is processed in particular in order to:

- provide the website technically,
- ensure stable and secure operation,
- identify errors and technical disruptions,
- detect and prevent abusive access or attacks, and
- ensure the technical functionality of our website.

The legal basis for this processing is our legitimate interest pursuant to **Art. 6(1)(f) GDPR** in providing a secure, stable and functional website.

Server and security logs are retained only for as long as necessary for these purposes. They may be retained for a longer period where necessary to investigate a specific security incident, establish, exercise or defend legal claims or comply with legal obligations.

As a general rule, these technical data are not combined with other data sources for the purpose of personally identifying individual website visitors.

4. Hosting and Technical Service Providers

We may use external service providers for hosting, maintenance, security and the technical operation of our website.

In the course of providing their services, such providers may have access to technical information or personal data where this is necessary for the performance of their services.

Where a provider processes personal data exclusively on our behalf, appropriate data processing agreements pursuant to **Art. 28 GDPR** are concluded where required by law.

We generally limit the disclosure of personal data to the information necessary for the respective service.

5. Contacting Us

5.1 Contact Form

We provide contact forms on our website.

When using a contact form, the following information may in particular be processed:

- your name or company name
- your email address
- type of request
- content of your message
- any other information voluntarily provided by you
- technical information required for secure transmission and spam prevention

We process the information submitted by you solely for the purpose of processing and responding to your request and, where necessary, for subsequent communication.

Where your request relates to the conclusion or performance of a contract, processing is based on **Art. 6(1)(b) GDPR**.

For general enquiries, processing is based on our legitimate interest pursuant to **Art. 6(1)(f) GDPR** in receiving and responding to enquiries addressed to our company.

Any confirmation of this Privacy Policy contained in the contact form is intended to provide transparent information about data processing and does not replace the applicable legal basis for processing.

Your information is generally stored only for as long as necessary to process your enquiry. Further retention may take place where statutory retention obligations apply or where the information is necessary for the establishment, exercise or defence of legal claims.

5.2 Contact by Email, Telephone or Other Means

If you contact us by email, telephone or another means of communication, we process the information provided by you in order to process and respond to your request.

The legal bases and retention principles described in section 5.1 apply accordingly.

6. Cookies and Similar Technologies

Our website uses cookies and comparable technologies.

Cookies are small pieces of information that can be stored on or read from your device. Certain cookies are necessary for the technical operation of our website. Other cookies and technologies may be used for statistical analysis, the display of external content or, where applicable, marketing and tracking purposes.

6.1 Technically Necessary Cookies

Technically necessary cookies may be used where required to provide the website or functionality explicitly requested by you.

Processing may be based on our legitimate interest pursuant to **Art. 6(1)(f) GDPR** and the applicable provisions of **Section 165 TKG 2021**.

6.2 Cookies and Services Requiring Consent

Cookies and comparable technologies that are not technically necessary are used only after your prior consent where such consent is required by law.

The legal basis is **Art. 6(1)(a) GDPR in conjunction with Section 165 TKG 2021**.

You may withdraw or modify your consent at any time with effect for the future using the **Cookie Settings** provided on our website.

The lawfulness of processing carried out before withdrawal of consent remains unaffected.

7. Consent Management with Complianz

We use a consent management system on our website to manage and document your choices regarding cookies and services requiring consent.

We currently use **Complianz** for this purpose.

The consent management system stores information regarding the cookie categories or services you have accepted or rejected. Technically necessary cookies may be stored on your device for this purpose.

Processing is necessary to manage your choices and demonstrate compliance with data protection obligations.

The legal basis is **Art. 6(1)(c) GDPR**, in conjunction with our legal accountability obligations, as well as **Art. 6(1)(f) GDPR**.

You may change your settings at any time through the Cookie Settings available on our website.

A detailed and regularly updated list of the cookies, retention periods, services and categories detected on our website is additionally provided in our **Cookie Policy**.

8. Google Analytics

We use Google Analytics to statistically analyse the use of our website.

Google Analytics is a web analytics service provided by Google. For users in the European Economic Area, **Google Ireland Limited** is generally the relevant Google entity for Google services. Data may also be processed by affiliated companies in connection with the provision of the service.

Google Analytics may allow us to analyse information such as:

- page views
- sessions and interactions
- approximate geographical origin
- device types
- browser and operating system information
- source of website visits
- user interaction with our website

Google states that individual IP addresses of users in the European Union, Switzerland and the United Kingdom are not logged or stored in Google Analytics. IP address information may be used to derive certain location information and is subsequently discarded.

Google Analytics and related storage or access operations are used in accordance with the choices you make through our consent management system where consent is legally required.

The applicable legal basis is **Art. 6(1)(a) GDPR in conjunction with Section 165 TKG 2021.**

Google also requires consent choices of EEA users to be taken into account for relevant measurement and advertising functions.

Retention periods depend on the settings configured in our Analytics property and the applicable cookie lifetimes. The cookies and lifetimes currently detected are listed in our Cookie Policy.

You may withdraw your consent at any time through our Cookie Settings.

9. Data Transfers to Google and Third Countries

When Google services are used, personal data may be processed by affiliated companies or technical service providers outside the European Economic Area.

Depending on the relevant recipient and service, transfers to the United States may in particular be based on the European Commission's adequacy decision concerning the **EU-U.S. Data Privacy Framework**, appropriate Standard Contractual Clauses or other transfer mechanisms recognised by law.

The European Commission adopted an adequacy decision regarding certified US organisations participating in the EU-U.S. Data Privacy Framework on 10 July 2023.

The **EU-U.S. Privacy Shield**, which was referred to in our previous Privacy Policy, is therefore no longer stated as the legal basis for such transfers.

10. Google reCAPTCHA

We use Google reCAPTCHA to protect our website and, in particular, our contact forms against automated submissions, spam, fraud and other forms of misuse.

Technical information required to determine whether an interaction is carried out by a human or an automated system may be processed.

Such information may include:

- IP and network information
- browser and device information
- interaction and usage information
- time and context of the request
- technical risk and security information

Google states that reCAPTCHA may set the technically necessary **_GRECAPTCHA** cookie for risk analysis.

According to Google, since 2 April 2026 Google generally processes reCAPTCHA customer data as a data processor acting on behalf of the respective reCAPTCHA customer, while the website operator remains the controller of its users' data. Google identifies security, fraud prevention and abuse prevention as the purposes of this processing.

Processing is based on our legitimate interest pursuant to **Art. 6(1)(f) GDPR** in protecting our website and communication forms from abusive use.

Where consent is legally required for individual storage or access operations, the legal basis is **Art. 6(1)(a) GDPR in conjunction with Section 165 TKG 2021**.

11. Google Fonts

We use **Google Fonts** on our website to ensure a consistent and visually appealing presentation of fonts. The fonts are loaded from Google servers.

When a page containing Google Fonts is accessed, the website visitor's browser establishes a connection to Google servers. In this context, information including the **IP address, browser and device information and technical connection** data may be transmitted to and processed by Google.

For users in the European Economic Area, Google Ireland Limited, Gordon House, Barrow Street, Dublin 4, Ireland, is generally the relevant Google entity. In connection with the provision of the service, data may also be processed by affiliated companies, in particular Google LLC in the United States.

Where consent is required, Google Fonts are loaded only after you have made the corresponding choice through our consent management system.

The legal basis for such processing is **Art. 6(1)(a) GDPR**. You may withdraw or change your consent at any time with effect for the future through the Cookie Settings available on our website.

Where personal data may be transferred to the United States, the provisions described in the section “**International Data Transfers**” of this Privacy Policy apply in addition.

12. Google Maps

Certain areas of our website may contain maps or other content provided through **Google Maps**.

When Google Maps is loaded, information including the following may be processed by or transmitted to Google:

- IP address
- browser and device information
- time of access
- technical connection information
- location information where enabled by the user or device

Google states that requests to Google Maps Platform may be logged and that logged data may include IP addresses.

Where consent is required for loading Google Maps, processing is based on **Art. 6(1)(a) GDPR in conjunction with Section 165 TKG 2021.**

Content requiring consent should not be loaded automatically without the relevant consent.

13. Social Media Content and External Social Networks

Our website may contain links to or embedded content provided by social networks.

These currently include in particular:

- LinkedIn
- Facebook
- Instagram

13.1 Links to Social Networks

Where our website merely displays a link to one of our social media profiles, displaying the link itself generally does not result in data being transmitted to the social network.

Once you click such a link, you leave our website and the privacy rules of the respective provider apply.

13.2 Embedded Social Media Content

Where posts, widgets, sharing functions or other components of a social network are embedded directly into our website, a connection to the respective provider may be established when such content is loaded.

This may involve the processing of your IP address, browser and device information, pages accessed and, where applicable, cookie and account information.

Such content requiring consent is processed on the basis of **Art. 6(1)(a) GDPR in conjunction with Section 165 TKG 2021.**

For Facebook and Instagram, **Meta Platforms Ireland Limited** is generally the relevant entity within the European Economic Area.

For LinkedIn users in the EEA, **LinkedIn Ireland Unlimited Company, Wilton Place, Dublin 2, Ireland** is generally the relevant controller. LinkedIn confirms this in its current European Privacy Notice.

Our current Cookie Policy identifies embedded content from LinkedIn, Facebook and Instagram.

14. RudderStack

Our current consent and cookie documentation identifies **RudderStack** as a visitor or event tracking service.

Where RudderStack is actually enabled on our website, technical usage and event information may be processed. This may include pseudonymous or anonymous identifiers, usage events and technical information about interaction with our website.

Where consent is required for such tracking, processing is based exclusively on **Art. 6(1)(a) GDPR in conjunction with Section 165 TKG 2021**.

RudderStack, Inc. states that it acts as a processor for customer data. According to RudderStack, the company has been certified under the EU-U.S. Data Privacy Framework since 2025 and also relies on the European Commission's Standard Contractual Clauses where necessary.

You may withdraw your consent at any time through our Cookie Settings.

This section should be technically verified before publication. Our currently published Cookie Policy lists RudderStack and cookies such as rl_anonymous_id, rl_user_id and rl_trait as marketing/tracking technology.

15. WordPress and Functional Website Services

Our website is based on WordPress and uses plugins and extensions to provide website functionality.

Technically necessary cookies and local storage mechanisms may be used for purposes including:

- provision of website functionality
- storage of technical settings
- session management
- download functionality
- storage of consent settings

Our current cookie documentation identifies, among other services, WordPress, WordPress Download Manager and Complianz consent settings.

Where such processing is technically necessary for the provision of the website, it is based on our legitimate interest pursuant to **Art. 6(1)(f) GDPR** and the provisions of the TKG 2021 applicable to technically necessary storage and access operations.

16. External Links and Third-Party Content

Our website may contain links to websites and services operated by third parties.

When you follow such an external link, you leave the area for which we are responsible.

The respective operator of the external website is generally responsible for any further processing of personal data.

We have no control over the data processed by an external provider after you visit its website.

Please therefore also refer to the privacy information of the respective provider.

17. Disclosure of Personal Data

We disclose personal data only where:

- necessary for the performance of a contract or pre-contractual measures,
- necessary for the technical provision of our website or services,
- provided to appropriately appointed processors,
- you have given your consent,
- disclosure is required by law, or
- disclosure is permitted and necessary for the protection of legitimate interests.

We do not sell the personal data of website visitors.

18. International Data Transfers

The use of certain external service providers may involve processing of personal data outside the European Union or European Economic Area.

Such transfers take place only where the requirements of **Articles 44 et seq. GDPR** are met.

Transfer mechanisms may include in particular:

- adequacy decisions of the European Commission,
- the EU-U.S. Data Privacy Framework for appropriately certified US organisations,
- Standard Contractual Clauses issued by the European Commission,
- other safeguards permitted under the GDPR, or
- statutory derogations in specific circumstances.

19. Retention Period

We generally retain personal data only for as long as necessary for the respective processing purpose.

Personal data may be retained for a longer period where:

- statutory retention obligations apply,
- retention is necessary for the establishment, exercise or defence of legal claims,
- a security incident needs to be investigated, or
- valid consent permits the respective processing.

Once the purpose no longer applies and statutory retention periods have expired, personal data is deleted or anonymised unless another legal basis permits continued retention.

Specific cookie lifetimes are additionally provided in our Cookie Policy.

20. Data Security

We implement appropriate technical and organisational measures designed to protect personal data against loss, misuse, unauthorised access, unauthorised disclosure, alteration or destruction.

Depending on the relevant processing activity, such measures may include access controls, permission management, system and network security, backups and encrypted data transmission.

Our security measures are reviewed and adapted according to technological developments and the respective level of risk.

21. Your Rights

Subject to the applicable statutory requirements, you have in particular the following rights:

Right of Access

You may request information as to whether and which personal data concerning you is being processed.

Right to Rectification

You may request correction of inaccurate personal data and completion of incomplete personal data.

Right to Erasure

You may request deletion of your personal data where the statutory requirements are met.

Right to Restriction of Processing

You may request restriction of processing under certain circumstances.

Right to Data Portability

Where the statutory requirements are met, you may receive personal data in a structured, commonly used and machine-readable format or request transmission to another controller.

Right to Object

Where personal data is processed pursuant to Art. 6(1)(e) or (f) GDPR, you may object to processing on grounds relating to your particular situation.

Withdrawal of Consent

Where processing is based on your consent, you may withdraw such consent at any time with effect for the future.

Withdrawal does not affect the lawfulness of processing carried out before the withdrawal.

Right to Lodge a Complaint

If you believe that the processing of your personal data infringes applicable data protection law, you have the right to lodge a complaint with a competent supervisory authority.

In Austria, the competent authority is:

Austrian Data Protection Authority

Barichgasse 40–42

1030 Vienna

Austria

Email: dsb@dsb.gv.at

The Austrian Data Protection Authority confirms these contact details and the right to lodge a complaint under Art. 77 GDPR.

You may of course also contact us directly beforehand at office@linewise.at.

22. Automated Decision-Making and Profiling

Our website does not carry out decisions based solely on automated processing within the meaning of **Art. 22 GDPR** that produce legal effects concerning you or similarly significantly affect you.

Statistical or pseudonymous analyses of website usage are distinct from such decision-making and are described in the relevant sections of this Privacy Policy.

23. AI-Generated Images and Media

Our website partly uses images, illustrations or other graphical content generated or edited with the assistance of artificial intelligence.

Such content is primarily used to visually illustrate our services and offers.

Unless expressly stated otherwise, such illustrations are not photographs of real persons, places or events.

Merely displaying an AI-generated image that has already been created and stored on our website does not generally result in personal data of the website visitor being transmitted to the AI provider originally used to create the image.

Where personal data is processed in connection with the creation or editing of media, we comply with the applicable data protection requirements.

This section is also intended to provide transparent information regarding our use of AI-generated media.

24. Amendments to this Privacy Policy

We may amend this Privacy Policy where:

- legal requirements change,
- new services or technologies are introduced,
- existing services are changed or discontinued, or
- our data processing activities change.

The version currently published on our website applies.

Last updated: September 2026