

Data protection information for the use of the ON24 event platform

Responsible body and data protection

Bechtle Logistik & Service GmbH

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Contact data protection privacy@bechtle.com

Purposes and legal bases of processing

ON24 is a cloud-based event solution that we use to organise hybrid and virtual events and webinars. When using the platform, you as a visitor have the opportunity to utilise the various functions of the platform.

The specific personal data that is collected always depends on the respective function. We have summarised details on the individual functions, the data collected and processed in the process and the associated legal bases under data protection law in Appendix 1 to this privacy policy.

Recipient of the data

Within our company, we ensure that only those persons receive your data who need it to fulfil their contractual and legal obligations. To provide the platform, we are supported by our service provider ON24, Inc. (ON24), with whom we have concluded the contract required under data protection law.

ON24 itself uses other sub-processors to provide the service. You can find out which specific service providers are currently involved in Appendix 2 to this Privacy Policy.

Third country transfer

As ON24 and the majority of the sub-processors used are service providers based in third countries (USA, Australia, Singapore), data is inevitably transferred to these insecure third countries when the platform is used.

There is a risk here that your data may be processed by the authorities of the relevant countries for control and monitoring purposes, without you possibly being entitled to legal remedies. However, we take the possible measures required under data protection law in accordance with Art. 44 et seq. EU GDPR to ensure the level of data protection in the third country.

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Storage duration

We store your data for as long as it is required for the respective processing purpose. Please note that numerous retention periods require that data (must) continue to be stored. This applies in particular to retention obligations under commercial or tax law (e.g. German Commercial Code, German Fiscal Code, etc.). If there are no further retention obligations, the data will be routinely deleted once the purpose has been achieved.

In addition, we may retain data if you have given us your permission to do so or if legal disputes arise and we use evidence within the framework of statutory limitation periods, which can be up to thirty years; the regular limitation period is three years.

Your rights as a data subject

As a data subject, you have the following rights:

- The right to information (Art. 15 EU GDPR),
- The right to erasure (Art. 17 EU GDPR),
- The right to rectification (Art. 16 EU GDPR),
- The right to data portability (Art. 20 EU GDPR),
- The right to restriction of data processing (Art. 18 EU GDPR),
- The right to object to data processing (Art. 21 EU GDPR).

To assert these rights, please contact: privacy@bechtle.com. You also have the right to lodge a complaint with a data protection supervisory authority.

Supplementary note

Further information on the processing of personal data by Bechtle can be found at <https://www.becht-le.com/privacy-policy>.

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Data collection as part of the registration process

When you register for a webinar/event, we collect and process the following categories of data:

- First name
- Surname
- E-mail address

The data processing serves the purpose of registration and participation in the event. The legal basis for data processing is Art. 6 para. 1 lit. b) EU GDPR, in particular in order to send you your personalised access link for the event by e-mail.

Please note that participation in the event is unfortunately not possible without providing the above data.

After your registration on bechtle.com, you will receive an e-mail from our service provider ON24 with the registration confirmation and a personalised access link to the webinar/event, which you can use to participate directly in the event. In addition, a reminder email will be sent to you before the event and a follow-up email with an anonymised recording of the webinar/event will be made available to you afterwards.

Please note that the access link can also be forwarded to other people. In this case, however, it will be necessary to register again on the event page so that it is not possible to participate directly in the event via the link.

Bechtle Logistik & Service GmbH intends to use the data processed as part of your registration for its own sales purposes and to inform the sales representative responsible for you within the Bechtle Group about your participation in the webinar / event. The sales representative would then like to contact you for promotional purposes in connection with your participation in the event. The legal basis for the processing of your personal data is your consent pursuant to Art. 6 para. 1 sentence 1 lit. a) EU GDPR.

Your consent is voluntary and can be revoked at any time without giving reasons with effect for the future at privacy@bechtle.com.

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Annex 1 - Data processing within the framework of the virtual platform and the use of individual services

a) Log files

When you visit the event platform, server log files are processed. Specifically, this involves the following data categories:

- IP address of the user
- Name of the website or file accessed
- Date and time of access
- Amount of data transferred
- Message about successful retrieval
- Browser type and version
- Operating system of the user
- End device used by the user, including MAC address
- Referrer URL (the previously visited page)

The personal data in log files are processed on the basis of Art. 6 para. 1 lit. f) EU GDPR. This authorisation permits the processing of personal data within the scope of the "legitimate interest" of the controller, unless your fundamental rights, freedoms or interests prevail. Our legitimate interest lies in easier administration and the ability to recognise and track hacking.

In addition, technical error codes as well as the date and time of dialling in and the time zone are processed. This serves to identify and prevent cases of misuse (e.g. in the event that a third party misuses your data and registers on our site with this data without your knowledge).

b) Event content

The event organisers can determine which content is offered as part of the respective events.

In this context, personal data may be collected, used and processed to facilitate the sharing and exchange of event content.

Essentially, the following personal data is collected and processed - depending on the respective content:

- User chats and chat activities
- Content released during an event (videos, slides)
- Presentations / documents for download
- Recordings of events
- Survey and quiz information
- Content of the breakout rooms
- Requests for advice from Bechtle

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The legal basis for data processing, insofar as the data is required for the provision of the respective service (e.g. when using the chat function), is Art. 6 (1) (b) GDPR. Insofar as data is transmitted voluntarily by you, this is done on the basis of your consent (Art. 6 para. 1 lit. a) GDPR), which you can revoke at any time at privacy@bechtle.com.

In all other cases, data is collected and processed on the basis of our legitimate interest in the continuous improvement and further development of the platform; the legal basis in this case is Art. 6 para. 1 lit. f) GDPR.

c) Breakout rooms

If the "Breakout Rooms" function has been activated, the following personal data will be processed in order to provide you with the corresponding function:

- User ID
- First name
- Surname
- E-mail address

In this case, the legal basis is Article 6(1)(b) in order to be able to provide this function to users.

In the Breakout Rooms, you also have the opportunity to communicate interactively and directly with other participants by using the existing chat. In private communication, your conversation will not be visible to the other participants.

When you use the chat function, we collect the following categories of data:

Time, name, content of the enquiry.

Here, too, the legal basis for data processing in connection with the use of the chat function is Art. 6 para. 1 lit. b) EU GDPR.

d) Chat function

In addition to the interactive chat function in the breakout rooms, you generally have the opportunity to ask participants questions using the existing chat function when attending our event.

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You can formulate your question as a public question, which is then visible to the other participants in the chat window, or as a private question directly to the respective speaker. In the latter case, your question will not be visible to the other participants. Questions that are asked as private questions are read out without naming the questioner.

When you make an enquiry via chat, we collect the following categories of data:

Time, name, content of the enquiry.

The legal basis for data processing in connection with participant questions is Art. 6 para. 1 lit. b) EU GDPR.

The data collected as part of the chat function will be stored until the purpose of the data collection no longer applies and no statutory retention periods prevent deletion. The purpose regularly ceases to apply once the questions asked have been answered.

The questions asked are then deleted or anonymised accordingly, so that it is no longer possible to identify the original enquirer.

e) Surveys

As part of the event, you will have the opportunity to take part in various surveys, e.g. satisfaction surveys at the end of the event.

As a rule, we collect and process the following data:

- E-mail address
- First name
- Surname
- Feedback

Participation in the surveys is voluntary, which is why the legal basis for the associated data processing is your consent in accordance with Art. 6 para. 1 lit. a) GDPR.

For technical reasons and for legal protection, your IP address is also collected when conducting surveys. This data processing is carried out on the basis of our legitimate interest in the presentation of the website and to protect against cybercrime attacks, Art. 6 para. 1 lit. f) GDPR.

The implementation of the surveys is covered by the ON24 platform, which is why we are also supported here by our service provider ON24, Inc. The contract required by data protection law has been concluded with this company.

Please note that if you participate in a survey, your feedback will be forwarded on a personalised basis to the sales representative responsible for you within the Bechtle Group. If you do not agree to this, you can revoke your consent at any time without giving reasons with effect for the future at privacy@bechtle.com.

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f) Live surveys / quizzes

If we offer live surveys or quizzes as part of the event, you have the opportunity to participate in these voluntarily. The legal basis for the associated data processing is your consent in accordance with Art. 6 para. 1 lit. a) GDPR.

Your answers will be collected by us on a personal basis, but will only be made available to other event participants in anonymised form.

The data collected as part of the live surveys / quizzes will not be processed after the event and will only be used for interactive participation in the event.

g) Customer counselling

the event platform also allows you to send an enquiry directly to us with a request for customer advice from Bechtle.

by clicking on a button and entering your e-mail address, a corresponding request will be triggered and then forwarded to the Bechtle Group sales representative responsible for you, who will then contact you after the event.

Your e-mail address will only be processed for the purpose of contacting you and providing the requested customer advice (Art. 6 para. 1 lit. b EU-GDPR).

h) Video recording of the event

We would like to point out that the event will be recorded. This only includes the respective speakers. Incoming chat requests, as well as the participants, are regularly not recorded. Your microphone is muted (muted) by default during the event so that no audio recordings of participants are made.

The recordings will subsequently be made available to the following recipients [co-organisation, publication in a media library].

i) Participation statistics

To enable us to analyse participation in our virtual events, we store non-personal participation information (number of live and on-demand participants, average duration of participation, number of registrations). This information is only aggregated by us in statistics, which will only contain anonymised data. The use of log files to compile anonymised statistics is based on our legitimate interest in compiling statistics to continuously improve our services (Art. 6 para. 1 lit. f) EU GDPR).

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Supplementary note

In connection with data processing by Bechtle, please note our comprehensive data protection information at <https://www.bechtle.com/privacy-policy>.

Appendix 2 - List of sub-processors used

Note: Some of the sub-processors used are based in a third country.

Sub-processor	Service	Country
ON24 Australia Pty Ltd.	Participation in the provision of the ON24 platform	Australia
ON24 Ltd.	Participation in the provision of the ON24 platform	United Kingdom
ON24 Pte Ltd.	Participation in the provision of the ON24 platform	Singapore
Akamai	Content delivery network	United States
Google	Cloud services	United States
Limelight Networks	Content delivery network	United States
Microsoft	Azure cloud services	United States
GlowTouch Technologies	Customer support services	United States
New Relic	Application monitoring	United States
Salesforce	Technical support ticketing	United States
Scribe	Data integration	United States
Serenova	Customer support services	United States
Stream.IO	Chat services	United States
Vonage	Audio/Video encoding and distribution	United States