

Joker.com Privacy Policy

Version 25.5.2018

Joker.com attaches particular importance to data protection.

A use of the internet pages of Joker.com is basically possible without any indication of personal data. However, if a data subject wishes to make use of special services of our company via our website, the processing of personal data may become necessary. If the processing of personal data is necessary and there is no legal basis for such processing, we generally obtain the consent of the data subject.

The processing of personal data, such as the name, address, e-mail address or telephone number of a data subject, is always carried out in accordance with the General Data Protection Regulation (GDPR) and in accordance with the country-specific data protection regulations applicable to Joker.com. By means of this privacy policy declaration, our company would like to inform the public about the type, scope and purpose of the personal data collected, used and processed by us. Furthermore, data subjects will be informed of their rights by means of this data protection declaration.

Name and address of the responsible data controller

The person responsible within the meaning of the General Data Protection Regulation, other data protection laws in force in the Member States of the European Union and other provisions of a data protection nature is:

CSL Computer Service Langenbach GmbH
Hansaallee 191-193
40549 Düsseldorf
Deutschland
Tel.: +49 (211) 86767-0
info[[@](mailto:info@joker.com)]joker[.]com

The data protection officer of the controller can be contacted directly at the above address and additionally via:

[datenschutz\[\[@\]\(mailto:datenschutz@joker.com\)\]joker.com](mailto:datenschutz@joker.com)

Especially for domain registrations data processing may happen, which CSL GmbH cannot control itself. Other data controllers are involved here, depending on the

domain type the operating registry, or in the case of generic top-level domains the organization ICANN as joint data controller of the registry and the registrar.

What is 'personal Data'?

Personal data are all information relating to an identified or identifiable natural person (hereinafter "data subject"). Identifiable is a natural person who can be identified directly or indirectly, in particular by assignment to an identifier such as a name, an identification number, location data, an online identifier or one or more special characteristics that express the physical, physiological, genetic, psychological, economic, cultural or social identity of that natural person.

What personal information is processed at Joker.com?

We process data that you voluntarily provide to us, data that we automatically collect when you visit websites, use our service interfaces ("API") and purchase our products.

The personal data that we process as inventory data about our customers include:

- first name, last name
- email address
- phone number
- fax number (if available)
- postal address
- name of your organisation (if available)
- preferred language
- IP address (in case of an order)
- login name
- products and services ordered
- type of payment, and accordingly (withouit storage):
 - Paypal account email
 - Credit card number, verification code
 - Bank account number

Additional personal data may also be requested if necessary for the requested service.

Our processing of third party data

If you transfer personal data of third parties within the scope of ordering a service, i.e. you use their personal data as contact or additional contact, you are obliged to inform the person concerned about the use, about this data protection regulations and to obtain the necessary consent for this use and to prove it upon request.

What is personal data processed for?

The information you provide when requesting a service (such as domain registration) or processing or updating support requests is necessary to establish a contractual relationship between you and us. This is necessary to provide the requested services and the related products.

Furthermore, this data is necessary for the proper management of your Joker.com customer account in order to enable us to prevent misuse, to provide you with the necessary information, e.g. regarding domain extensions, and to comply with applicable legal requirements.

The legal basis for this data processing is Art. 6 I b) of the GDPR.

It may be necessary, on the basis and in accordance with Article 6 I (f) of the GDPR, to transfer personal data to service providers who act as data controllers for you in the provision of the requested service, such as in particular registries and ICANN.

The legitimate interests of data controllers include

- the establishment of a contractual relationship between you and CSL GmbH
- the prevention of abuse or fraud
- compliance with the regulations applicable to services such as domain registrations
- ensuring data consistency and completeness
- the guarantee of a continued service in the event of business failure of CSL GmbH

In certain cases, the transmission of personal data may be necessary in order to comply with applicable legal obligations pursuant to Art. 6 I c) GDPR. This is pointed out separately in applicable cases in the registration conditions of the respective domain types.

Your data collected within the scope of a domain registration can also be processed within the scope of a data escrow procedure to guarantee a continued service in the event of a business failure of CSL GmbH and transferred to third parties in order to protect the registration of your domain.

In certain cases in which we must protect the legitimate interests of third parties in accordance with Art. 6 I f) GDPR, personal data may be disclosed to these third parties, provided that these interests are not invalidated by your fundamental rights.

If we receive your explicit and informed consent, we may also pass on your personal data to external service providers. This concerns e.g. your explicit consent to make your domain registration data public, despite the offered possibilities to suppress such a publication.

Such consent can be revoked at any time.

Who does Joker.com share your personal information with?

Joker.com or CSL GmbH will never sell your data to third parties.

As far as legally provided and permitted, your data can be passed on to the following possible parties:

- third-party providers directly involved in the provision of your ordered service, such as the registry of the ordered top-level domain pursuant to Art. 49 1 b) GDPR; please note the registration conditions of the relevant registry. This may also include the transmission of personal data to parties outside the European Union, which is directly dependent on your selection of the desired top-level domain and cannot be influenced by us. In this case, however, you will be informed of this fact and may object to the registration. The respective data privacy policies can also be found at <https://joker.com/goto/tc>
- third parties directly involved in payment transactions, such as PayPal, SIX Payment Services for credit card payments, and banks for account payments, with the relevant data privacy policies:
 - Paypal: https://joker.com/goto/dp_paypal
 - Six: https://joker.com/goto/dp_six
- within the framework of a data escrow procedure to authorised and certified service providers, currently this is:

- Iron Mountain: https://joker.com/goto/dp_im
- law enforcement and other authorities or civil organizations with authorization under applicable laws and regulations
- in individual cases, address verification service providers to ensure the data accuracy of domain registration data

What rights do you have with regard to your data?

You have the right to access and correct your data via your customer account with us.

You have the right to request information about your stored data or to request a copy of your data.

You have the right to request the correction of any incomplete or outdated data at any time.

You have the right to object to the processing of certain data or certain processing activities.

If the processing activity is based on your consent, this consent can be revoked by you at any time.

You have the right to delete your personal data if the deletion is legally permissible, data processing is no longer necessary or there is no longer any legal basis for data processing.

You have the right to information if we have received your data from third parties for processing.

To exercise your rights, you can contact employees of CSL GmbH at any time. You also have the right to lodge complaints with a supervisory authority.

Storage and retention of data

The criterion for the duration of the storage of personal data is the respective legal retention period. After the expiry of this period, the corresponding data will be routinely deleted, provided that it is no longer necessary for the fulfilment or initiation of the contract. Only data that is actually required is stored.

Backup copies in our backup systems are automatically deleted with a time delay.

Contract data will be deleted after the legal retention period has expired.

Log data that is generated when you visit our website or use our services is only collected if this is necessary for the provision of services and payment transactions.

This log data includes the IP address of the device with which you access the website or a service, the type of browser you use, the website you have previously visited, your system configuration and the date and time.

The IP addresses are always stored anonymously.

Log data will not be stored for longer than six months after the time required for invoicing and the provision of the service.

Access data to your customer account are always stored encrypted according to the state of the art, payment data for PayPal or credit card payments are only stored anonymously.

Automated decision making or the creation of user profiles does not take place.

Cookies

The Internet pages of CSL Computer Service Langenbach GmbH use cookies. Cookies are text files which are stored on your device via an Internet browser.

By using cookies, CSL Computer Service Langenbach GmbH can provide users of this website with more user-friendly services that would not be possible without cookies.

When you visit our website, we may require your consent to store certain information on your devices in the form of a cookie in order to better provide you with our services.

If you deactivate the setting of cookies in your Internet browser, not all functions of our website may be fully usable.

Privacy policy regarding the use of Matomo (formerly Piwik)

CSL GmbH has integrated the Matomo component on this website. Matomo is an open source software tool for web analysis. Web analysis is the collection and evaluation of data on the behaviour of visitors to Internet sites. A web analysis is mainly used to optimize a website.

The software is operated on servers of CSL GmbH; the data protection-sensitive log files are stored exclusively on these servers.

Matomo places a cookie on the device that you use to access our website. By setting the cookie, we are able to analyze the use of our website. As part of this technical

procedure, we obtain knowledge of personal data, such as your IP address, which among other things serves us to trace the origin of visitors and clicks.

The only personal data which is linked to the data collected by Matomo is the visitor's IP address, which is anonymized additionally.

This personal data is stored by us.

We do not pass this personal data on to third parties.

You can explicitly object to the collection by Matomo by using the option of "opt-out", which we offer on our website.

Furthermore, our internet pages follow the "Do-not-Track"-policy, which most common browsers offer, and in case of activation by you, generally prevent data collection by Matomo.