

Declaration on information obligation / Privacy Policy Statement 1st-Relief

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1 Objectives of this Privacy Policy Statement

1st-Relief is committed to respecting the privacy of visitors to its website ("Data Subjects"). This Privacy Policy Statement describes 1st-Relief's principles on safeguarding a responsible and confidential handling of data provided to 1st-Relief. This Privacy Policy Statement serves to fulfil our statutory duty to inform customers of data applications. All decisions related to the collection and processing of personal data takes place exclusively based on the legal regulations (DGPR, TKG 2003, Datenschutz-Anpassungsgesetz 2018) which can be downloaded in its latest version from the Legal Information System of the Republic of Austria (<http://www.ris.bka.gv.at>). Data Subjects include all natural and legal persons whose personal data is processed by 1st-Relief.

2 Disclosure of personal data to third parties

1st-Relief collects personal data internally and may not disclose it to third parties without the consent of the Data Subject. Individual data applications may make it necessary to disclose specific data to third parties. A special note will be included on the respective form in these cases and, if possible, this data will only be disclosed in anonymised or pseudo-anonymised form. Legally prescribed disclosure obligations will not be affected by this restriction on disclosure.

3 How we collect personal data

The personal data for data applications is provided by the Data Subjects themselves and gathered online, through personal contact, by telephone or written correspondence.

4 What data is collected and how is it used?

Users are basically not required to register for the website so that communication with 1st-Relief is possible without having to provide personal data. It may be necessary to fill in personal details on forms for specific purposes. By completing a form on the 1st-Relief website the Data Subject authorises 1st-Relief to use the data thus provided. This also applies to data provided by Data Subjects in their communication with 1st-Relief (e.g. by e-mail). The special purpose for which the data is used as well as information about any disclosure of data to third parties will be indicated directly on the respective form. In order to continuously improve the website and protect it from malicious attacks, 1st-Relief stores the IP address of each website visitor and the pages accessed during the site visit for a maximum of six months.

5 Cookies

Our website uses so-called cookies. These are small text files that are stored on your device using the browser. They do no harm. We use cookies to make our offer user-friendly. Some cookies remain stored on your device until you delete them. They allow us to recognize your browser on your next visit. If you do not want this, you can set up your browser so that it informs you about the setting of cookies and you allow this only in individual cases. Disabling cookies may limit the functionality of our website.

6 How long will my personal data be stored?

1st-Relief will store personal data for as long as necessary or prescribed by law for the purpose of the respective data application. After this period the data will be automatically deleted. The data will also be deleted upon the express request of the Data Subject (see chapter 8) as long as this request does not conflict with statutory provisions, or when 1st-Relief gains knowledge of circumstances rendering the data set invalid, e.g. in the event of death of the Data Subject.

7 Webshop and e-commerce

We point out that for the purpose of easier shopping and subsequent contract processing by the web shop operator in the context of cookies, the IP data of the subscriber are stored, as well as "gender", "name", "address", "phone number" and "E-mail address" of the buyer. In addition, we will also store the following data for the purpose of contract execution: Delivery address. The data provided by you are required to fulfil the contract or to carry out pre-contractual measures. Without this data we cannot conclude the contract with you. The possible transmission of the credit card data takes place within the framework of a closed and certified payment system and is not visible to 1st-Relief. A transfer of data to third parties shall be made to the transport company / shipping company commissioned by us for the delivery of the goods and to our tax advisor to fulfil our tax obligations. After termination of the shopping process, the data stored with us is deleted. In the case of a contract, all data from the contractual relationship are stored until the expiry of the tax retention period (7 years). In addition, the data "gender", "name", "address", "telephone number" and "e-mail address" of the purchaser, purchased goods and date of purchase will be stored until the

end of product liability (10 years). Data processing takes place based on the statutory provisions of § 96 (3) TKG and Art. 6 para. 1 lit a (consent) and / or lit b (necessary for contract fulfillment) of the GDPR.

8 How can I withdraw my consent to the use of my personal data?

Data Subjects can withdraw their consent to the use of their personal data at any time in writing, by e-mail or fax to 1st-Relief. To avoid delays, requests should be sent directly to the Data Protection Officer of 1st-Relief (contact details see chapter 15).

9 Google Analytics

Our website uses Google Analytics, a web analytics service provided by Google, Inc. ("Google"). Google Analytics uses "cookies", which are text files saved on your computer, to help the website analyse how you use the site. The information generated by the cookie about your use of the website will be transmitted to and stored by Google on servers in the United States. If the IP anonymization function of this website is activated, your IP address will be truncated by Google within an EU member state or other EEA state before being transmitted to the US. Only in exceptional situations will your full IP address be transmitted to Google servers in the United States and truncated there. Google will use this information for the purpose of evaluating your use of the website, compiling reports on website activity for website operators and providing other services relating to website activity and internet usage. You may refuse the use of cookies by selecting the appropriate settings on your browser, however please note that if you do this you may not be able to use the full functionality of this website. You can also prevent Google from collecting information about website use (including your IP address) via cookies and processing this information by downloading and installing the browser plug-in available at the following link (<http://tools.google.com/dlpage/gaoptout?hl=en>).

For more information go to

<http://www.google.com/intl/en/analytics/privacyoverview.html>.

10 Facebook

Our website also uses social plugins ("plugins") provided by the social network facebook.com, operated by Facebook Inc., 1601 S. California Avenue, Palo Alto, CA 94304, USA ("Facebook"). The plugins are identifiable by a Facebook logo (white letter "f" on blue background) or the notice "Facebook Social Plugin". When you visit a page of our website that contains a social plugin, your browser will establish a direct connection to Facebook servers. Facebook transfers the plugin content directly to your browser which embeds it into the website, enabling Facebook to receive information about your having accessed the respective page of our website. If you are logged into Facebook, your visit can be assigned to your Facebook account. If you interact with the plugins, for example by clicking "Like", or entering a comment, your browser will transfer the corresponding information to Facebook, where it will be stored. For information on the purpose and scope of data collection, processing and use of your data by Facebook, as well as your rights in this respect and privacy settings please go to Facebook's privacy policy page at <http://www.facebook.com/policy.php>. If you do not want Facebook to collect data about you through our website, you must log out of Facebook before visiting our website or block the Facebook social plugins with an add-on for your browser, for example with the "Facebook Container" for Firefox. More information can be found at the following link (<https://addons.mozilla.org/en-US/firefox/addon/facebook-container/>).

11 How does 1st-Relief safeguard the protection of personal data?

Personal data is processed and managed in-house at 1st-Relief. The entire data flow is thus subject to the control of 1st-Relief. Access from outside is secured by a multi-layered firewall concept. IT security within 1st-Relief is safeguarded by detailed provisions on workplace and data security, use of software, anti-virus programs, Internet and e-mail, use of mobile data carriers, internal and external access to the 1st-Relief network and secure data disposal. 1st-Relief is committed to minimising data access, thus ensuring that only persons within 1st-Relief immediately involved in the application processing these personal data have access to it. This is guaranteed by access regulations to rooms, data, data carriers and data processing devices and the logging of data use. All employees of 1st-Relief are under strict obligation to maintain data confidentiality.

12 Newsletter

You have the opportunity to subscribe to our newsletter via our website. For this, we need your e-mail address and your declaration that you agree with the subscription to the newsletter. You can cancel the subscription to the newsletter at any time. Please send your cancellation to the following e-mail address: technical.support@1st-relief.com. We will immediately delete your data in connection with the newsletter dispatch.

13 Your rights

In principle, you have the rights to information, correction, deletion, restriction, data portability, revocation and opposition. If you believe that the processing of your data violates data protection law or you believe that your data protection claims have otherwise been violated in any way, you may complain to the regulator (Austria: Österreichische Datenschutzbehörde; Croatia: Agencija za zaštitu osobnih podataka).

14 Who is responsible for data applications?

The responsibility for 1st-Relief data applications according to the Data Protection Act lies with 1st-Relief GmbH, Schulgasse 5, 8010 Graz (Commercial Register No. FN 552603b (LG f. ZRS Graz)).

15 Whom to contact in data protection matters

1st-Relief has appointed a Data Protection Officer acting as the central point of contact for all questions and matters of data protection (Tel.: +43 316 375573 20; Mail: technical.support@1st-relief.com). The 1st-Relief Data Protection Officer supports the Data Subjects in safeguarding their rights accorded General Data Protection Regulation (GDPR). These rights include in particular the right of information, correction and deletion of data and the right of withdrawal.

1st-Relief, 2026-08-07