

Data Privacy Guidelines for Website Visitors

Last updated: 4 February 2019

1. Introduction

The protection of your personal data is very important to us, BUWOG Group GmbH, Austria (hereinafter "BUWOG"). We therefore process personal data only in accordance with the applicable legislation on the protection of personal data, in particular the General Data Protection Regulation (GDPR).

The following data privacy guidelines provide you with an overview of how we process your personal data and of your rights under the data protection legislation. These data privacy guidelines explain whether BUWOG processes personal data and – if so – the extent to which it does so in connection with the processes mentioned below.

As we develop our website and incorporate new technologies to improve our service for you, there may be changes to these data privacy guidelines. We therefore recommend that you read these guidelines again from time to time.

2. Explanation of terms

The data protection terms used below are defined in Art. 4 of the GDPR. The full text of the GDPR is available on the internet under the following link: <https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:32016R0679&from=EN>

3. Who is responsible for data processing and who can I contact?

3.1 Data controller in accordance with Art. 4 (7) of the GDPR

BUWOG Group GmbH
Hietzinger Kai 131
A-1130 Vienna

Tel.: +43 (0)1/878 28-1130
Fax: +43 (0)1/878 28-5299
E-mail: datenschutz@buwog.com

3.2 Contact information for the data protection officer

BUWOG will be pleased to assist you with any questions concerning the topic of data protection. You can reach our data protection officer, Sascha Jung, as follows:

BUWOG Group GmbH
Data Protection Officer

RA Mag. Sascha Jung, LL.M. LL.M.
Jank Weiler Operenyi Rechtsanwälte GmbH | Deloitte Legal
Schottengasse 1
A-1010 Vienna
E-Mail: datenschutz-buwog@deloitte.at

4. To whom does this data privacy statement apply?

When we process personal data, it means, briefly summarised, that we collect, store, use, transfer or delete this data.

These data privacy guidelines involve personal data pertaining to

- visitors to our website who browse our website after declaring their consent to the use of cookies and tracking tools;
- visitors to our website who use the communication options available on the website (e.g. the contact form) or take advantage of other services (e.g. our newsletter); and
- prospective tenants and buyers.

5. Which of your sources and data does BUWOG process?

BUWOG processes your personal data when you contact us, for example, as a visitor to our website, a prospective tenant or buyer, if you write us a message, or if you subscribe to our newsletter.

We process the following personal data:

- Website visit
When you visit our website, we process the following data: technical access data, specifically, the name of your internet service provider, the page from which you visit us or the name of the requested file, date and time of your visit, and the identification data of the browser/operating system used. Our web server also stores your IP address. We also evaluate this data – anonymously – for purely statistical purposes and without any reference to your person, e.g. for the evaluation of the number of page views, duration of use, etc.
The details relating to the use of social media plug-ins, cookies and tracking tools are described in detail under Section 9 (Social media plug-ins), Section 10 (Cookie use) and Section 11 (Web analytics with tracking tools).
- Communication - contact form and newsletter
When using our contact form and the form for ordering our newsletter or the BUWOG blog (when we refer to newsletters in these data privacy guidelines, the BUWOG blog is always included) and then for sending or providing the corresponding information, we process the data and the message you have provided in the respective form.

Only the provision of your title, first name and last name, e-mail address, topic/area, subject and desired notice is required. All other information are provided voluntarily. In addition, your IP address and the date and time of the message or order are stored at the time your message is sent.

When you sign up for our newsletter, we use the so-called double opt-in procedure. This means that after registering, we first send you an e-mail to the specified e-mail address. In it, we ask you to confirm that you want the newsletter. If you do not confirm your registration within 24 hours, your data is blocked by us and automatically deleted after one month. The purpose of the procedure is to verify your registration and, if necessary, prevent and clarify any potential misuse of your personal data.
- Rental request - application for a property
When using the input screen for applying for a property, we process the data you provide. Only the details of a type of desired communication (e-mail address or telephone number) are required. All other information such as the form of address or name is voluntary in order to ensure a personalised approach. Failure to disclose any voluntary data does not, of course, result in any disadvantages for you.
- Rental request - prospective tenant sheet
On our website we provide a prospective tenant sheet for download (PDF). The data you provide (e.g. first name, last name, address) is processed in our internal administrative programme for prospective tenants. Further information from you or a third party is only obtained at a later stage in which we acquire information on your economic situation (for example from KSV 1870) if the conclusion of a rental agreement with you depends solely on the positive result of such a credit assessment.

- Purchase - request for priority notice/real estate
When using the input mask for a request for priority notice and real estate, we process the data you provide. Only the details concerning form of title, first name, last name, e-mail address as well as telephone number are required. All other information is voluntary. Failure to disclose any voluntary data does not, of course, result in any disadvantages for you.

6. What does BUWOG use your data for (purpose of processing) – and on what legal basis?

BUWOG operates in Austria and Germany. We therefore process the aforementioned personal data in accordance with the provisions of the GDPR, the Austrian Data Protection Act (DSG) and the German Federal Data Protection Act (BDSG). Specifically:

6.1 On the basis of your consent (Article 6 (1) sentence 1 lit a of the GDPR)

Data processing is legally permissible if you have consented to it for one or more specific purposes. You have the right to revoke this consent at any time without affecting the legal grounds of the processing that has taken place on the basis of your consent until the time of revocation. A revocation of your consent also applies to declarations of consent granted to BUWOG prior to the validity of the GDPR, that is, prior to 25 May 2018. Please note that the revocation is only effective for the future.

- Website visit
Your consent is the legal basis for the storage of the aforementioned data as part of the visit to the BUWOG website and for the use of social media plug-ins, cookies and tracking tools.

Detailed information relating to the use of
- social media plug-ins is mentioned under Section 9,
- cookies under Section 10, and
- tracking tools under Section 11.

We use your data as well as the data from the cookies and web tracking tools for you to be able to take full advantage of all functions of our website and for the needs-based design and optimisation of our website.

- Contact form
Your consent is the legal basis for processing the data you have voluntarily provided us as well as your message.

We use your data to process and answer your (contact) request.

- Newsletter
Your consent is the legal basis for the distribution of the newsletter, in which we inform you of the latest interesting news pertaining to the Austrian BUWOG Group (the BUWOG Group consists of the BUWOG Group GmbH and all its affiliated companies in which BUWOG Group GmbH holds a share of more than 50%). You can alternatively or cumulatively subscribe to the BUWOG blog at www.buwog.com for the areas "Housing" and "Career" (when we refer to newsletters in these data privacy guidelines, the BUWOG blog is always included). We use your data for sending the newsletter.

- Application for a property and request for priority notice
Your consent is the legal basis for us to process the data entered into the input mask for the purpose of processing your application or request. In doing so, we use the communication channel you have specified (e.g. to send information brochures).

If you and BUWOG aim to finalise a contract on the basis of your application or request, Article 6 (1) sentence 1 lit b of the GDPR (performance of measures prior to entering the contract) is also considered a further legal basis for processing your data as part of applying for a property or requesting a priority notice. The purpose of the processing is the concrete negotiation and preparation of a

rental agreement and/or a real estate purchase agreement between you and BUWOG or a company of the Austrian BUWOG Group.

Revocation of consent

Your consent can be revoked at any time for the future.

The revocation can take place informally, e.g. by e-mail to datenschutz@buwog.com (for newsletters to newsletter@buwog.com) or by a message to the contact details provided under Section 3.1 above. In addition, you can cancel the subscription to the newsletter by clicking on the link provided in a newsletter e-mail.

6.2 To fulfil contractual or pre-contractual obligations (Article 6 (1) lit b of the GDPR)

We process your data to fulfil contractual or pre-contractual obligations:

- Prospective tenant sheet
The legal basis for the processing of your data is Art. 6 (1) lit b of the GDPR (performance of measures prior to entering the contract). The purpose of the processing is the preparation of a rental agreement between you and BUWOG or a company of the Austrian BUWOG Group.

6.3 On the basis of a legitimate interest (Article 6 (1) lit f of the GDPR)

We also process your data on the basis of our legitimate interests or those of third parties:

- Our messages in connection with your contact
In addition to the data that you actively provide to us (e.g. e-mail address for the newsletter), BUWOG also processes personal data (e.g. IP address, date and time) that is provided to us in the course of sending messages to contact us (e.g. via our contact form, the newsletter or when applying for a property). Processing is done to prevent misuse and to ensure the security of our information technology systems.
- Settlement of legal disputes, establishment, exercise and defence of legal claims (e.g. in connection with rights and obligations under the GDPR).
- Marketing and direct marketing
We use your data for the purposes of direct marketing (e.g. to conduct customer surveys, opinion polls, marketing campaigns, market analyses, prize draws, competitions or similar promotions and events). In this context, we also analyse the results of (direct) marketing activities in order to measure the efficiency and relevance of our actions.

Right to object to processing

In accordance with Art. 21 (1) of the GDPR, you have the right at any time to lodge an objection to the processing of personal data pertaining to you that takes place on the basis of Art. 6 (1) lit f of the GDPR (data processing for the protection of legitimate interests).

For details on how to exercise this right, see Section 14 below).

6.4 On the basis of legal requirements (Article 6 (1) lit c of the GDPR)

BUWOG processes personal data in order to be comply with legal obligations on the basis of tax law as well as reporting and information obligations with respect to authorities:

- Compliance with legal requirements
Legal requirements include e.g. tax and commercial storage obligations, existing requirements for carrying out supervisory measures to prevent white-collar crime or money laundering.

7. Who receives your data?

Within BUWOG, only those entities which require access to fulfil their responsibilities within BUWOG, exercise our legitimate interests, and fulfil contractual and legal obligations gain access to your data.

In order to provide you with the best possible service and remain competitive, we also exchange data within the Austrian BUWOG Group if it is necessary for the exercise of our legitimate interests and if your interests or fundamental rights and freedoms do not override our interests. Whenever this is the case, we guarantee that the data is transferred in accordance with the data protection requirements and that your personal data is protected.

We also provide your personal information to the following persons for the following purposes:

- **Public authorities**
By way of exception, BUWOG provides personal information to courts, regulators, financial authorities and other public authorities as required by law (e.g. cases of emergency response or prosecution).
- **External service providers (so-called data processors)**
BUWOG makes use of the following external service providers to be able to benefit from their particular expertise: (i) agents, (ii) property management companies, (iii) advisors, (iv) service providers, (v) marketing agencies and (vi) IT service providers. These so-called data processors only act in accordance with the instructions of BUWOG and are contractually required to comply with the applicable data protection requirements with respect to BUWOG.

8. Is data transferred to a third-party country or to an international organisation?

Data is only transferred to countries outside the EU or the EEA (so-called third-party countries) to the extent it is required for the execution of your orders, it is required by law (e.g. tax reporting obligations), or you have given us consent (e.g. social media and tracking tools).

9. Social media plug-ins

Our website uses so-called social media plug-ins from social networks such as Facebook and YouTube. We also use the map service Google Maps. These services are provided by the companies Facebook Inc., YouTube LLC and Google Inc. ("Providers").

- **Facebook**
Facebook is operated by Facebook Inc., 1601 S. California Ave, Palo Alto, CA 94304, USA ("Facebook"). An overview of Facebook's plug-ins and their appearance can be found here: <https://developers.facebook.com/docs/plugin-ins>
- **YouTube**
YouTube is operated by YouTube LLC, 901 Cherry Ave, San Bruno, CA 94066, USA. An overview of YouTube's plug-ins and their appearance can be found here: https://developers.google.com/youtube/youtube_subscribe_button
- **Google Maps**
Google Maps is operated by Google Inc., 1600 Amphitheater Parkway, Mountain View, CA 94043, USA ("Google"). For more information about embedding maps on Google Maps, please visit: https://support.google.com/maps/answer/144361?co=GENIE.Platform%3DDesktop&hl=en_US.

When you visit a page on our website that contains such a plug-in, your browser establishes a direct connection to the servers of the respective provider. The content of the plug-in is transferred by the respective provider directly to your browser and integrated into the page. Through integration of the plug-ins, the providers receive the information that your browser has accessed on the corresponding page of our website, even if you do not have a profile or are not currently logged in. This information (including your IP address) is transferred by your browser directly to a server of the respective provider in the USA or in Germany and stored there. When you are logged in to one of the services, the providers can immediately assign the visit to our website to your profile on Facebook and YouTube. When you interact with the plug-ins and activate

relevant buttons, the corresponding information is also transferred directly to a server of the provider and stored there. The information is also published on Facebook or YouTube and displayed there to your contacts.

For the purpose and extent of the collection of the data and for further processing and use of the data by the provider as well as your rights to this effect and configuration options for the protection of your privacy, please also refer to the data privacy policy of the providers:

- Facebook data privacy guidelines: <http://www.facebook.com/policy.php>
- YouTube data privacy guidelines: <https://www.google.com/intl/en/policies/privacy>
- Google Maps data privacy guidelines: <http://www.google.com/intl/en/policies/privacy>.

If you do not want Facebook, Google or YouTube to directly associate the data collected via our website with your profile in the respective service, you must log out of the corresponding service before visiting our website. You can also fully prevent the plug-ins from being loaded with add-ons for your browser, e.g. with the script blocker "NoScript" (<http://noscript.net/>).

10. Cookie use

When you use the BUWOG website, cookies are stored on your computer on the basis of your consent. Cookies are small text files that are stored on the hard drive assigned to the browser you are using and through which the location the cookie occupies (here through us) receives certain information. Cookies cannot run programmes or transmit viruses to your computer. They serve to make the internet service more user-friendly and effective overall.

Our website uses the following types of cookies, the scope and mode of operation of which are explained below:

- Transient cookies:
Transient cookies are automatically deleted when you close the browser. These include session cookies in particular. These store a so-called session ID, with which various inquiries from your browser can be assigned to the shared session. This allows your computer to be recognised when you return to the BUWOG website. The session cookies are deleted when you close the browser.

The following transient cookies are used: Google Analytics Pixel

Persistent cookies:

Persistent cookies are automatically deleted after a specified period, which may differ depending on the cookie. You can delete the cookies in the security settings of your browser at any time.

The following persistent cookies are used: Google AdWords Pixel, Double Click Pixel, Bing Ads Pixel, Facebook Pixel.

11. Web analytics with tracking tools

BUWOG uses the web analytics tools described below to analyse the use of our website. In addition, cross-user analyses of visitor flows are carried out using a user ID.

The statistics and other findings obtained allows us to improve our services for you and to make them more interesting for you as a user.

The legal basis for processing personal data using the tracking tools described below is your consent.

If – despite your consent – you have configured your browser settings in such a way that your browser, for example, refuses to accept third-party or all cookies, you will not be able to use this website or all of its features.

11.1 Web analytics tools from Google

We use the following web analytics tools from Google Inc. ("Google"):

- Google Analytics

Google Analytics uses cookies: these are text files that are stored on your computer and allow an analysis of your use of the website. The information generated by the cookie about your use of this website is generally transferred to a Google server in the USA and stored there. Prior to this, however, your IP address is truncated by Google. Only in exceptional cases is the full IP address sent to a Google server in the USA and truncated there. On behalf of BUWOG, Google uses this information to evaluate your use of the website, to compile reports on website activity and to provide the website operator other services related to the use of the website and the internet.

The IP address sent by your browser to Google Analytics is not merged with other Google data. You can prevent the storage of cookies by configuring your browser software appropriately; please note, however, that if you do this, you may not be able to take full advantage of all of the features of this website. Furthermore, you can prevent Google from collecting the data which is produced by the cookie and related to your use of the website (including your IP address) as well as from the processing this data by downloading and installing the browser plug-in available under the following link: <http://tools.google.com/dlpage/gaoptout?hl=en>.

This website uses Google Analytics with the extension "_anonymizeIp ()". As a result, IP addresses are processed in truncated form, thereby ruling out any connection with a person. To the extent the data collected about you is assigned a personal reference, it is immediately excluded and the personal data is deleted without delay.

We use Google Analytics to analyse the use of our website and to improve it on a regular basis. The statistics allow us to improve our service and make it more interesting for you as a user.

- ReCAPTCHA

The acronym CAPTCHA stands for "Completely Automated Public Turing test to tell Computers and Humans Apart". Captchas protect website services from being used by BOTS (computers). The following data, in particular, is transmitted to Google: the website into which ReCAPTCHA is integrated, the browser's user agent, the connection's IP address, the screen and window resolution, the language configured in the browser, the time zone, the installed browser plugins; Google also installs a cookie in the browser if it is not integrated. More information can be found in the Google Privacy Policy: <https://www.google.com/policies/privacy/>. You have the possibility to opt out of data processing through ReCaptcha. To opt out, see: <https://adssettings.google.com/authenticated>.

- Use of DoubleClick

Google DoubleClick ("DoubleClick") uses cookies to show users relevant ads, improve campaign performance reports, and prevent users from seeing the same ads multiple times. Google uses a cookie ID to determine which ads are displayed in which browser, thereby preventing them from being displayed multiple times. In addition, DoubleClick can use cookie IDs to track so-called conversions that are related to ad requests. This is the case, for instance, when a user sees a DoubleClick ad and later goes to the advertiser's website with the same browser and purchases something there. According to Google, DoubleClick cookies do not contain personal information.

On the basis of the marketing tools used, your browser automatically establishes a direct connection to the Google server. We have no control over the extent or further use of the data Google collects by using this tool and therefore inform you about the status of our knowledge in this regard: through the integration of DoubleClick, Google receives the information that you have accessed the relevant part of our website or have clicked on one of our ads. If you are registered with a service provided by Google, Google may associate the visit with your account. Even if you are not registered with Google or are not logged in, there is a chance that the provider will find and store your IP address.

Further information on DoubleClick can be found under <https://www.google.com/doubleclick> and <http://support.google.com/adsense/answer/2839090>.

- Google AdWords conversion tracking

We use the Google AdWords service to draw attention to our attractive services on external websites with the help of advertising (so-called Google AdWords). We can determine how successful the individual advertising measures are in relation to the advertising campaign data. We seek to display ads that are of interest to you, that make our website more interesting to you, and that

achieve a fair calculation of advertising costs.

These advertising materials are delivered by Google via so-called "ad servers". For this, we use ad server cookies, which measure certain performance metrics such as ad displays or user clicks.

When you access our website through a Google ad, Google AdWords stores a cookie on your PC. These cookies generally lose their validity after 30 days and are not intended to identify you personally. The unique cookie ID, number of ad impressions per placement (frequency), last impression (relevant for post-view conversions) as well as opt-out information (flag indicating the user no longer wants to be contacted) are generally stored with this cookie as an analytical value.

These cookies allow Google to recognise your internet browser. If a user visits certain pages of an AdWords customer's website and the cookie stored on their computer has not yet expired, Google and the customer can see that the user clicked on the ad and was redirected to that page. Each AdWords customer is assigned a different cookie. Cookies cannot be tracked using the websites of AdWords customers. We ourselves do not collect or process any personal data in the aforementioned advertising measures. Google merely provides us with statistical evaluations. On the basis of these evaluations, we can identify which of the advertising measures used are particularly effective. We do not receive any further data from the use of the advertising and, in particular, we cannot identify users on the basis of this information.

On the basis of the marketing tools used, your browser automatically establishes a direct connection to the Google server. We have no control over the extent or further use of the data Google collects by using this tool and therefore inform you about the status of our knowledge in this regard: through the integration of AdWords conversion tracking, Google receives the information that you have accessed the relevant part of our website or have clicked on one of our ads. If you are registered with a service provided by Google, Google may associate the visit with your account. Even if you are not registered with Google or are not logged in, there is a possibility that the provider may know your IP address.

You can prevent participation in Google AdWords conversion and DoubleClick tracking in various ways:

- by configuring your browser software accordingly and, in particular, by suppressing third-party cookies, which prevents you from receiving any third-party ads;
- through deactivation of the cookies for conversion tracking by configuring your browser to block cookies from the domain "www.googleadservices.com", <https://www.google.com/settings/ads>; this setting is deleted when you erase your cookies;
- by disabling interest-based ads from providers that are part of the About Ads self-regulation campaign through the <http://www.aboutads.info/choices> link, which is deleted when you delete your cookies; or
- through permanent deactivation in your Firefox, Internet Explorer or Google Chrome browsers under the link <http://www.google.com/settings/ads/plugin>. Please note that you may not be able to take full advantage of all of the features of this website.

For exceptional cases in which personal information is transferred to the US, Google has submitted to the EU-US Privacy Shield, <https://www.privacyshield.gov/EU-USFramework>.

Third-party provider information:

Google Dublin, Google Ireland Ltd.

Gordon House, Barrow Street, Dublin 4, Ireland, Fax: +353 (1) 436 1001

Further information about privacy at Google can be found here:

<http://www.google.com/intl/en/policies/privacy> and <https://services.google.com/sitestats.html>. Alternatively, visit the Network Advertising Initiative (NAI) website at <http://www.networkadvertising.org>.

11.2 Bing Ads conversion tracking

We also use Bing Ads conversion tracking, a web analytics service provided by Microsoft Cooperation ("Microsoft"). Bing Ads also allows an evaluation of visitor activity. This mechanism of website analytics measures the effectiveness with which an addressed group of persons is encouraged to take desired actions (e.g. how many users sign up for the newsletter or apply for a property on the basis of an ad on the Bing search engine website). Microsoft Bing Ads store a cookie on your computer if you visit our website via a Microsoft Bing ad. We and Microsoft Bing can therefore detect that someone clicked on an ad, was redirected to our website, and accessed a previously determined target page (conversion page). We are only informed about the total number of users who clicked on a Bing ad and were then redirected to the conversion page. No personal information about the identity of the user is provided. If you do not want in-

formation about your behaviour to be used by Microsoft in the aforementioned manner, you can refuse the cookie use required for this, for example, by configuring your browser to automatically disable cookies in general. In addition, you can prevent the collection of data generated by the cookie and related to your use of the website as well as the processing of this data by Microsoft by declaring your opposition under the following link: <http://choice.microsoft.com/en-US/opt-out>.

For the exceptional cases in which personal information is transferred to the US, Google has submitted to the EU-US Privacy Shield, <https://www.privacyshield.gov/EU-USFramework>.

Third-party provider information:

Microsoft Corporation

One Microsoft Way, Redmond, WA 98052-6399, USA, Tel: +49 (0) 1806 - 67 22 55

Authorised representative: Benjamin O. Orndorff

For more information about data privacy and cookies on Microsoft and Bing Ads, visit Microsoft's website at <https://privacy.microsoft.com/en-us/privacystatement>.

11.3 Facebook Custom Audiences

We also use the "Custom Audiences" remarketing feature of Facebook Inc. ("Facebook"). This allows users of the website to be shown interest-based ads ("Facebook ads") as part of their visit to the social network Facebook or other websites that also use the process. We seek to display ads that are of interest to you in order to make our website more interesting to you.

On the basis of the marketing tools used, your browser automatically establishes a direct connection to the Facebook server. We have no control over the extent or further use of the data Facebook collects by using this tool and therefore inform you about the status of our knowledge in this regard: through the integration of Facebook custom audiences, Facebook receives the information that you have accessed the relevant part of our website or have clicked on one of our ads. If you are registered with a service provided by Facebook, Facebook may associate the visit with your account. Even if you are not registered with Facebook or are not logged in, there is a chance that the provider will find and store your IP address and other identifying features.

Deactivation of the "Facebook Custom Audiences" feature is available to users who are logged in under https://www.facebook.com/settings/?tab=ads#_.

For the exceptional cases in which personal information is transferred to the US, Google has submitted to the EU-US Privacy Shield, <https://www.privacyshield.gov/EU-USFramework>.

Third-party provider information:

Facebook Inc.,

1601 S California Ave, Palo Alto, California 94304, USA

11.4 Hotjar

We also use Hotjar, an analytics and feedback tool from the Malta-based Hotjar Ltd., on some pages (e.g. on our project page BUWOG The One). Hotjar makes it possible for us identify what actions are being carried out on our site (such as clicking and scrolling behaviour, or on which subpage users are leaving the site). It also allows us to create and evaluate surveys.

Third-party provider information:

Hotjar Limited

Level 2, St Julian's Business Centre, 3, Elia Zammit Street, St Julian's STJ 1000, Malta

Company Number: C 65490

12. Data security

The data our customers transfer to us is protected from external interference by firewalls, etc., in accordance with our centralised system's state-of-the-art technology.

As soon as you use an input mask, data is always transferred between the user and BUWOG using SSL/TSL encryption.

13. How long is my data stored?

BUWOG processes and stores your personal data as long as it is necessary to achieve the purpose for which it is being collected. If the data is no longer necessary to achieve the purpose of its collection, it is deleted unless its (temporary) processing is necessary for the following purposes:

- Legal retention periods
To comply with the statutory (commercial and tax) periods for storage and documentation in the Austrian Federal Tax Code (BAO) and the Austrian Commercial Code (UGB) as well as the German Commercial Code (HGB) and German Tax Code (AO):
These periods are up to ten years.
- Evidence
To preserve evidence in the context of the statutory limitation periods:
In accordance with the Austrian General Civil Code (ABGB) or sections 195 ff of the German Civil Code (BGB), these limitation periods can be up to thirty years, whereby the regular period of limitation is three years.

In addition, the following applies to storage with regard to individual processes:

- Website visit
Your data is deleted as soon as the session has ended. Log files are deleted after seven days. Further storage is possible in exceptional circumstances, but in this case the IP addresses of the users are deleted or encrypted so that an assignment of the accessing client is no longer possible.
- Contact form
Your data from the input mask of the contact form is deleted when the respective conversation with you ends. The conversation ends when it can be inferred from the circumstances that the matter in question has been finally clarified.
Additional personal data (e.g. IP address) collected during the sending process is deleted at the latest after a period of seven days.
- Application for a property and request for priority notice
Your data from the data mask to apply for a property and to request priority notice is deleted eight months after the property has been rented or sold.
Additional personal data (e.g. IP address) collected during the sending process is deleted at the latest after a period of seven days.
- Newsletter
When you log in to our newsletters as a visitor to our website, BUWOG uses the so-called double opt-in procedure. This means that after registering, BUWOG sends you an e-mail to the specified e-mail address in which BUWOG asks you to confirm that you wish to receive the newsletter. If you do not confirm your registration within 24 hours, your information is blocked and automatically deleted after one month.
We rely on your consent for sending a newsletter until you revoke such consent. After the revocation of your consent we will delete your personal data within fourteen days. The revocation does not affect the legality of the processing carried out prior to the revocation on the basis of consent. Additional personal data (e.g. IP address) collected during the sending process is deleted at the latest after a period of seven days.

14. What rights to data privacy do I have?

As a data subject, you have the following rights ("rights of the data subject") under the GDPR:

- Right of access:
In accordance with Art. 15 of the GDPR, you can request information from us on whether BUWOG processes your personal data and what data it includes.
- Right to rectification:
If your information is incorrect, you can request a correction in accordance with Art. 16 of the GDPR. If your data is incomplete, you can request its completion. If BUWOG has disclosed your

data to third parties, these third parties will be informed of your correction – to the extent this is required by law.

- Right to erasure of personal data:
You have the right to delete your data with BUWOG, provided that the requirements of Art. 17 of the GDPR are met (particularly if the purposes for which your data was collected or processed no longer apply).
- Right to restriction of processing:
You have the right to restrict the processing of your data, provided that the requirements of Art. 18 of the GDPR are met.
- Right to data portability:
If you wish, we will also provide you with your data for further use or transmit it to a recipient you designate.
- Right to revocation of consent (closer to exercise see above, under 6.1):
If consent has been given to process the personal data, the right to revoke the consent granted at any time with future effect shall apply, i.e. the revocation does not affect the legality of the processing carried out prior to the revocation on the basis of consent. Following revocation, BUWOG is only permitted to process the personal data to the extent that processing by BUWOG is still necessary on the basis of statutory requirements.
- Right to object to processing:

Right to object to processing

In accordance with Art. 21 (1) of the GDPR, you have the right at any time to object to the processing of personal data on the basis of Art. 6 (1) lit f of the GDPR (data processing to safeguard legitimate interests).

If you object, we will no longer process your personal data for the purposes covered by the objection, unless

- we can demonstrate compelling legitimate reasons that override the interests, rights and freedoms of the data subject, or
- the processing serves the establishment, exercise or defence of legal claims.

Insofar as the objection is also or only directed against the processing of data for direct advertising, we will no longer process your personal data for this purpose.

The objection can be made informally, e.g. by e-mail to datenschutz@buwog.com or by a message to the contact details mentioned under Section 3.1.

- Right to lodge a complaint:
In addition, there is a right to lodge a complaint with a data protection supervisory authority (Art. 77 of the GDPR in connection with section 24 of the Austrian Data Protection Act or, for Germany, section 19 of the Federal Data Protection Act).

However, we recommend that you first direct a complaint to our data protection officer. The contact details can be found under Section 3.2.

15. Effect of non-communication

If the aforementioned personal data is not provided, BUWOG cannot collect it. In that case, it is impossible to achieve the specified objectives. For example, it is impossible to consider your application for a particular rental property.

16. No automated decision-making

BUWOG does not use fully automated decision-making as defined by Art. 22 of the GDPR to establish and implement a contractual relationship.