

# Password Retention Manager

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## Password Retention Manager 2.7

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### Password Retention Manager Server 2.7



#### ***What does Password Retention Manager do?***

The Password Retention Manager is a very simple tool that runs as a service on a Windows server in a Windows Active Directory domain, informing users before their Windows user account passwords expire.

#### ***Why should you use Password Retention Manager?***

By early reminder, the user, to the password change some Helpdesk tickets can be saved. Password Retention Manager offers you high flexibility to inform who and when about the password status.

#### ***500+***

Password Retention Manager Installations. Thank you for your trust and appreciate your feedback.

Password Retention Manager is an intelligent and simple tool. It allows you to send notifications of expiring passwords in Active Directory. Among other things it is possible to send notifications by mail in the native language of the user.

#### ***Features***

- Message History Viewer
- Dashboard table and chart view
- Verify your configuration in the PRMS Management Console
- Suspend notifications rules
- Check Active Directory users in a specific group
- Set up the time for check-up the password retentions
- Use customized e-mail templates

- Supports Default Domain Password Policy
- Supports Fine grained Password Policy
- Send notifications via mail to the users
- Send notifications as low, normal or high priority
- Send notifications in users native language
- Send notifications to different departments like Management, HR or external VPN users
- Send notifications to the Admin
- Test your notification rules
- Dashboard about non expiring and locked / disabled accounts
- Exclude notifications on weekends
- Commercial free
- Get guidance for the configuration and scenario
- Full Documentation

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## What's new in Version 2.7

### What's new in Version 2.7

- BUG: Service will crash if Domain Password Retention is set to NULL
- BUG: After fresh installation > Diagnostic tool shows DB schema incorrect
- BUG: Single-Day check not possible, if Group is set to default user group
- BUG: No entries in Message History, if DateTime format is PM/AM
- BUG: Crashing group-browser after no selection and confirmed with OK button
- BUG: Using account to authenticate to LDAP will not used at any operation
- BUG: Configuration restore not working well
- BUG: In a few cases the RAM memory usage could not be released
- CHANGED: Auto-Restart service after backup restore
- CHANGED: Optimized GUI descriptions at Dashboard
- CHANGED: Event dialog prevents to configure bad event rules
- CHANGED: Logging mode is more comfortable
- ADD: Diagnostic tool check diskpace
- ADD: Diagnostic tool check maxDomainPwdAge
- ADD: Diagnostic tool check fine grained policy
- ADD: ServiceLogging tool to manage logging settings
- ADD: DiskSpace warning at message history viewer
- ADD: It is possible to start notification without setting new time
- ADD: Add fine grained password policy (FGP) support
- ADD: Job scheduler will catch up missed jobs
- ADD: Job type will be shown in Message History Viewer
- ADD: Mail priority can be set to Low,Normal,High

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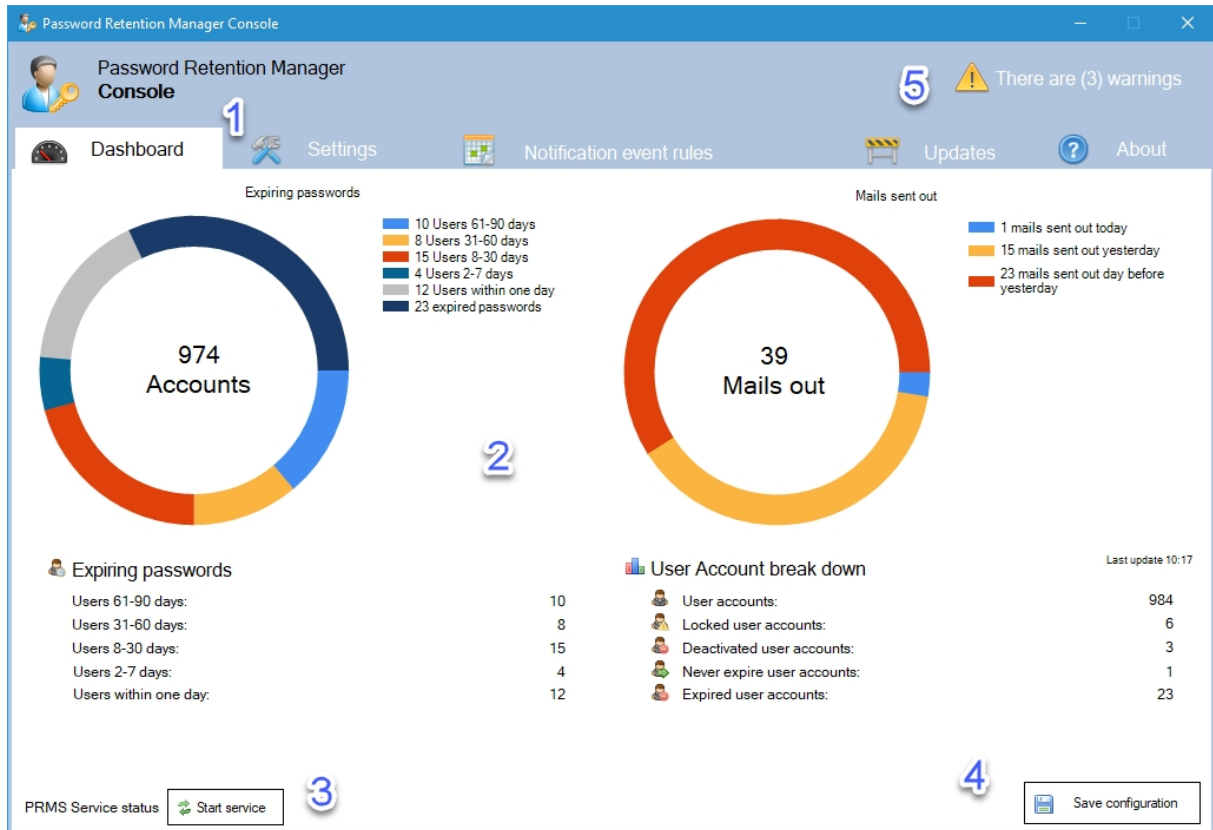
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## General

### General overview

This should give you an overview about functionality and how to use the Management Console.



#### 1. Navigation Panel

The Navigation Panel will give you the overview about the main options as the Dashboard, Settings, Password retention rules, software updates and the about page for the documentation and support.

#### 2. Main Panel

In the Main Panel you will get the needed information and configuration options.

#### 3. Status Panel

If some errors happen you will get the necessary information there.

#### 4. Save Panel

In this Panel you will be able to save the changed configuration to the service. If you click on "Save" the changed settings will take effect.

## 5. Quick-Configuration Health check

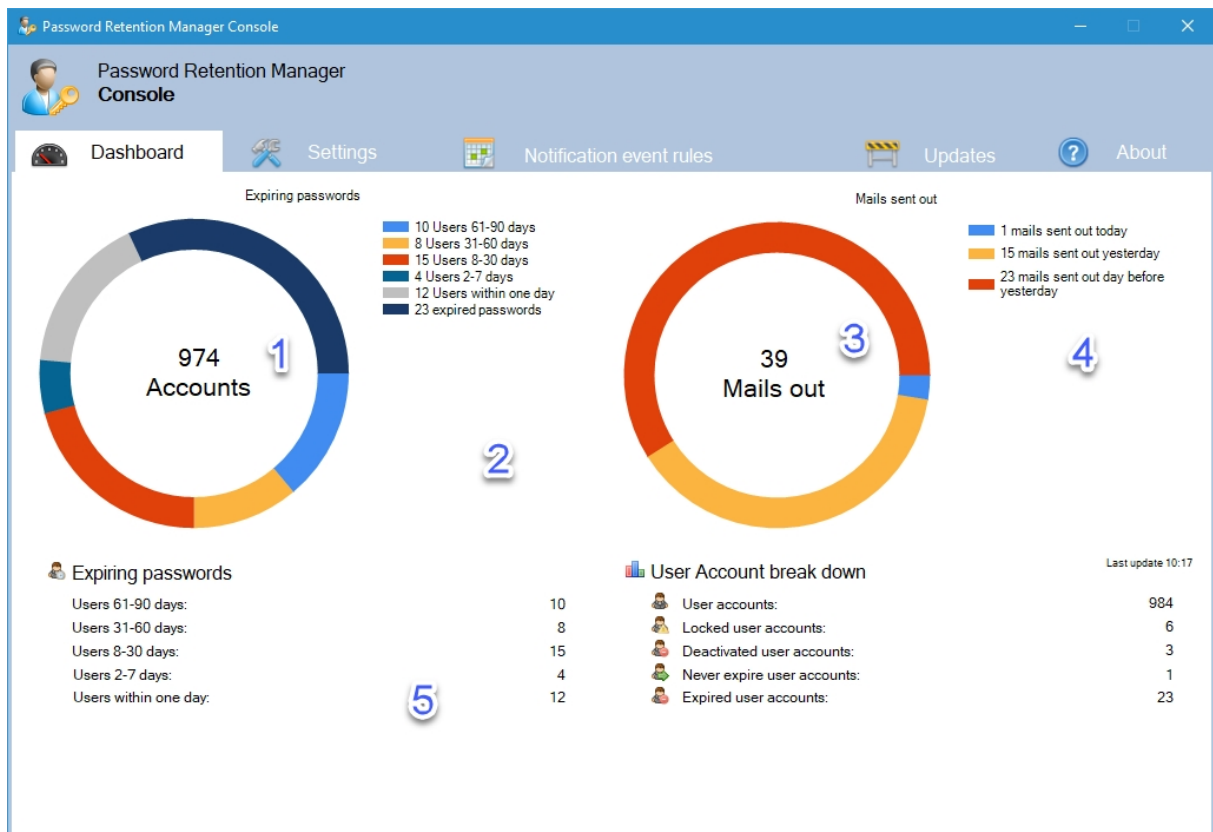
This part of the Management console show you, if you attention is needed! Please look at the topic [Diagnostics tool](#)

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## Dashboard

### Dashboard overview

The Dashboard will show you the Active Directory account state's which belongs to the configured Active Directory group in the "Settings > "Target group filter"". The discovery service is running every 5 seconds to update changes.



### 1. Managed User Accounts

This label show you all managed accounts which are in the **Target group filter** Active Directory group.

### 2. Expiration progress

This panel shows you in which retention period the users accounts are.

### 3. Mails sent out during the last days

This is a summary over all emails which are sent out during the last three days.

### 4. Mails sent out details

This is the details view on which day how many mails sent out. (Include every mail, but not Test-Mails and Update notifications)

### 5. Table view password expiration and user account status

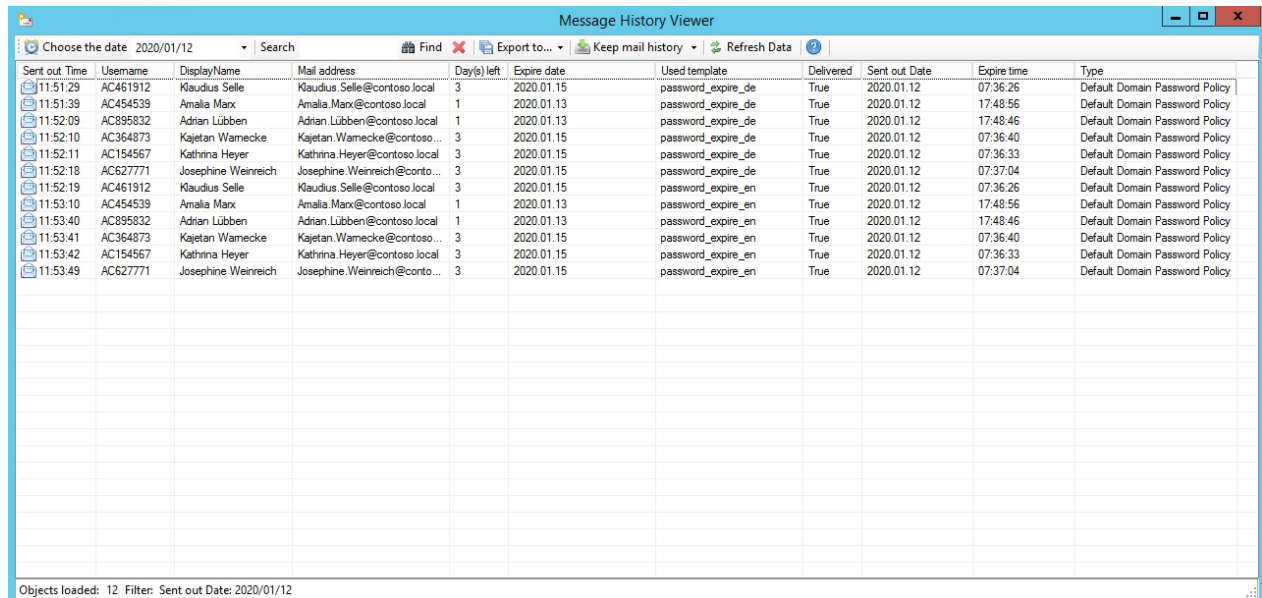
This view will show you how many user accounts are disabled, expired, never expire and locked accounts. Only user accounts will shown in the view which are member in the **Target group filter** Active Directory group.

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## Message History Viewer

## Message History Viewer

The Message History Viewer will show you who got password retention reminders from Password Retention Manager Server.



The screenshot shows the 'Message History Viewer' application window. It has a menu bar with 'Find', 'Export to...', 'Keep mail history', and 'Refresh Data'. Below the menu bar is a table with the following columns: Sent out Time, Username, DisplayName, Mail address, Day(s) left, Expire date, Used template, Delivered, Sent out Date, Expire time, and Type. The table contains 12 rows of data, all of which are password expiration reminders for various users. The status 'Delivered' is 'True' for all entries. The 'Type' column for all entries is 'Default Domain Password Policy'.

Sent out Time	Username	DisplayName	Mail address	Day(s) left	Expire date	Used template	Delivered	Sent out Date	Expire time	Type
11:51:29	AC461912	Klaudius Selle	Klaudius.Selle@contoso.local	3	2020.01.15	password_expire_de	True	2020.01.12	07:36:26	Default Domain Password Policy
11:51:39	AC454539	Amalia Marx	Amalia.Marx@contoso.local	1	2020.01.13	password_expire_de	True	2020.01.12	17:48:56	Default Domain Password Policy
11:52:09	AC895832	Adrian Lübben	Adrian.Lubben@contoso.local	1	2020.01.13	password_expire_de	True	2020.01.12	17:48:46	Default Domain Password Policy
11:52:10	AC364873	Kajetan Warnecke	Kajetan.Warnecke@contoso.local	3	2020.01.15	password_expire_de	True	2020.01.12	07:36:40	Default Domain Password Policy
11:52:11	AC154567	Kathrina Heyer	Kathrina.Heyer@contoso.local	3	2020.01.15	password_expire_de	True	2020.01.12	07:36:33	Default Domain Password Policy
11:52:18	AC627771	Josephine Weinreich	Josephine.Weinreich@contoso.local	3	2020.01.15	password_expire_de	True	2020.01.12	07:37:04	Default Domain Password Policy
11:52:19	AC461912	Klaudius Selle	Klaudius.Selle@contoso.local	3	2020.01.15	password_expire_en	True	2020.01.12	07:36:26	Default Domain Password Policy
11:53:10	AC454539	Amalia Marx	Amalia.Marx@contoso.local	1	2020.01.13	password_expire_en	True	2020.01.12	17:48:56	Default Domain Password Policy
11:53:40	AC895832	Adrian Lübben	Adrian.Lubben@contoso.local	1	2020.01.13	password_expire_en	True	2020.01.12	17:48:46	Default Domain Password Policy
11:53:41	AC364873	Kajetan Warnecke	Kajetan.Warnecke@contoso.local	3	2020.01.15	password_expire_en	True	2020.01.12	07:36:40	Default Domain Password Policy
11:53:42	AC154567	Kathrina Heyer	Kathrina.Heyer@contoso.local	3	2020.01.15	password_expire_en	True	2020.01.12	07:36:33	Default Domain Password Policy
11:53:49	AC627771	Josephine Weinreich	Josephine.Weinreich@contoso.local	3	2020.01.15	password_expire_en	True	2020.01.12	07:37:04	Default Domain Password Policy

Objects loaded: 12 Filter: Sent out Date: 2020/01/12

## Columns and meanings

- Time: Sent out time
- Username: Active Directory Username
- DisplayName: Active Directory Display Name
- Mail address: Active Directory Mail address
- Day(s) left: Days left before password will expire
- Expire date: Password expire Date

- Used template: Used template in notification setup
- Delivered: Is the reminder successfully delivered
- Sent out date: The email sent out Date
- Expire time: Password expire time
- Type: This will show you from which policy is this notification sent.

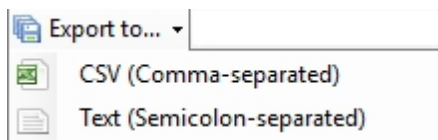
## ***Choose the date***

You are able to switch between different dates (This collection is affected by Keep mail history function)

## ***Reload history***

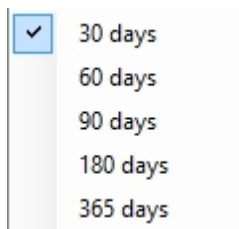
This option will only reload the current log of the selected date.

## ***Export to...***



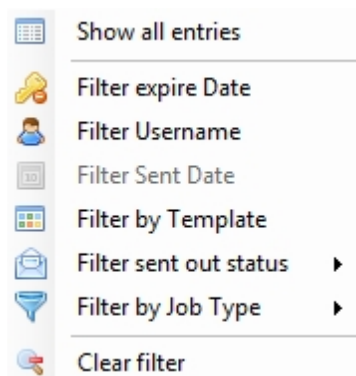
This function will allow you to continue processing the output data in a different application.

## ***Keep mail history***



This option will take care about the retention of the mail history files on this hard-drive. The Server will automatically cleanup older files to increase disk space.

## ***Filter functions***

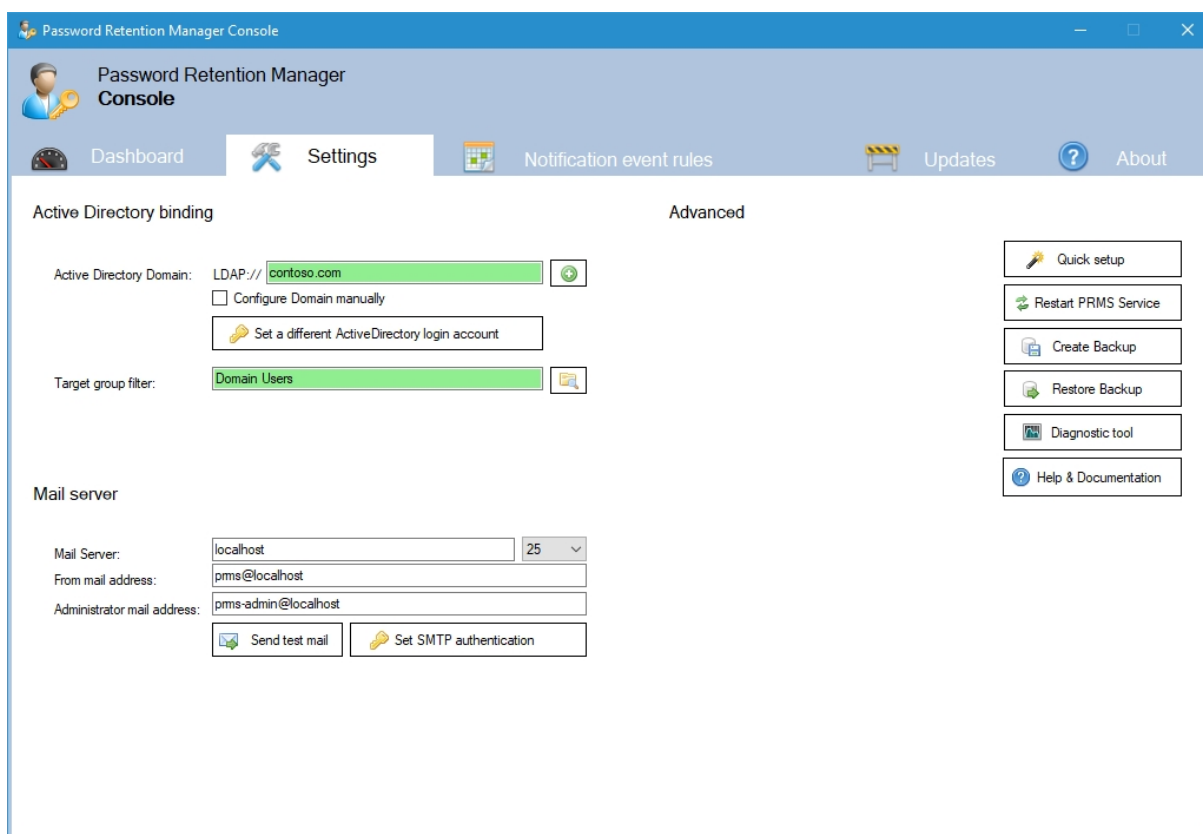




## General settings


### General settings

In the "General settings" you have to configure each field to start successfully the service.



### Active Directory Domain

This setting should be your working and logon domain. Please be aware the Password Retention Manager

Service is running on a domain member instance. With the  you can auto discover the Domain settings or you can configure it manually ☒ **Configure Domain manually** in this syntax for example: `LDAP://yourdomain.xy`

### Configure Domain manually

With this check box you will have the option to configure your Active Directory Domain manually if the discovery failed (Point 1).

### Set different Active Directory login user


Normally it is not necessary to change the logon method to the directory, because the Password Retention Server will not apply any changes to the Active Directory. But if you install the Password Retention Server

on a Windows System which is not a member in the active directory you have to configure this option.

## Target group filter

Target group filter scope define the monitoring group in the Active Directory. PRMS Service will only check these group members.

## Verify the connection

If you are not sure if your applied settings are correctly, please press  Troubleshoot to make sure everything is working. After you finished Active Directory and Group settings, please restart the service

 Restart PRMS Service

to take effect.

## Mail Server settings

Enter the mail server settings in your environment to notify the users about their expiring passwords.

### Send test mail

With this function you will be able to check your mail server settings. The status will shown in the event log.

### Quick Setup

With this function you have the possibility to detect automatically the Active Directory settings.

## Restart Password Retention manager (PRMS) Service

With this function you have the possibility to restart the PRMS Windows Service.

### [Create Backup](#)

With this function you have the possibility to create a backup from configuration and templates.

### [Restore Backup](#)

With this function you have the possibility to restore a backup.

## Notifications

### Notification rules

Notifications are located in the Password Retention manager Console and appears in the tab "Notification

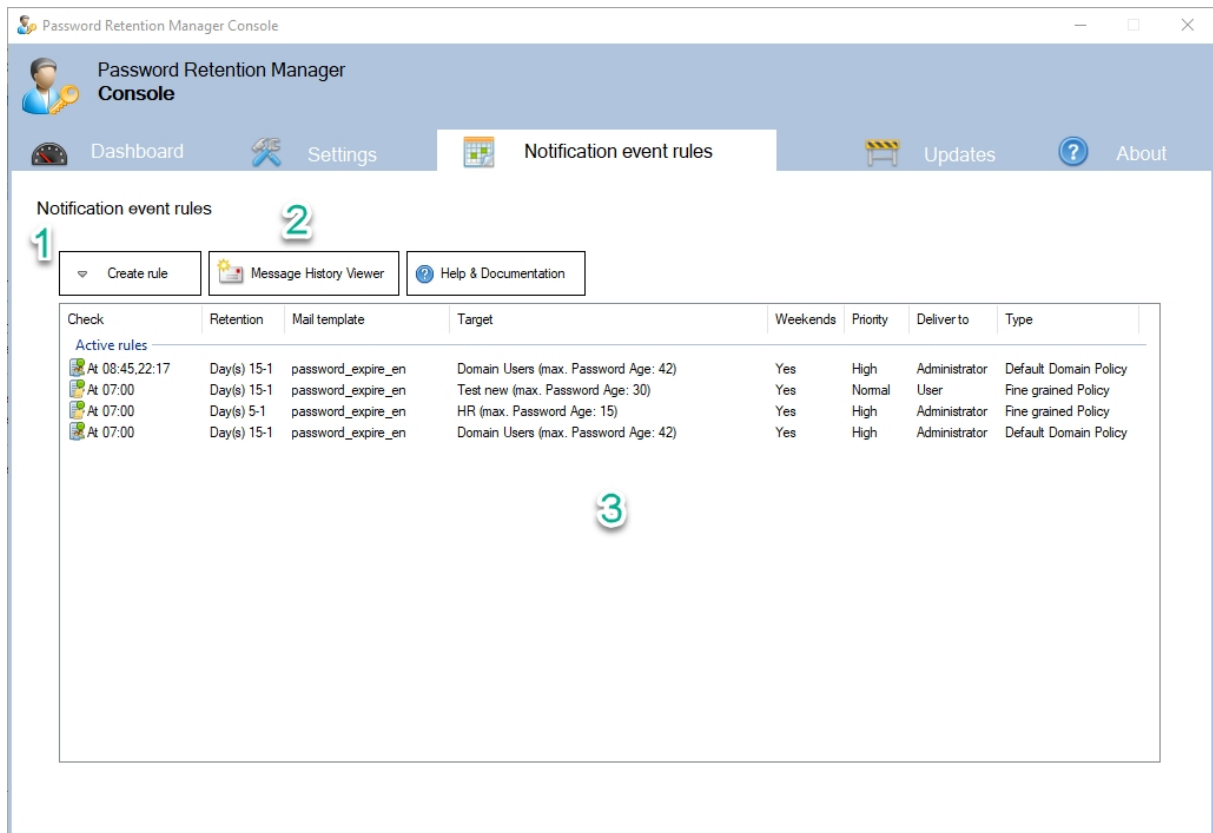
event rules". You can configure two types of notification rules:

- [Default domain Password Policy rules](#)
- [Fine grained password policy rules](#)

## Message History Viewer

The [Message History Viewer](#) is a small tool to monitor who got password retention reminders from Password Retention Manager Server.

## Overview



### 1. Create rules

Create new Default Domain Password Policy or Fine grained Password Policy rules

### 2. Message History Viewer

Monitor password retention reminders --> More detail [here](#)

### 3. Columns and meanings

- Check: This is the time when the service will perform the rule. Is is possible to set more than one time goal.

- Retention: This will show you, when the notification send out. If you set 1 Day the rule will match, if any user musst change the password during one day
- Mail template: Which template should be used
- Target: This can be a Group in Active Directory or a fine grained password policy
- Weekends: Send notifications on weekends
- Priority: Show you which e-mail priority should be used
- Deliver to: To user or for testing to Administrator
- Type: Which mode is selected Default Domain Password Policy or Fine grained Password Policy

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## Mode Default Domain Password Policy

# Mode Default Domain Password Policy

The Default Domain Password Policy Mode is the general mode to set up Password retention/expiration notifications for Active Directory group policy based Password settings. You are able to use the Default Domain Password Policy if the Group Policy Password settings are activated and the maximum Password age greater than 0 days.

## Overview

The screenshot shows the 'Default Domain Password Policy Notification' window. It has three main sections: Scheduler, Day left until password will expire, and Notification. Numbered callouts are placed over various UI elements: 1 points to the 'Add time' button in the Scheduler section; 2 points to the 'Run notification on day' radio button in the Day left section; 3 points to the 'Use this mail template' dropdown in the Notification section; 4 points to the 'Use default group' radio button; 5 points to the 'Send notifications on weekends' checkbox; 6 points to the 'Send notifications with priority' dropdown; 7 points to the 'Send notification to' dropdown; and 8 points to the 'RULE IS ENABLED' toggle switch at the bottom.

## 1. Scheduler

The Scheduler defines when the rule/job should be started. Password Retention Manager Service runs every day and check if the defined time will match with the current time. You are able to set more than one time match a day.

## 2. Day left until password will expire

You have two possibilities who should get the password expiring notification.

### 2.1. Run notification on day

This option can be chosen if you want to send a password reminder mail to the user if the password will expire in x days. Example: If Test Users Password will expire in 5 days and you configure in the rule "run notification on day 4", the user will get the notification tomorrow.

### 2.2. Multiple notifications (days)

This option can be chosen if you want to send more password reminder mails to the user if the password will expire in x days. Example: If Test Users Password will expire in 5 days and you configure in the rule a period 5 to 1, the user will get the notification every day until the password changed by

user.

### 3. **Used template**

Select a predefined template or [create a new one](#)

### 4. **Group filter**

Recommend is use the default group. But if you want to do a special language filtering [please have a look here](#).

### 5. **Send notifications on weekends**

In some cases, it is not helpful to send notification to users when they are in the weekends (please unselect this option).

### 6. **Send notifications with priority**

It is possible to send notification by mail in different priorities. You can choose between "low", "normal" and "high".

### 7. **Send notification to**

For testing the rule it is helpful if you can send the notification to the "Administrator" ([Defined in Settings](#)). The default setting in the rule is "User" to send the notifications to the Users mail addresses.

### 8. **Rule status**

You can enable or disable the rule. If disabled the rule will not be proceeded by the service.

## ***Default Domain Password Policy with maximum Password age 0 days***

If you are using maximum Password age 0 days it is not possible to set up or enable Default Domain Password Policy notifications. Zero days means that all your accounts in the ActiveDirectory Domain are never expire. This is not a recommend procedure, because you have to configure each user account with a fine [grained password policy](#). The best practice from Microsoft is, to set up Default Domain Password Policy in the Group Policy Management and if it's needed overwrite it with a [grained password policy](#).

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## **Mode Fine grained Password Policy**

## **Mode Fine grained Password Policy**

The Mode Fine grained Password Policy is an additional opportunity to the general mode to set up Password retention/expiration notifications for Active Directory group policy based Password settings. You are able to overwrite for special users or groups the Default Domain Password Policy. This can be done with the [fine grained password policy](#) in the [Active Directory Administrative Center](#). The fine grained password policy option in the Password Retention Manager Console will appear, if the Password Retention Manager Service did a full sync. This can take a few minutes depend of your Active Directory infrastructure.

## **Overview**

## 1. Scheduler

The Scheduler defines when the rule/job should be started. Password Retention Manager Service runs every day and check if the defined time will match with the current time. You are able to set more than one time match a day.

## 2. Day left until password will expire

You have two possibilities who should get the password expiring notification.

### 2.1. Run notification on day

This option can be chosen if you want to send a password reminder mail to the user if the password will expire in x days. Example: If Test Users Password will expire in 5 days and you configure in the rule "run notification on day 4", the user will get the notification tomorrow.

### 2.2. Multiple notifications (days)

This option can be chosen if you want to send more password reminder mails to the user if the password will expire in x days. Example: If Test Users Password will expire in 5 days and you configure in the rule a period 5 to 1, the user will get the notification every day until the password changed by user.

### 3. Used template

Select a predefined template or [create a new one](#)

### 4. Fine grained password policy selection

Please select the fine grained password policy to proceed. If you configured more than one Active Directory Group in the Fine grained password policy, all groups will be performed. But if a user belongs to more than one group, the notification will send only once.

### 5. Send notifications on weekends

In some cases, it is not helpful to send notification to users when they are in the weekends (please unselect this option).

### 6. Send notifications with priority

It is possible to send notification by mail in different priorities. You can choose between "low", "normal" and "high".

### 7. Send notification to

For testing the rule it is helpful if you can send the notification to the "Administrator" ([Defined in Settings](#)). The default setting in the rule is "User" to send the notifications to the Users mail addresses.

### 8. Rule status

You can enable or disable the rule. If disabled the rule will not be proceeded by the service.

## Using fine grained password policy

The best practice from Microsoft is, to set up [Default Domain Password Policy](#) in the Group Policy Management and overwrite it with a grained password policy.

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## Text variables

### Text variables

You can use these mail text variables in the mail-templates.

<u>Variable</u>	<u>Active Directory mapping</u>	<u>Description</u>
{!FIRSTNAME_SURNAME}	givenName + sn	This will display e.g. "John Doe" is composed with Active Directory property "givenName + sn"
{!DISPLAYNAME}	DisplayName	This will display e.g. "Doe, John"
{!GIVENNAME}	givenName	This will display e.g. "John"
{!SURNAME}	sn	This will display e.g. "Doe"
{!MAIL}	mail	This will display e.g. "john.doe@cotoso.com"
{!USERNAME}	sAMAccountName	This will display e.g. "jdoe"
{!DEPARTMENT}	Department	This will display e.g. "Human Ressource"



<b>{!EXPIREDATE}</b>	expiredate (not AD Property, calculated)	This will display e.g. "01/04/2019 15:10:32" (depends on the current culture)
<b>{!MAXDOMAINAGE}</b>	maxdomainage (not AD Property, calculated)	This will display e.g. "90" --> Password renewal after 90 days
<b>{!PWDEXPIRE_IN_DAYS}</b>	expiredaysleft	This will display e.g. "5" --> Password renewal in 5 days
<b>{!SERVER_VERSION}</b>		Password Retention Manager Version
<b>{!SERVERNAME}</b>		NETBIOS Server name (srv-01)
<b>{!SERVERNAME_FQDN}</b>		FQDN Server name (srv-01.contoso.com)

## Upgrades, Updates, Patches and Hotfixes

### Software-Updates

Software-Updates are recommended to install, because this will fix several issues and gives you new functionalities to the running Password Retention manager instance. Each update is tested on common Windows Server Operating Systems before the update will shared with the customers. The next few steps will show you how to update easily without any risk.

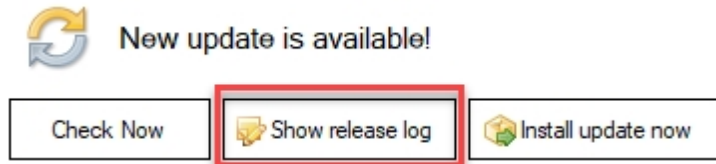
#### ***Check if a Update is available***

You will get a notification in the main console, if an update is available. Please be aware, the checkbox "Automatically update check" must be checked.



### ***Release Notes***

The Release Notes will be shown as follows. There you can find the changes, features or fixed bugs.



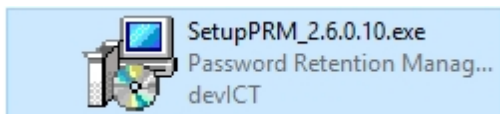
## Start the Update Installation process

If click on "Install update now", the application "Password Retention Manager Console" will be closed and afterwards the update will be installed. Each Update includes backup from the current configuration, DB and Configuration check, uninstall the old version and the installation of the new files.



## Fall-Back to an older Version

The old Software version are not stored at the computer or Server! If you have the case to go back to an older version, please download it from the website. [Knowledge Base](#)




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## System requirements

### System requirements Password Retention Manager

The application will run well on 32 Bit and 64 Bit systems. Please be aware with the following requirements:

<b>Hardware</b>	CPU	1 GHz and higher
	Memory	1 GB and higher
<b>Software</b>	Operating System	Windows 7 and higher Windows Server 2008 R2 and higher
	.Net Framework	4.6.1 Full 32/64 Bit

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## Software limitations

## Software limitations

Password Retention Manager is a free software to use in private and commercial environments. And you can use the Software with respect to our End-User License Agreement. In this Matrix you can find the limitations regarding license and hardware.

Modul or Function	Free license
User count over all	✔ unlimited
Default Domain Password Policy rules	✔ unlimited
Fine grained password policy rules	✔ 2 rules max. *
Templates	✔ unlimited
Notifications sent out per day	✔ unlimited
Message History exports	✔ unlimited
Message History filter	✔ unlimited
Message History User count	✔ unlimited

\*It is possible to configure more than 2 fine grained password policy rules in the management console, but the service will take the first two only!

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## FAQ

### FAQ

FAQ will support you to configure PRMS successfully.

[How to configure a retention rule](#)

[How to send a custom mail template](#)

[How to send in different languages](#)

[How to configure Active Directory authenticated](#)

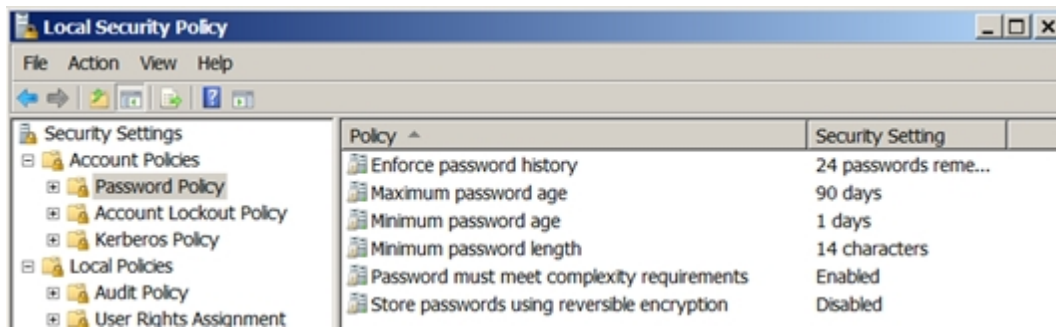
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## How to configure Default Domain Password Policy

### Configure Default Domain Password Policy

#### *What is the Default Domain Password Policy?*

By default, Active Directory is configured with a default domain password policy. This policy defines the password requirements for Active Directory user accounts such as password length, age and the password history.



### Enforce password history:

This setting defines how many unique passwords must be used before an old password can be reused. For example, if my current password is "\$Mak3@G00dPwd!" then I can't reuse that password until I've changed my password 24 times (or whatever number the policy is set to). This setting is useful so users don't keep reusing the same password. The default setting is 24

### Maximum password age:

This setting defines how long in days a password can be used before it needs to be changed. The default setting is 42 days

### Minimum password age:

This setting determines how long a password must be used before it can be changed. The default setting is 1 day

### Minimum password length:

This setting determines how many characters a password must have. The default is 7. This means my password must contain at least 7 characters.

### Password must meet complexity requirements:

If enabled passwords must meet these requirements:

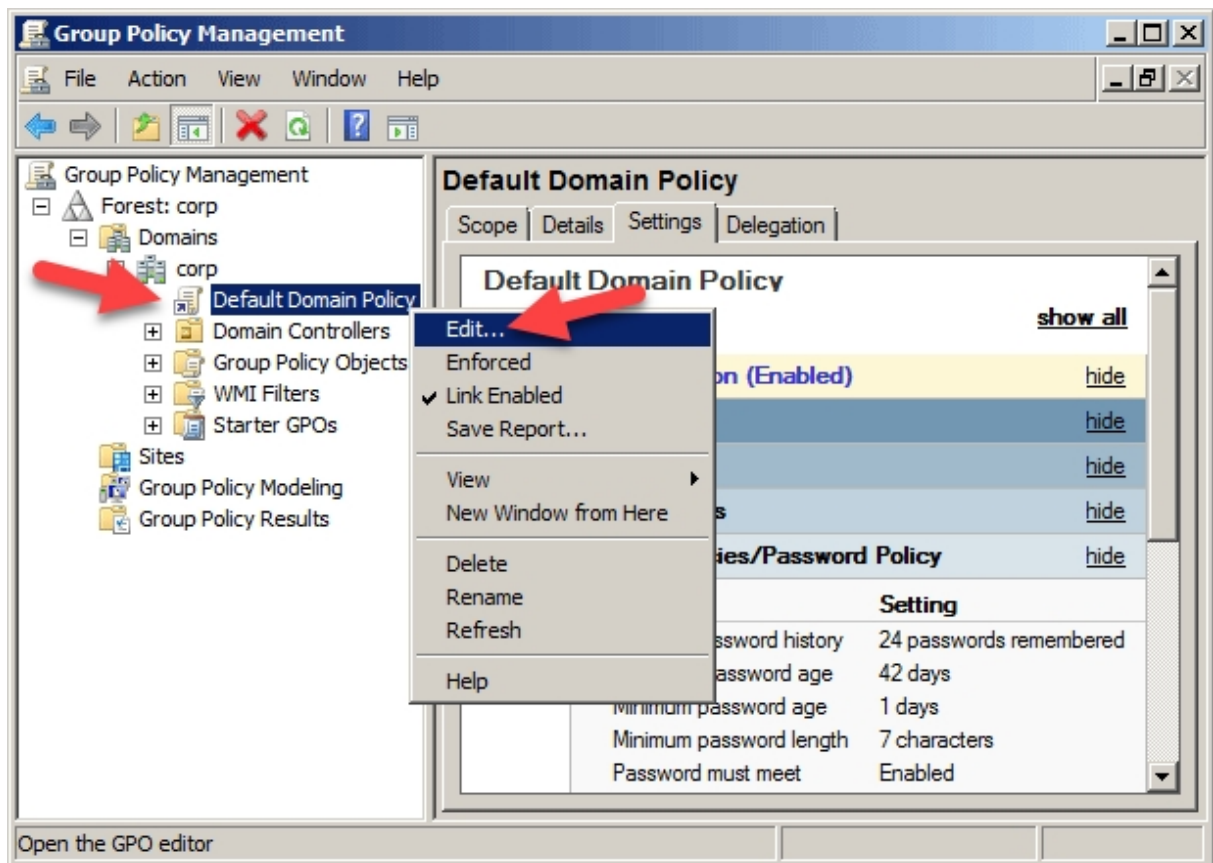
### Microsofts recommended password settings:

These settings are from Microsoft's Security Compliance Toolkit. This toolkit provides recommended GPO settings from Microsoft.

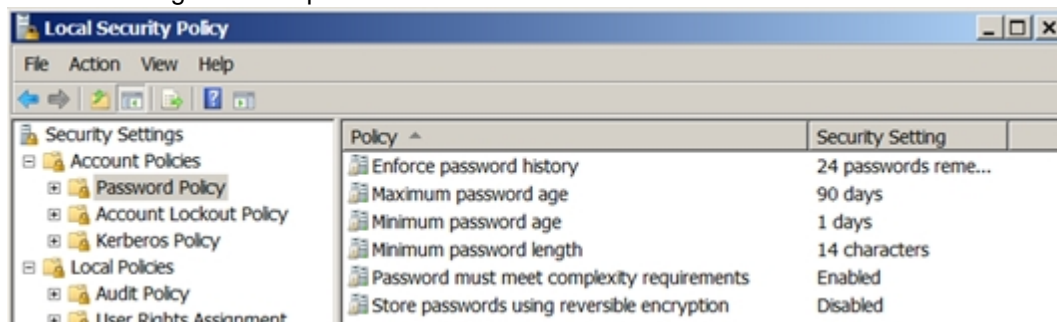
Enforce Password History: 24  
 Maximum password age: not set  
 Minimum password age: not set  
 Minimum password length: 14  
 Password must meet complexity: Enabled  
 Store passwords using reversible encryption: Disabled

## Configure the Default Domain Password Policy

1. Open the Group Policy Management Console -> Start > Run > gpmmc.msc [ENTER]
2. Edit the Default Domain Password Policy



3. Navigate to Computer Configuration\Policies\Windows Settings\Security Settings\Account Policies>Password Policy
4. Edit the Settings for example like this



5. Wait until the new password policy is synced to each Domain Controller.
6. Configure Default Domain Password Policy is finished

More Information:

[https://docs.microsoft.com/en-us/previous-versions/windows/it-pro/windows-server-2008-R2-and-2008/hh994573\(v=ws.10\)?redirectedfrom=MSDN](https://docs.microsoft.com/en-us/previous-versions/windows/it-pro/windows-server-2008-R2-and-2008/hh994573(v=ws.10)?redirectedfrom=MSDN)

## How to configure fine grained password Policy

## Configure fine grained password Policy

### *What is the fine grained password policy?*

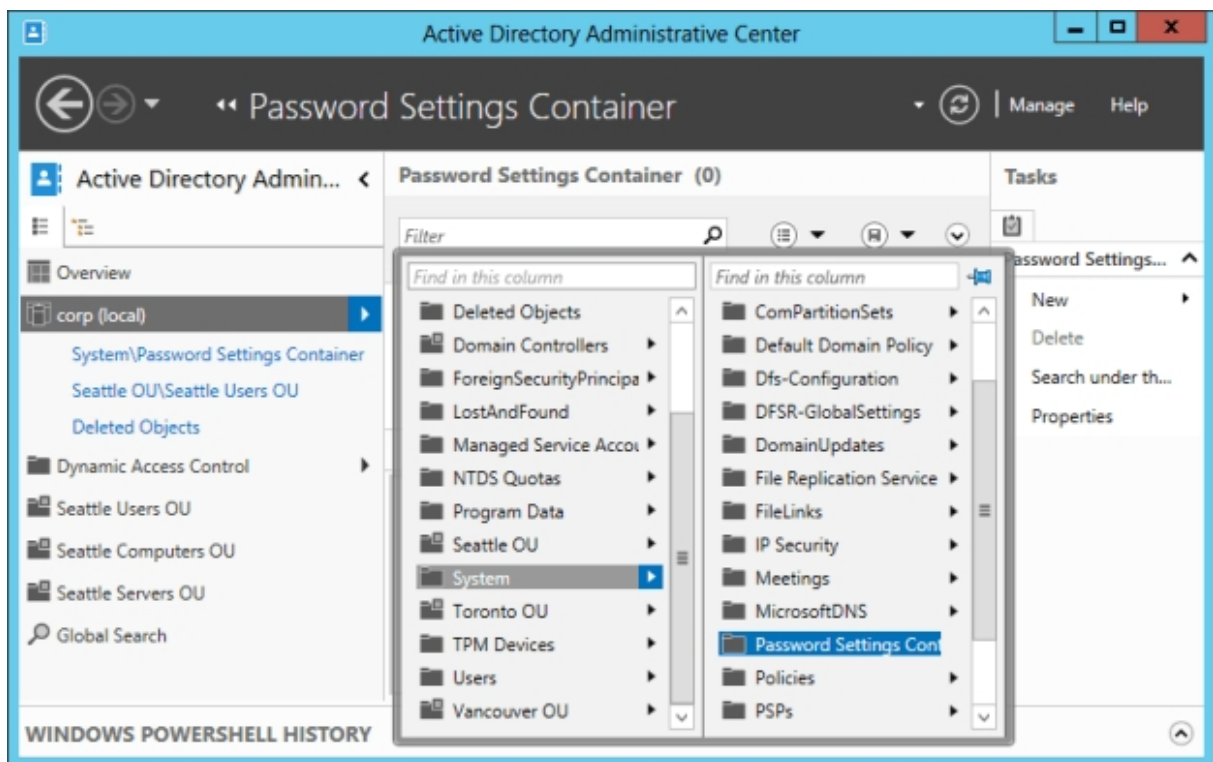
The fine grained password policy is a possibility to overwrite the Default Domain Password Policy for special accounts or groups. If you want to use the fine grained password policy, your domain function level must be Windows Server 2008 or higher.

Unlike the default password and account lockout domain policies, FGPPs are set in password settings objects (PSO) in AD and not using Group Policy. There are two main ways you can configure PSOs: using the Active Directory Administrative Center (ADAC) or using PowerShell.

You must be a domain admin or have permissions delegated to you before you can create or change PSOs.

### *Configure the Default Domain Password Policy*

1. Open the Active Directory Administrative Center and navigate to the Password Settings container under System and create a new PSO.



2. Open the new PSO

## Create Password Settings: Marketing

**Password Settings**  
**Directly Applies To**

**Password Settings**

Name: \* Marketing  
Precedence: \* 1  
☒ Enforce minimum password length  
Minimum password length (charac... \* 7  
☒ Enforce password history  
Number of passwords remembered: \* 24  
☒ Password must meet complexity requirements  
☐ Store password using reversible encryption  
☒ Protect from accidental deletion  
Description:  
FGPP for Marketing department users

**Password age options:**  
☒ Enforce minimum password age  
User cannot change the passwor... \* 1  
☒ Enforce maximum password age  
User must change the password... \* 42  
☐ Enforce account lockout policy:  
Number of failed logon attempts al... \*  
Reset failed logon attempts count... \* 30  
Account will be locked out  
☒ For a duration of (mins): \* 30  
☐ Until an administrator manually unlocks th...

**Directly Applies To**

Name	Mail
Marketing Dept	

Add...  
Remove

More Information
OK Cancel

- Check if the new fine grained password policy is applied

## Active Directory Administrative Center

Global Search
Manage Help

Active Directory A...
Overview
corp (local)
... \Password Settings Container
Seattle OU \Seattle Users OU
Deleted Objects
Dynamic Access Control
Seattle Users OU
Seattle Computers OU
Seattle Servers OU
Global Search

**GLOBAL SEARCH 1 items found**  
☒ Normal ☐ Convert to LDAP Scope: cor...  
karen Search  
+ Add criteria  

Name	Type	Description
Karen Berg	User	

Reset password...  
View resultant password settings...  
Add to group...  
Disable  
Delete  
Move...  
Locate  
Properties

**Tasks**  
Karen Berg  
Reset password...  
View resultant password settings...  
Add to group...  
Disable  
Delete  
Move...  
Locate  
Properties

KAREN BERG



4. Wait until the new password policy is synced to each Domain Controller.
5. Configure Fine Grained Password Policy is finished

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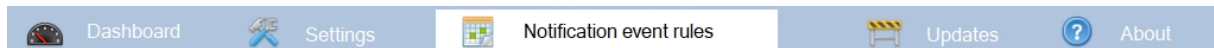
---

## How to configure Default Domain Password Policy notification

### How to configure Default Domain Password Policy notification

The Default Domain Password Policy Mode is the general mode to set up Password retention/expiration notifications for Active Directory group policy based Password settings. For more information please have a look [here](#).

#### 1. Click on the tab "Notification event rules"

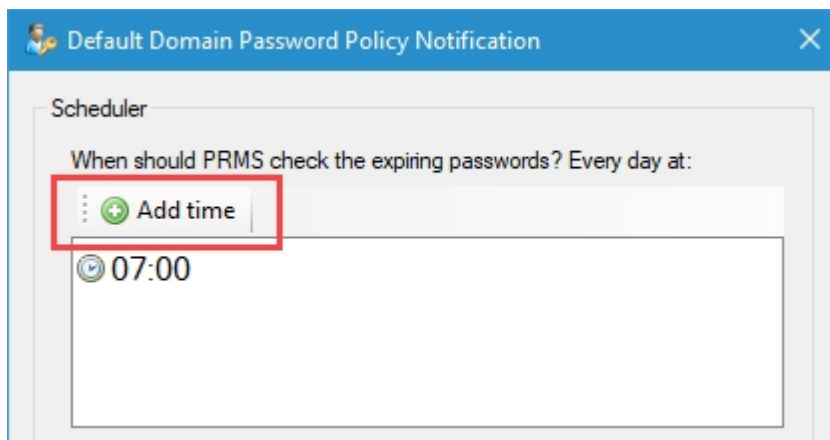


#### 2. Click "Create rule" and select "Default Domain Password Policy rule"

##### Notification event rules

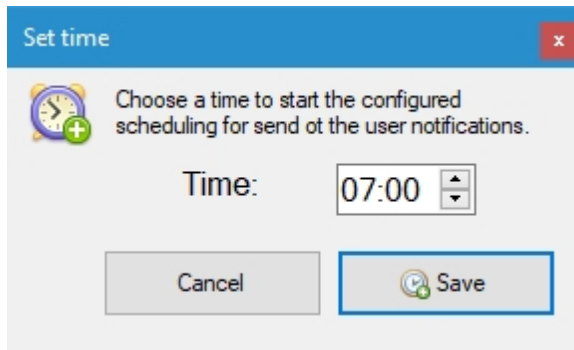


#### 3. Choose check point // Add time

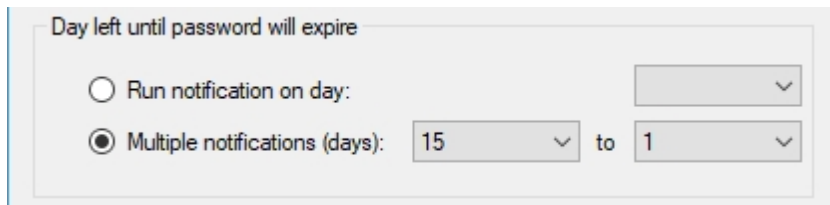


#### 4. Choose the time you want to check / send out the reminder mails

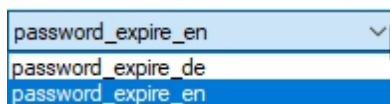




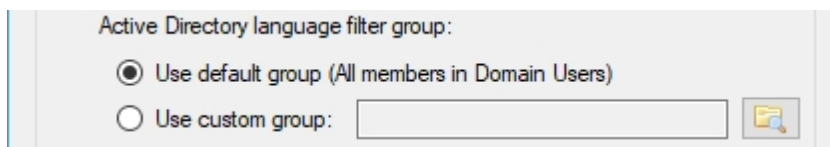
**5. Choose if you want to check a period of time or only one day.**



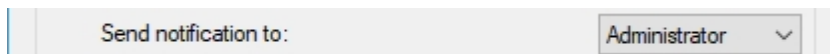
**6. Choose the mail template**



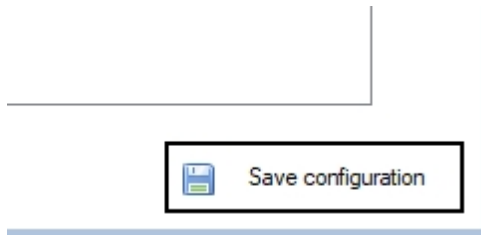
**7. Choose who will get this notification (User should be member of the defined group)**



**8. Send notification to "User" or to "Administrator"**



**9. Click "Apply" and click "Save configuration" in the mail Window**



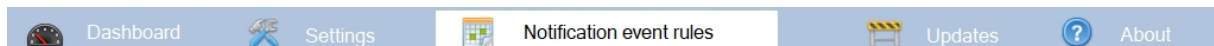
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## How to configure fine grained password policy notification

### How to configure fine grained password policy notification

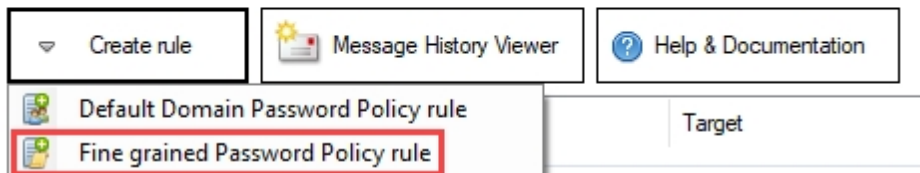
The fine grained password policy is the advanced mode to set up Password retention/expiration notifications for Active Directory fine grained password policy based Password settings. For more information please have a look [here](#).

#### 1. Click on the tab "Notification event rules"

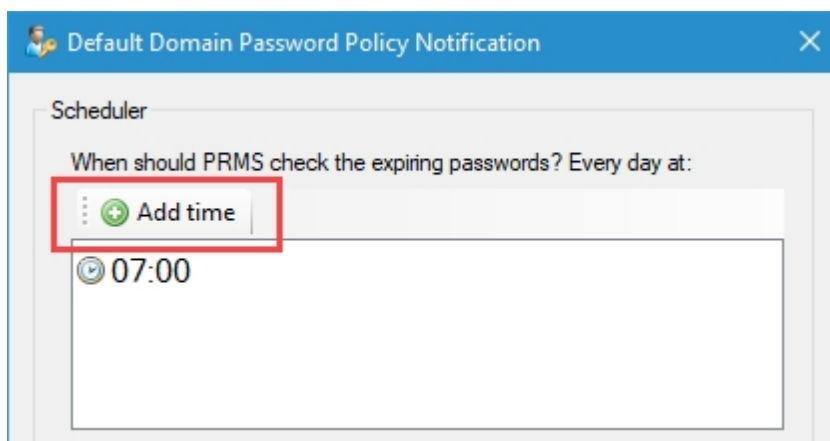


#### 2. Click "Create rule" and select "Fine grained Password policy rule"

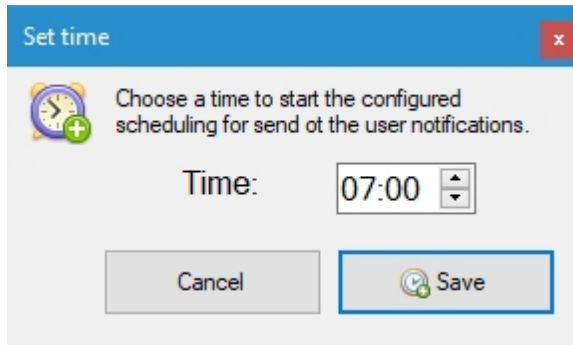
Notification event rules



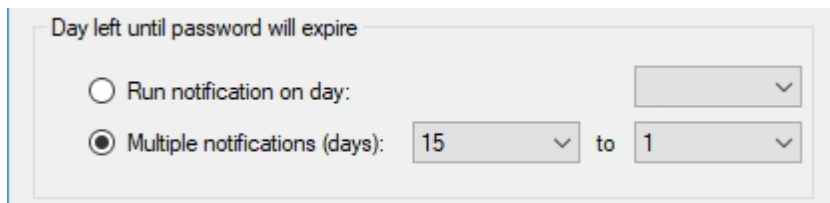
#### 3. Choose check point // Add time



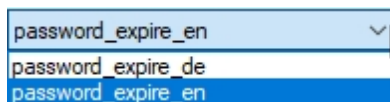
**4. Choose the time you want to check / send out the reminder mails**



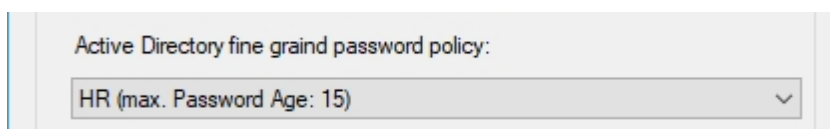
**5. Choose if you want to check a period of time or only one day.**



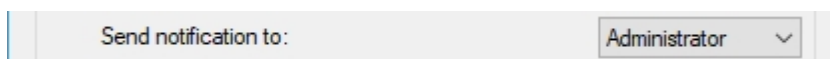
**6. Choose the mail template**



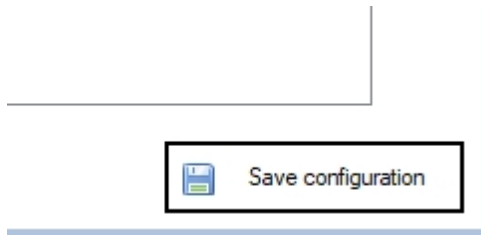
**7. Choose the fine grained password policy**



**8. Send notification to "User" or to "Administrator"**



**9. Click "Apply" and click "Save configuration" in the mail Window**



## ***Troubleshooting if fine grained policy is configured, but no FGP shown in Password Retention manager Console or Option is still disabled***

In different situations it may happen that no FGP is displayed in Password Retention Manager Console. Most likely it is due to the authentication of the service at the Active Directory. [In this case please enable LDAP authentication.](#)

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## **Active Directory User Object Configuration**

### **Active Directory User Object Configuration**

The PRM service will read all necessary information in the LDAP. Please be aware, if nothing is configured you will get a error in the eventlog.  
Maybe in case of missing user details for example the mail address.

#### **1. Configure password age in the GPO**

Please be aware the Active Directory Password lifetime is set ([Group Policy Configuration](#)).

## 2. User-Information

Be sure your active directory is managed and has all the necessary information:

- Username (samAccountName)
- Name
- Surname
- DisplayName
- Mail Address
- Password set

## 3. Mail Address Check

If you are not sure, if everyone has a mail address - please open the [Diagnostic tool](#)

## How to send a custom mail template

## How to send a custom mail template

You would like to edit the default mail template and create a custom one.

Please navigate in the windows explorer to: C:\Program files (x86)\ Password Retention Manager\Templates

### Create new on or copy existing one

**password\_expire\_en.template to my\_custom\_mailtemplate.template**

\*Copying the template is necessary because PRMS will update the default template after a new major release!

### Customize the template

Edit **my\_custom\_mailtemplate.template** with any text editor. Additional variable are available [here](#).

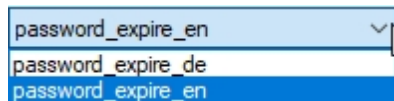
After the customization, please restart the event Dialog in the Password Retention Manager Console and you will see the new template listed in the list box.

### Choose the template

Choose your template in the event rule configuration > Notification > Use this mail template.

\*Maybe you have to reopen the console if your template will not shown automatically!

Choose a default template and copy it to a new name:




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## How to send in different languages

## How to send in different languages

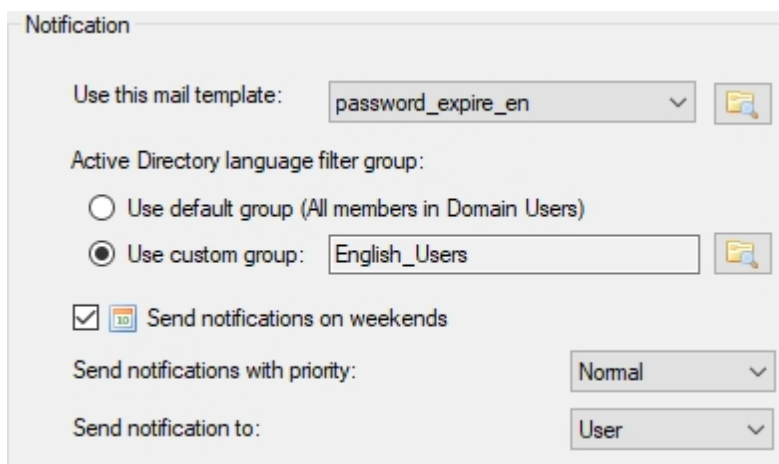
If you are using a Default Domain Password policy you can filter the users with group membership check. This can help you to send notifications in different languages.

### Setup in the Active Directory

1. Use or create different mail templates each language which you will deliver. See topic [How to send a custom mail template](#)
2. Create LDAP user groups each language. For example "PRMS\_EN" for english speaking people.
3. Add the english speaking users to the "PRMS\_EN" Active Directory language group.
4. Apply

## Setup in Password Retention manager Console

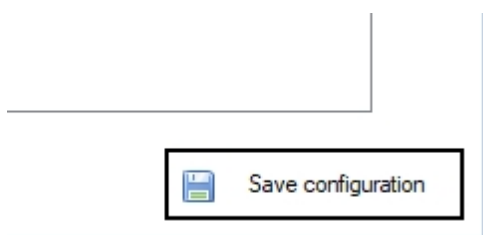
1. Open any Default Domain Password Policy rule or create a [new one](#).
2. Select the english mail template and use custom group



The screenshot shows the 'Notification' configuration window. It includes the following settings:

- Use this mail template:** A dropdown menu set to 'password\_expire\_en'.
- Active Directory language filter group:** Two radio buttons. The first is 'Use default group (All members in Domain Users)'. The second is 'Use custom group:' followed by a text box containing 'English\_Users'.
- Send notifications on weekends:** A checked checkbox.
- Send notifications with priority:** A dropdown menu set to 'Normal'.
- Send notification to:** A dropdown menu set to 'User'.

3. Click "Apply" and click "Save configuration" in the mail Window




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## How to configure Active Directory authentication

### How to configure Active Directory authentication


Active Directory Authentication can be used if the local Service Account or the Password Retention Manager Server has no access to the Domain. If the option is configured, every connection to the Active Directory will be done with the defined account.

It is necessary to configure for this account minimum read access and never expire password.


1. Click on the tab "Settings"




2. Click "Set different Active Directory login account"

Active Directory Domain: LDAP://  


☐ Configure Domain manually


 Set a different ActiveDirectory login account

Target group filter:  

### 3. Configure custom Active Directory Authentication

Click "Specify an alternate Login account" and Enter Domain\Username and password and click "Save". The Dialog will check if the account is valid.


**Change Active Directory login mode** 

 Use a custom Login to the ActiveDirectory Domain. This means that your PRM Server haven't be a member of the current Domain Forrest.


☐ Use simple Logon mode (Recommended)

☒ Specify an alternate Login account

Domain\Username:

Password:  

### 4. Apply in the main Dialog and save the configuration.

 Save configuration

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## Troubleshooting

## Troubleshooting

Troubleshooting will support you to configure PRMS successfully.

[Event IDs and solutions](#)

[Create a backup from configuration](#)



[Restore a backup](#)


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## Event IDs and solutions

### Event IDs and solutions to troubleshoot Password Retention Manager Service

--> Click start > run > eventvwr [enter] > click on "application" > search source "PRMS"

Error ID	Type	Error Message
100	Warning	Debug Mode is active!
101	Information	PRMS Service is starting...
102	Error	PRMS Service is stopping, because DB Version returned wrong version.
103	Information	DB Version check successfully finished!
104	Information	PRMS Service started...Version: %ServerVersion%
105	Error	PRMS WorkingDirectory not found: %DirectoryPath%
106	Error	PRMS WorkingDirectory not existing: %DirectoryPath%
107	Error	DB Version not valid: Needed version is %DBVersion%
108	Warning	There are more than %Count% e-mail templates in: %TemplateDirectory% This version supports only 30
109	Warning	There are more than %Count% group members in: LDAP Group This version supports ONLY 30
110	Information	PRMS Service Stopped.
111	Information	PRMS: Time hit on: XX:XX
112	Information	PRMS: Notification Event is DISABLED
113	Error	PRMS: Unknown function: XXX
114	Error	PRMS is pending mode, because LDAP not configured! Please restart the Service after configuration. Console.
115	Error	PRMS: Error reading application.cfg
116	Error	PRMS: Issue reading: %username% message: %Message%
117	Error	PRMS: Admin mail address not set!
118	Warning	Mail send was skipped by checking WeekendDayCheck!
119	Information	Notification Mail will send to: %EmailAddress% because the password will expire in %Count% days
120	Information	PRMS: Single check: XX
121	Error	"I/O fatal: " + ex.HResult + " " + ex.Message + " " + ex.Source + " " + ex.InnerException,
122	Error	No access to LDAP Server! Please take care to start the Service with LDAP-Domain Admin permissions
123	Error	Mail could not sent: XXX
124	Error	Template file not found: %Path to the template file%
125	Warning	No Mail address found (Username)

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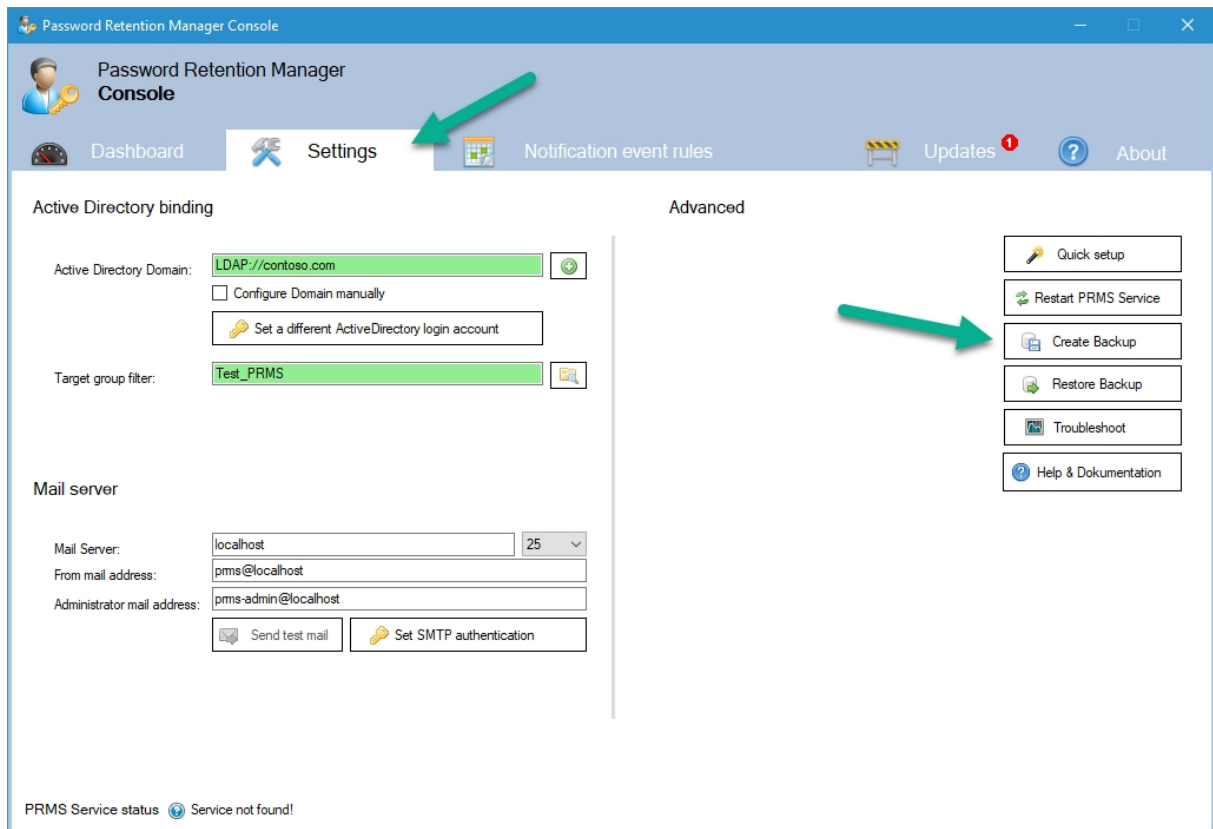
## Create a backup from configuration

### Create a backup from configuration

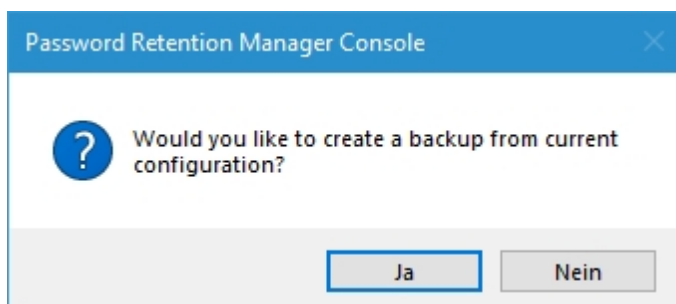
It is possible to create a backup of the running Password Retention Manager configuration. The following information will be included in the backup file:

- General Application Settings
- Notifications
- Templates
- Message History

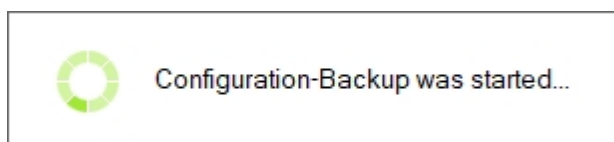
Please navigate to "[General Settings](#)" and click on the button "Create Backup".



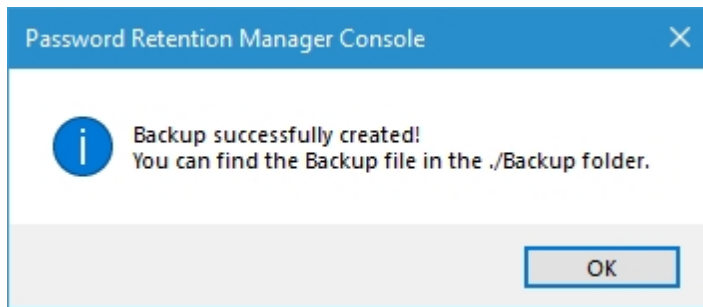
Confirm with "Yes" - Service will not be restarted!



Wait until the Backup is done.



Click "OK" and you can find the new backup file in the following folder (Location: C:\Program files (x86)\Password Retention Manager\Backup)



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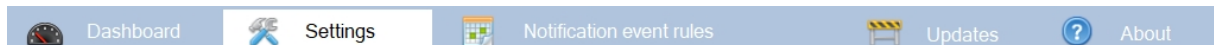
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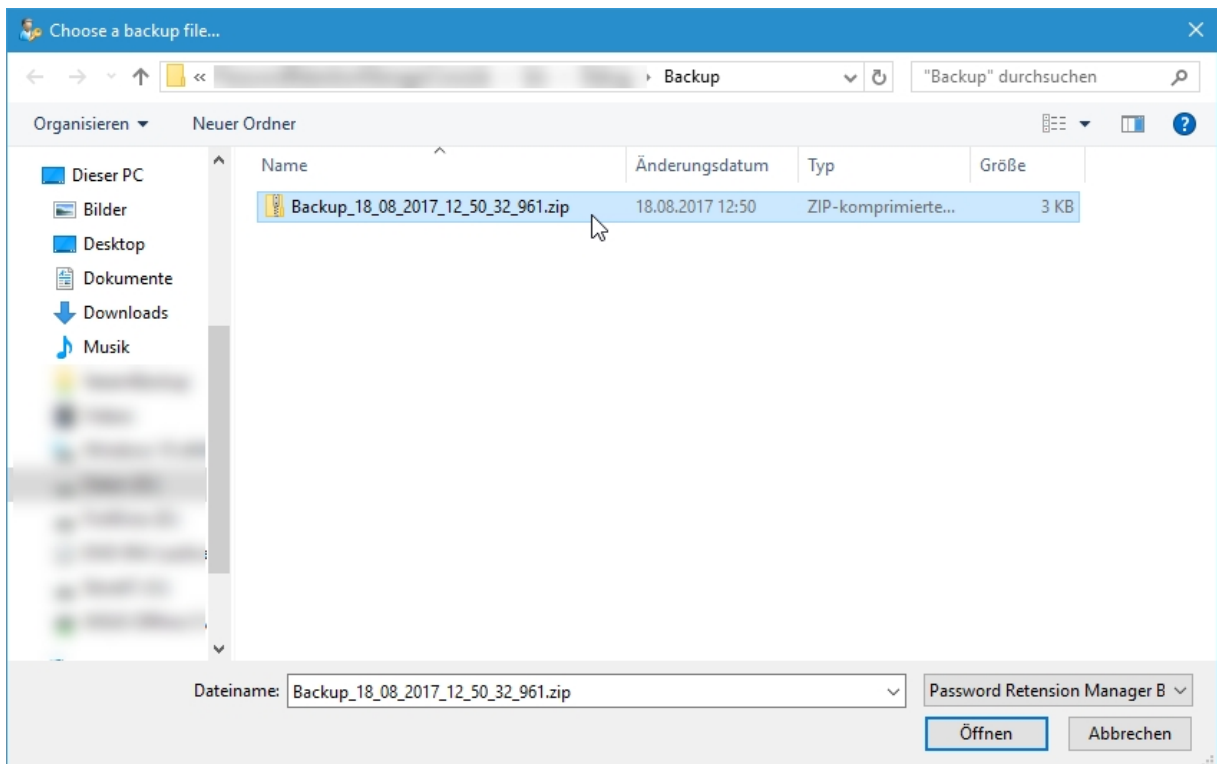
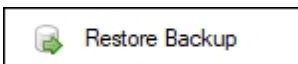
## Restore a backup

# Restore a backup

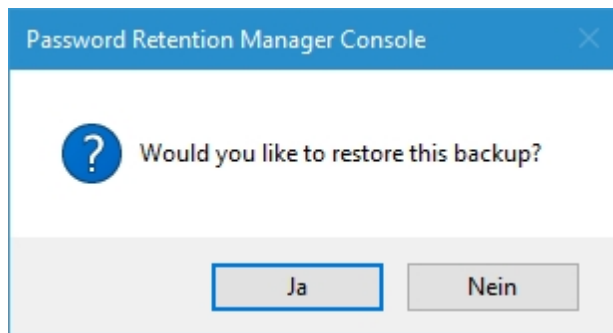
Please navigate to "[General Settings](#)" and click on the button "Restore Backup".



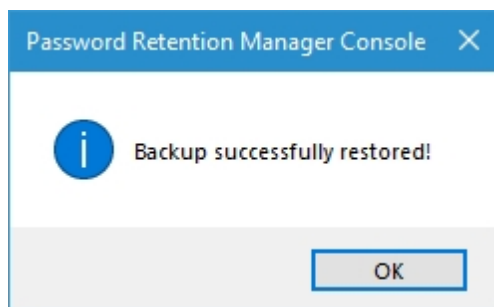
Click on the button (right side) and select the backup file you want to restore.



Accept the Dialog with YES and wait until the restore is done!



Done - The Backup is successfully restored!



We recommend to run the Diagnostic Tool after restoring a backup to make sure the restored settings are valid! [Diagnostic Tool](#)

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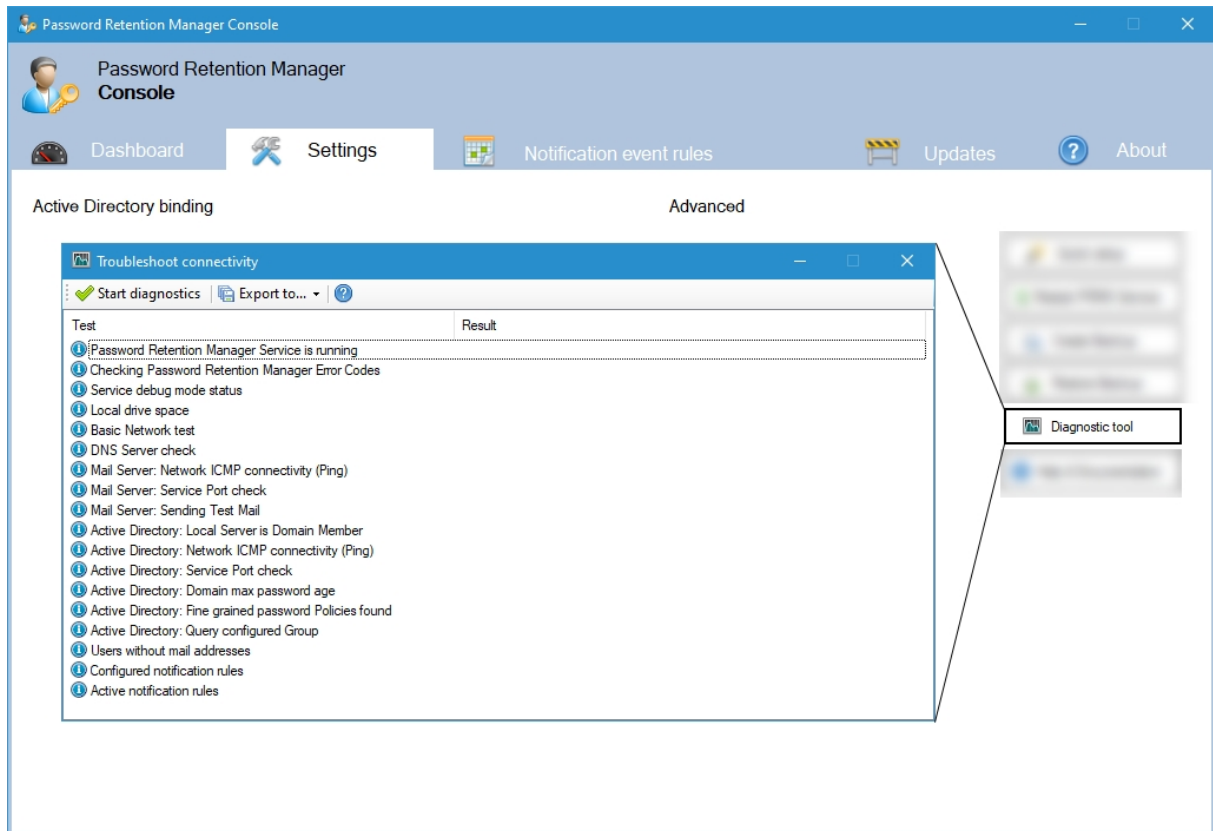
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## Diagnostics Tool

### Diagnostic tool

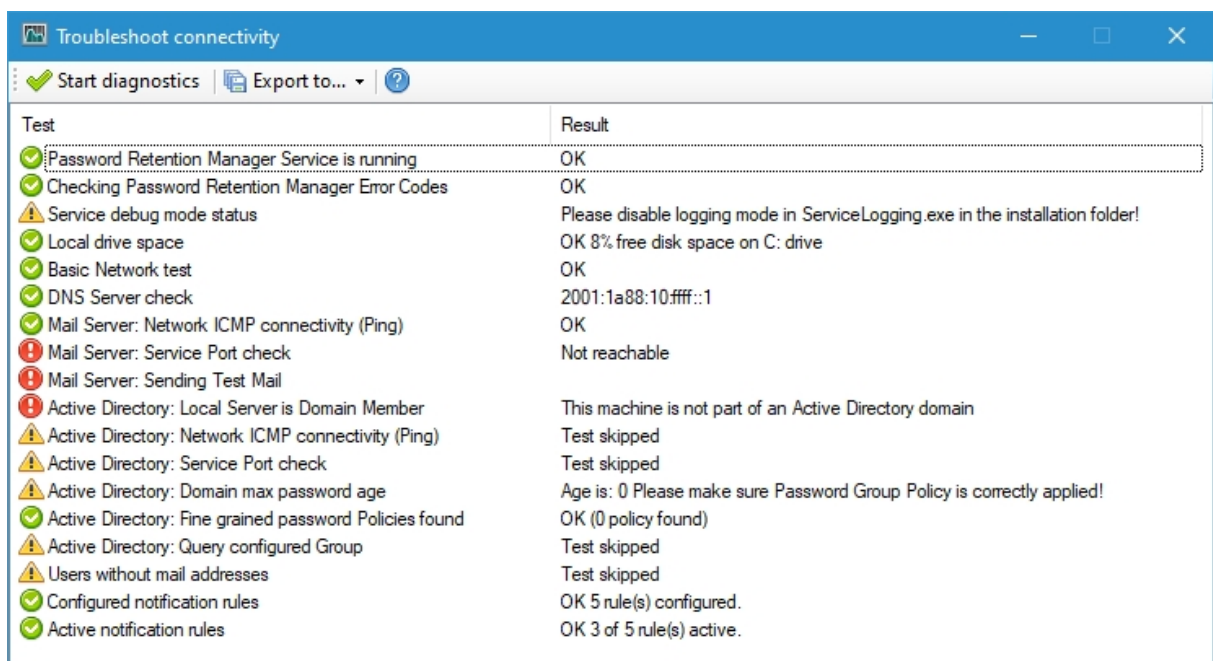
The Diagnostics tool should help you to configure Password Retention Manager as it should and additionally it will support you to troubleshoot the Password Retention Manager configuration or server / infrastructure problems.

To open the diagnostic tool, click on Settings > "Diagnostic tool" and click "Start diagnostics"

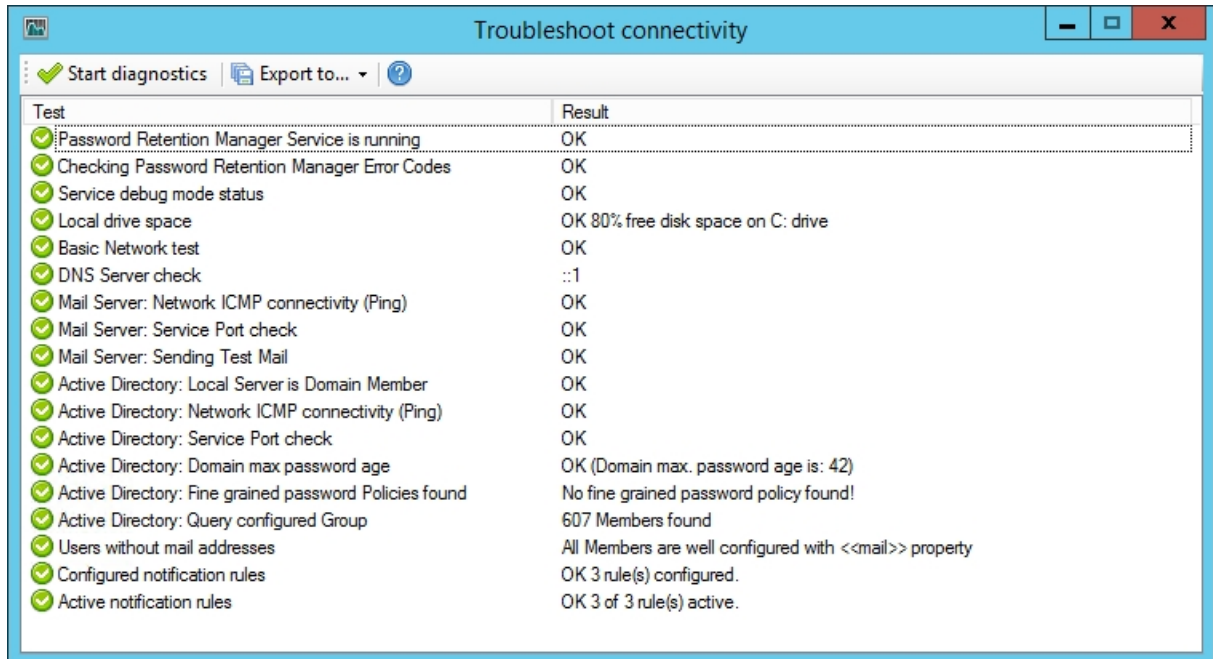


***This is a example with errors:***

Please follow the instructions/hints on the result column to fix any issues. If there are any issues not fixed, Password Retention Manager will not working fine!



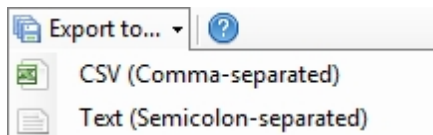
***This is a example without errors:***



Test	Result
✓ Password Retention Manager Service is running	OK
✓ Checking Password Retention Manager Error Codes	OK
✓ Service debug mode status	OK
✓ Local drive space	OK 80% free disk space on C: drive
✓ Basic Network test	OK
✓ DNS Server check	::1
✓ Mail Server: Network ICMP connectivity (Ping)	OK
✓ Mail Server: Service Port check	OK
✓ Mail Server: Sending Test Mail	OK
✓ Active Directory: Local Server is Domain Member	OK
✓ Active Directory: Network ICMP connectivity (Ping)	OK
✓ Active Directory: Service Port check	OK
✓ Active Directory: Domain max password age	OK (Domain max. password age is: 42)
✓ Active Directory: Fine grained password Policies found	No fine grained password policy found!
✓ Active Directory: Query configured Group	607 Members found
✓ Users without mail addresses	All Members are well configured with <<mail>> property
✓ Configured notification rules	OK 3 rule(s) configured.
✓ Active notification rules	OK 3 of 3 rule(s) active.

## Export to CSV or Text-File

Additional you will have the option to export the Diagnostics Result to CSV or TXT file.

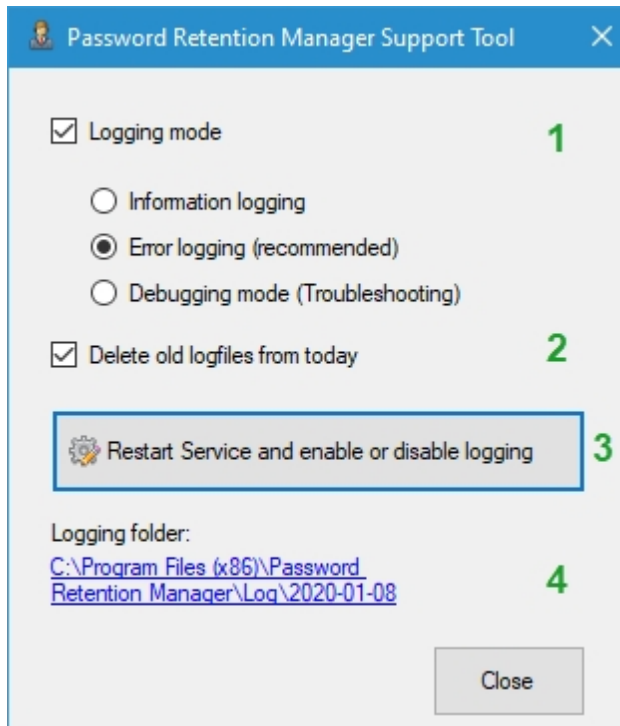


## Active or deactivate Service logging mode

# Active or deactivate Service logging mode

In various cases, such as troubleshooting, it is necessary to get more details from the Password Retention manager service. For this purpose there is the ServiceLogging App, which is located in the installation directory of the Password Retention Manager. You can choose between the following options:

- Switch logging mode on/off (1)
- Recording of information
- Recording information and errors
- Record information about the error and advanced details for the developer
- Delete old logfiles from today (2)
- Restart Service and enable or disable logging (3)
- Logging folder (4)

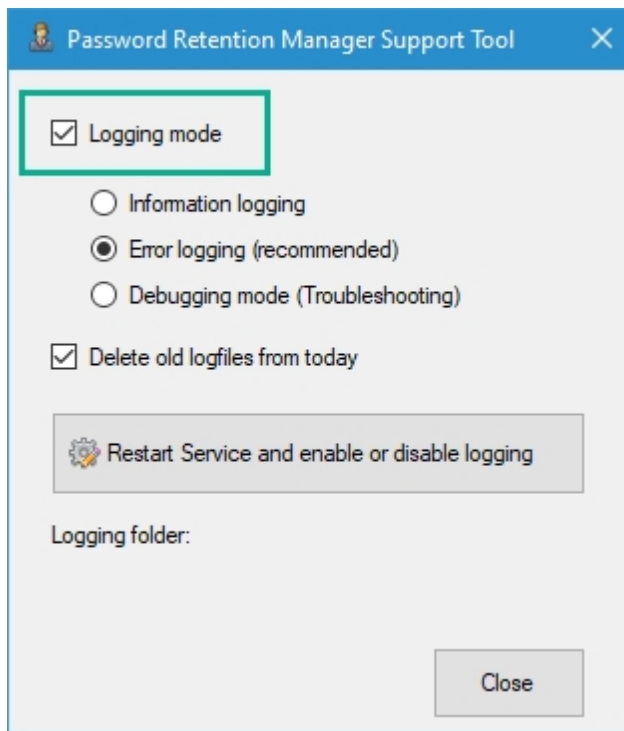


## Switch logging mode on/off

You can switch the recording of information on or off at any time, but the service must be restarted after the change!

Let us proceed as follows:

1. Open the ServiceLogging App as administrator under C:\Program Files (x86)\Password Retention Manager\ServiceLogging.exe
2. Activate the checkbox "Logging mode"



3. Klicken Sie auf "Dienst neu starten und Protokollierung aktivieren oder deaktivieren".
4. A folder will then be created with the name Log under "C:\Program Files (x86)\Password Retention Manager". An additional folder will be created with the current date "YYYY-MM-DD" which contains all log information.
5. Switching off the logging is done by deactivating the checkbox "Logging mode" and clicking on "Restart Service and enable or disable logging".

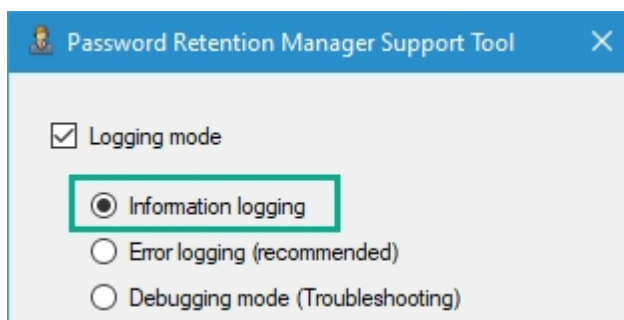
### Recording of information in detail level

It is possible to define the degree of recording in order to present information in a way that it can be best interpreted. The following options are available:

- Recording of information
- Recording information and errors
- Record information about the error and advanced details for the developer

### **Recording of information**

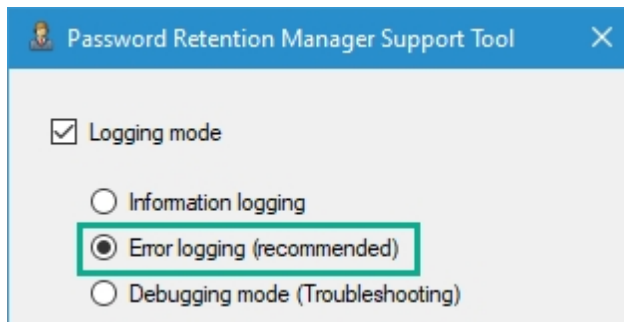
With this option, only information is output in the log and is only for determining where the service is located or what data is being processed.





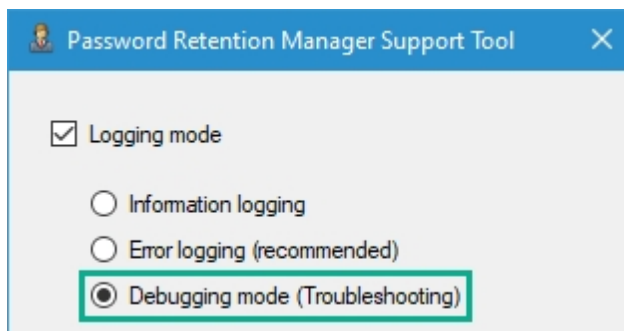
### ***Recording information and errors***

This option displays information and errors in the log and is useful for identifying potential problems.



### ***Recording information about the error and advanced details for the developer***

With this option, all information, errors and debug details are output to the log and is suitable for debugging with the developer.



### ***Delete old logfiles from today***

If the checkbox is activated, already written logfiles from today will be deleted to see a clean start in the logfile.

### ***Logging folder***

You have the possibility to open the current log-file folder directly from the ServiceLogging App. The link to the folder is only displayed if you have activated logging mode.

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## Disclaimer

### ***Subject of the license***

The developer Julian Ziegler (hereinafter referred to as "developICT") grants the customer /user a right of use for the free software "Password Retention Manager" (hereinafter referred to as "PRMS") and its components. In addition to the Password Retention Manager software, the right of use also includes the corresponding documentation and the installation instructions.

### ***Scope of the license***

The customer acquires a simple, spatially and temporally unlimited right of use for the " PRMS " software licensed by him . The scope of the right of use is determined by the respective license model (standard: free version).

### ***Rights in case of defects***

developICT checked for errors to achieve s before publication intense a great quality software and software update. Defects are received and evaluated by the ticket system. The right to fix defects within the software does not exist with the free version of "PRMS".

The developICT developed the PRMS software to the best of my knowledge. However, it is not free from errors. Minor malfunctions or impairments that are wholly or partly due to hardware defects, environmental conditions, operating errors or the like are not a defect.

Extending the software or recovering the source code is not part of the right of use and will be prosecuted.

The resale to third parties of the software "PRMS" is prohibited. As well as the sale of services for the software "PRMS" is also prohibited. Can be requested in writing with the developer / developICT.

## ***Liability and limitation of liability***

The limited rights of use apply to the developICT as delivered. The warranty of developICT for defects ("material defects") is completely excluded. Likewise, any damage incurred in the use of the " PRMS " software is excluded in full .

developICT is in no way liable to the customer or third parties for any damages, losses, claims or costs and the like, in particular for expenses of the customer, damage from business interruptions, data loss and consequential damages such as lost profits, unrealized savings or claims of third parties.

The customer is liable to developICT for damages resulting from the contractual or unlawful installation, use or transfer of the "PRMS" software.

## ***Duration and termination***

The ownership of the software is excluded for the customer / user and therefore does not need to be terminated by contract. Termination or rejection of the license agreement will not result in complete cancellation of the "PRMS" software on the end user system.

If the software continues to be used, the customer / user agrees to the currently "enforced" EULA and disclaimer.

## ***Final provisions***

An ineffective provision or omission in this license agreement will be replaced by the effective provision that comes closest to the economic purpose of the contract.

If a provision or several provisions of this license agreement are ineffective, the validity of the remaining provisions and of the contract as a whole remains unaffected.

This license agreement is available in German and English. In case of any divergences and contradictions, the German version will be used.

## ***Approval***

By confirming the End-User- License –Agreement and disclaimer, I acknowledge the terms of the license & disclaimer and I am aware of the use of the software in all the above points and accept them .

With the general use of the software "PRMS" I acknowledge the license terms & disclaimer and I am aware of the use of the software in all the above points and accept them.

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Created with the Personal Edition of HelpNDoc: [Create help files for the Qt Help Framework](#)

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## **Privacy policy**

## **Privacy policy**

*This privacy statement was last changed on 30. September 2019, last checked on 30. September 2019, and applies to citizens of the United States.*

In this privacy statement, we explain what we do with the data we obtain about you via <https://www.devict.net>. We recommend you carefully read this statement. In our processing we comply with the requirements of privacy legislation. That means, among other things, that:

- we clearly state the purposes for which we process personal data. We do this by means of this privacy statement;
- we aim to limit our collection of personal data to only the personal data required for legitimate purposes;
- we first request your explicit consent to process your personal data in cases requiring your consent;
- we take appropriate security measures to protect your personal data and also require this from parties that process personal data on our behalf;

- we respect your right to to access your personal data or have it corrected or deleted, at your request.

If you have any questions, or want to know exactly what data we keep of you, please contact us.

## 1 Purpose and categories of data

Categories of personal information to be collected and the purpose for which the categories shall be used.

1.1 We use your data for the following purpose:

Contact - Through phone, mail, email and/or webforms

The following categories of data is collected

- Afirst and last name
- Accountname or alias
- Ahome or other physical address, including street name and name of a city or town
- An email address
- Atelephone number

1.2 We use your data for the following purpose:

Registering an account

The following categories of data is collected

- Afirst and last name
- Accountname or alias
- Ahome or other physical address, including street name and name of a city or town
- An email address
- Atelephone number

1.3 We use your data for the following purpose:

Newsletters

The following categories of data is collected

- Afirst and last name
- Ahome or other physical address, including street name and name of a city or town
- An email address

1.4 We use your data for the following purpose:

To support services or products that your customer wants to buy or have purchased

The following categories of data is collected

- Afirst and last name
- Accountname or alias
- Ahome or other physical address, including street name and name of a city or town
- An email address
- Atelephone number

1.5 We use your data for the following purpose:

To be able to comply with legal obligations

The following categories of data is collected

- Afirst and last name
- Accountname or alias
- Ahome or other physical address, including street name and name of a city or town

- An email address
- A telephone number

1.6 We use your data for the following purpose:

Compiling and analyzing statistics for website improvement.

The following categories of data is collected

- IP address
- Geolocation data

## 2 Sharing with other parties

We do not share data with third parties.

We disclose personal information if we are required by law or by a court order, in response to a law enforcement agency, to the extent permitted under other provisions of law, to provide information, or for an investigation on a matter related to public safety.

## 3 How We Respond to Do Not Track Signals

Our website responds to and supports the Do Not Track (DNT) header request field. If you turn DNT on in your browser, those preferences are communicated to us in the HTTP request header, and we will not track your browsing behavior.

## 4 Cookies

Our website uses cookies. For more information about cookies, please refer to our Cookie Statement on our [Cookie Statement \(US\)](#) webpage.

We have concluded a data processing agreement with Google.

Google may not use the data for any other Google services.

The inclusion of full IP addresses is blocked by us.

## 5 Security

We are committed to the security of personal data. We take appropriate security measures to limit abuse of and unauthorized access to personal data. This ensures that only the necessary persons have access to your data, that access to the data is protected, and that our security measures are regularly reviewed.

## 6 Third party websites

This privacy statement does not apply to third party websites connected by links on our website. We cannot guarantee that these third parties handle your personal data in a reliable or secure manner. We recommend you read the privacy statements of these websites prior to making use of these websites.

## 7 Amendments to this privacy statement

We reserve the right to make amendments to this privacy statement. It is recommended that you consult this privacy statement regularly in order to be aware of any changes. In addition, we will actively inform you wherever possible.

## 8 Accessing and modifying your data

If you have any questions or want to know which personal data we have about you, please contact us. Please make sure to always clearly state who you are, so that we can be certain that we do not modify or delete any data of the wrong person. We shall provide the requested information only upon receipt of a verifiable consumer request. You can contact us by using the information below. You have the following rights:

8.1 You have the following rights with respect to your personal data

1. You may submit a request for access to the data we process about you.

2. You may object to the processing.
3. You may request an overview, in a commonly used format, of the data we process about you.
4. You may request correction or deletion of the data if it is incorrect or not or no longer relevant, or to ask to restrict the processing of the data..

To exercise these rights, please contact us. Please make sure to always clearly state who you are, so that we can be certain that we do not modify or delete any data of the wrong person.

We have not disclosed consumers' personal information for a business purpose in the preceding 12 months.

## 9 Children

Our website is not designed to attract children and it is not our intent to collect personal data from children under the age of consent in their country of residence. We therefore request that children under the age of consent do not submit any personal data to us.

## 10 Contact details

Julian Ziegler  
Nespelmattweg 3, 4148 Pfeffingen, Schweiz  
Switzerland  
Website: <https://www.devict.net>  
Email: [info@devict.net](mailto:info@devict.net)

**National data protection regulations in Switzerland:** In addition to the data protection regulations of the Basic Data Protection Ordinance, national regulations apply to data protection in Switzerland. This includes in particular the Federal Data Protection Act (DSG). The DSG applies in particular if no EU/EWG citizens are affected and e.g. only data of Swiss citizens are processed.

Your data processed when using our website will be deleted or blocked as soon as the purpose of storage no longer applies, the deletion of the data is not opposed by any legal storage obligations and no other information on individual processing methods is subsequently provided. server Data

For technical reasons, in particular to ensure a secure and stable Internet presence, data is transmitted to us or to our web space provider via your Internet browser. With these so-called server log files, the type and version of your Internet browser, the operating system, the website from which you switched to our Internet presence (referrer URL), the website(s) of our Internet presence that you visit, the date and time of the respective access and the IP address of the Internet connection from which the use of our Internet presence takes place are collected.

This data will be stored temporarily, but not together with other data from you.

This storage takes place on the legal basis of Art. 6 para. 1 lit. f) DSGVO. Our legitimate interest lies in the improvement, stability, functionality and security of our Internet presence.

The web server provider:

Alfahosting GmbH  
Ankerstraße 3b  
06108 Halle (Saale)  
Deutschland  
HRB: 214733  
Amtsgericht Stendal  
Ust.ID: DE232969203

<https://alfahosting.de/datenschutz/>

## Software Update via Update Delivery Agent

For technical reasons, in particular to ensure a secure and stable web service, data is transferred to our web service by the Update Delivery Agents.

No personal data relating to the DSGVO or DSG will be transmitted or collected.

The following data will be transmitted:

- Operating system Build e.g. Windows Server 2019
- System architecture e.g. 32Bit or 64Bit
- Requested updates for software
- Installed version of the software
- Update Channel

This information is stored in so-called log files and analysed more precisely in the event of securityrelevant violations.

This storage takes place on the legal basis of Art. 6 para. 1 lit. f) DSGVO. Our legitimate interest lies in the improvement, stability, functionality and security of our Internet presence.

This privacy policy is available in German and English. In case of any divergences and contradictions, the German version will be used.

### **Contract**

The data transmitted by you to make use of our range of goods and/or services will be processed by us for the purpose of processing the contract and are necessary in this respect. Contract conclusion and contract execution are not possible without provision of your data.

The legal basis for the processing is Art. 6 (1) (b) DSGVO.

We delete the data with complete contract processing, but must comply with the tax and commercial retention periods.

In the context of contract processing we pass on your data to the transport company commissioned with the delivery of the goods or to the financial service provider, insofar as the transfer is necessary for the delivery of the goods or for payment purposes.

The legal basis for the transfer of the data is then Art. 6 para. 1 lit. b) DSGVO.

### **Customer account / registration function**

If you create a customer account with us via our Internet presence, we will collect and store the data entered by you during registration (e.g. your name, address or e-mail address) exclusively for precontractual services, for contract performance or for the purpose of customer care (e.g. to provide you with an overview of your previous orders with us or to be able to offer you the so-called memo function). At the same time we store the IP address and the date of your registration together with the time. Of course, this data will not be passed on to third parties.

As part of the further registration process, your consent to this processing will be obtained and reference will be made to this data protection declaration. The data collected by us will be used exclusively for the provision of the customer account.

If you consent to this processing, Art. 6 para. 1 lit. a) DSGVO is the legal basis for the processing.

If the opening of the customer account also serves pre-contractual measures or the fulfilment of the contract, the legal basis for this processing is also Art. 6 para. 1 lit. b) DSGVO.

You may revoke your consent to the opening and maintenance of your customer account at any time with effect for the future in accordance with Art. 7 para. 3 DSGVO. For this you must inform us only about your revocation.

The data collected in this respect will be deleted as soon as processing is no longer necessary. In doing so, however, we must observe tax and commercial law retention periods.

### **Newsletter and broad communication**

If you register for our free newsletter, the data requested from you for this purpose, i.e. your e-mail address and – optionally – your name and address, will be transmitted to us. At the same time, we store the IP address of the Internet connection from which you access our website as well as the date and time of your registration. As part of the further registration process, we will obtain your consent to the sending of the newsletter, specifically describe the content and refer to this privacy statement. We use the collected data exclusively for the newsletter dispatch –

they are therefore not passed on to third parties.

The legal basis is Art. 6 para. 1 lit. a) DSGVO.

In accordance with Art. 7 para. 3 DSGVO, you may revoke your consent to receive the newsletter at any time with effect for the future. All you have to do is inform us of your revocation or click on the unsubscribe link contained in each newsletter.

Double opt-in process: The registration to our newsletter takes place in principle in a so-called Double-Opt-In procedure. This means that you will receive an e-mail after registration asking you to confirm your registration. This confirmation is necessary so that no one can register with foreign email addresses. The registrations for the newsletter are logged in order to be able to prove the registration process according to the legal requirements. This includes storing the login and confirmation times as well as the IP address. Likewise the changes of your data stored with the dispatch service provider are logged.

Deletion and limitation of processing: We may store the unsubscribed email addresses for up to three years based on our legitimate interests before deleting them to provide evidence of prior consent. The processing of these data is limited to the purpose of a possible defense against claims. An individual deletion request is possible at any time, provided that the former existence of a consent is confirmed at the same time. In the case of obligations to permanently observe contradictions, we reserve the right to store the e-mail address solely for this purpose in a blacklist.

The logging of the registration procedure is carried out on the basis of our legitimate interests for the purpose of proving its proper course. If we hire a service provider to send e-mails, we do so on the basis of our legitimate interests in an efficient and secure delivery system.

Notes on legal bases: The newsletter is sent on the basis of the recipient's consent or, if consent is not required, on the basis of our legitimate interests in direct marketing, provided and to the extent that this is permitted by law, e.g. in the case of existing customer advertising. If we commission a service provider to send e-mails, this is done on the basis of our legitimate interests. The registration process is recorded on the basis of our legitimate interests to demonstrate that it has been conducted in accordance with the law.

Contents: Information about us, our services, promotions and offers.

Prerequisite for the use of free services: Consent to the sending of mailings can be made dependent on the use of free services (e.g. access to certain content or participation in certain campaigns) as a prerequisite. If the users wish to make use of the free service without registering for the newsletter, please contact us.

- Processed data types: inventory data (e.g. names, addresses), contact data (e.g. e-mail, telephone numbers), meta/communication data (e.g. device information, IP addresses), usage data (e.g. websites visited, interest in content, access times).
- Special categories of data: Health data (Art. 9 para. 1 DSGVO).
- Affected persons: Communication partners, users (e.g. website visitors, users of online services).
- Purposes of processing: direct marketing (e.g. by e-mail or post), contractual services and service.
- Legal basis: consent (Art. 6 para. 1 sentence 1 lit. a DSGVO), legitimate interests (Art. 6 para. 1 sentence 1 lit. f. DSGVO).
- Opt-out: You can cancel the receipt of our newsletter at any time, i.e. revoke your consent or object to further receipt. You will find a link to cancel the newsletter either at the end of each newsletter or you can otherwise use one of the contact options listed above, preferably e-mail.

Services and service providers used:

- Rapidmail: E-mail marketing platform; service provider: rapidmail GmbH, Augustinerplatz 2, 79098 Freiburg i.Br., Germany; website: <https://www.rapidmail.de>; privacy policy: <https://www.rapidmail.de/datenschutzbestimmungen>; opt-out: testi.

Contact enquiries / Contact possibility

When contacting us (e.g. via contact form, e-mail, telephone or via social media), the data of the inquiring persons are processed insofar as this is necessary to answer the contact enquiries and any requested measures.

The response to contact enquiries within the framework of contractual or pre-contractual relationships is made in order to fulfil our contractual obligations or to respond to (pre)contractual enquiries and otherwise on the basis of the legitimate interests in responding to the enquiries.



Chat function: We offer a chat function within our online offering for the purposes of communication and answering enquiries. The input of the users within the chat will be processed for the purpose of answering their requests.

- Processed data types: inventory data (e.g. names, addresses), contact data (e.g. e-mail, telephone numbers), content data (e.g. text input, photographs, videos), usage data (e.g. websites visited, interest in content, access times), meta/communication data (e.g. device information, IP addresses).

- Affected persons: Communication partners, interested parties.

- Purposes of processing: contact requests and communication, management and response to requests.

- Legal basis: Contract performance and pre-contractual inquiries (Art. 6 para. 1 sentence 1 lit.

b. DSGVO), legitimate interests (Art. 6 para. 1 sentence 1 lit. f. DSGVO).

User contributions, comments and ratings

We offer you the opportunity to publish questions, answers, opinions or evaluations, hereinafter referred to as "contributions", on our website. If you make use of this offer, we will process and publish your contribution, date and time of submission as well as the pseudonym you may use.

The legal basis is Art. 6 para. 1 lit. a) DSGVO. You may revoke your consent at any time with effect for the future in accordance with Art. 7 para. 3 DSGVO. For this you must inform us only about your revocation.

In addition, we also process your IP and e-mail address. The IP address is processed because we have a legitimate interest in initiating or supporting further steps if your contribution infringes the rights of third parties and/or is otherwise illegal.

The legal basis in this case is Art. 6 (1) (f) DSGVO. Our legitimate interest lies in any necessary legal defence.

Payment service provider

Within the framework of contractual and other legal relationships, due to legal obligations or otherwise on the basis of our legitimate interests, we offer the persons concerned efficient and secure payment options and use other payment service providers in addition to banks and credit institutions (collectively "payment service providers").

The data processed by the payment service providers includes inventory data, such as name and address, bank data, such as account or credit card numbers, passwords, TANs and checksums, as well as contract, total and recipient details. The information is required to complete the transactions. However, the data entered will only be processed and stored by the payment service providers. This means that we do not receive any account- or credit card-related information, but only information with confirmation or negative information about the payment. The data may be transmitted by payment service providers to credit reference agencies. The purpose of this transmission is to check identity and creditworthiness. In this regard, we refer to the General Terms and Conditions and the data protection information of the payment service providers.

Payment transactions are subject to the terms and conditions and data protection notices of the respective payment service providers, which can be accessed within the respective websites or transaction applications. We also refer to these for the purpose of further information and assertion of revocation, information and other rights affected.

- Processed data types: inventory data (e.g. names, addresses), payment data (e.g. bank details, invoices, payment history), contract data (e.g. subject of contract, duration, customer category), usage data (e.g. websites visited, interest in content, access times), meta/communication data (e.g. device information, IP addresses).

- Affected persons: Customers, interested parties.

- Purposes of processing: Contractual services and service.

- Legal basis: Contract performance and pre-contractual inquiries (Art. 6 para. 1 sentence 1 lit.

b. DSGVO), legitimate interests (Art. 6 para. 1 sentence 1 lit. f. DSGVO).

Services and service providers used:

- Amazon Payments: payment services; service providers: Amazon Payments Europe S.C.A. 38 avenue J.F. Kennedy, L-1855 Luxembourg; Website: <https://pay.amazon.com/de>; Privacy Policy: <https://pay.amazon.com/de/help/201212490>.

- PayPal: payment services; service providers: PayPal (Europe) S.à r.l. et Cie, S.C.A., 22-24 Boulevard Royal, L-2449 Luxembourg; Website: <https://www.paypal.com/de>; Privacy Policy:

<https://www.paypal.com/de/webapps/mpp/ua/privacy-full>.

- Visa: payment services; service providers: Visa Europe Services Inc., London Branch, 1 Sheldon Square, London W2 6TT, GB; Website: <https://www.visa.de>; Privacy Policy: <https://www.visa.de/nutzungsbedingungen/visa-privacy-center.html>.

## YouTube

We maintain an online presence on YouTube to present our company as well as our services and to communicate with customers/interested parties. YouTube is a service of Google Ireland Limited, Gordon House, Barrow Street, Dublin 4, Ireland, a subsidiary of Google LLC, 1600 Amphitheatre Parkway, Mountain View, CA94043 USA.

In this respect, we would like to point out that there is a possibility that user data may be processed outside the European Union, in particular in the USA. This can lead to increased risks for the user in that, for example, later access to the user data can be made more difficult. We also have no access to this user data. The access possibility is exclusively with YouTube. Google LLC is certified under the Privacy Shield and is committed to complying with European privacy standards <https://www.privacyshield.gov/participant?id=a2zt000000001L5AA&tatus=Active> You can find YouTube's privacy policy at <https://policies.google.com/privacy>

Google Ireland Limited, Gordon House, Barrow Street, Dublin 4, Ireland, ein Tochterunternehmen der

Google LLC, 1600 Amphitheatre Parkway, Mountain View, CA94043 USA

Privacy policy: <https://policies.google.com/privacy>

Certification EU-US Data Protection ("EU-US Privacy Shield")

<https://www.privacyshield.gov/participant?id=a2zt000000001L5AA&tatus=Active>

## LinkedIn

We maintain an online presence at LinkedIn to present our company and our services and to communicate with customers/interested parties. LinkedIn is a service provided by LinkedIn Ireland Unlimited Company, Wilton Plaza, Wilton Place, Dublin 2, Ireland, a subsidiary of LinkedIn Corporation, 1000 W. Maude Avenue, Sunnyvale, CA 94085, USA.

In this respect, we would like to point out that there is a possibility that user data may be processed outside the European Union, in particular in the USA. This can lead to increased risks for the user in that, for example, later access to the user data can be made more difficult. We also have no access to this user data. The access possibility lies exclusively with LinkedIn. LinkedIn Corporation is certified under the Privacy Shield and is committed to complying with European privacy standards.

<https://www.privacyshield.gov/participant?id=a2zt00000000L0UZAA&tatus=Active> LinkedIn's privacy policy can be found at <https://www.linkedin.com/legal/privacy-policy>

LinkedIn Ireland Unlimited Company, Wilton Plaza, Wilton Place, Dublin 2, Ireland, ein

Tochterunternehmen der LinkedIn Corporation, 1000 W. Maude Avenue, Sunnyvale, CA94085 USA.

Privacy policy: <https://www.linkedin.com/legal/privacy-policy>

Certification EU-US data protection ("EU-US Privacy Shield")

<https://www.privacyshield.gov/participant?id=a2zt00000000L0UZAA&tatus=Active>

Linking social media via graphic or text link

We also advertise on our website presences on the social networks listed below. The integration takes place via a linked graphic of the respective network. The use of this linked graphic prevents a connection being automatically established to the respective server of the social network when a website with a social media application is called up in order to display a graphic of the respective network itself. Only by clicking on the corresponding graphic the user is forwarded to the service of the respective social network.

After the user has been forwarded, the respective network collects information about the user. It cannot be ruled out that the data collected in this way may be processed in the USA.

These are initially data such as IP address, date, time and page visited. If the user is logged into his user account of the respective network during this time, the network operator may assign the collected information of the user's specific visit to the personal account of the user. If the user interacts via a "Share" button of the respective network, this information can be stored in the personal user account of the user and, if necessary, published. If the user wants to prevent the collected information from being directly assigned to his user account, he must log out before clicking on the graphic. It is also possible to configure the respective user account accordingly.

The following social networks are linked to our site:

### Google Analytics

We use Google Analytics on our website. This is a web analysis service provided by Google Ireland Limited, Gordon House, Barrow Street, Dublin 4, Ireland, hereinafter referred to as "Google". Through certification according to the EU-US Privacy Shield

<https://www.privacyshield.gov/participant?id=a2zt000000001L5AA&tatus=Active>

Google guarantees that the data protection requirements of the EU will also be complied with when processing data in the USA.

The Google Analytics service is used to analyze the usage behavior of our Internet presence. The legal basis is Art. 6 para. 1 lit. f) DSGVO. Our legitimate interest lies in the analysis, optimisation and economic operation of our Internet presence.

Usage and user-related information, such as IP address, location, time or frequency of visits to our website, are transferred to a Google server in the USA and stored there. However, we use Google Analytics with the so-called anonymization function. With this function, Google shortens the IP address already within the EU or EEA.

The data collected in this way is in turn used by Google to provide us with an evaluation of the visit to our website and the usage activities there. This data may also be used to provide other services related to the use of our website and the use of the Internet.

Google indicates that it will not associate your IP address with any other data. In addition, Google keeps under

<https://www.google.com/intl/de/policies/privacy/partners>

will provide you with further data protection information, e.g. on the possibilities of preventing the use of data.

In addition Google offers under

<https://tools.google.com/dlpage/gaoptout?hl=de>

a so-called deactivation add-on together with further information. This add-on can be installed with standard Internet browsers and offers you further control over the data that Google collects when you visit our website. The add-on informs the JavaScript (ga.js) of Google Analytics that information on visiting our website should not be transmitted to Google Analytics. However, this does not prevent information from being transmitted to us or to other web analysis services. Whether and which other web analysis services are used by us is of course also explained in this data protection declaration.

### Google Maps

On our website we use Google Maps to display our location and to create a route description. This service is provided by Google Ireland Limited, Gordon House, Barrow Street, Dublin 4, Ireland, hereinafter referred to as "Google".

Through certification according to the EU-US Privacy Shield

<https://www.privacyshield.gov/participant?id=a2zt000000001L5AA&tatus=Active>

Google guarantees that the data protection requirements of the EU will also be complied with when processing data in the USA.

In order to enable the display of certain fonts on our website, a connection to the Google server in the USA is established when our website is called up.

If you call up the component Google Maps integrated in our Internet presence, Google stores a cookie on your terminal device via your Internet browser. Your user settings and data are processed in order to display our location and create a route description. Here we cannot exclude that Google server in the USA uses.

The legal basis is Art. 6 para. 1 lit. f) DSGVO. Our legitimate interest lies in optimizing the functionality of our Internet presence.

The connection to Google established in this way enables Google to determine which website has sent your enquiry and to which IP address the route description is to be sent.

If you do not agree with this processing, you have the possibility to prevent the installation of cookies by the appropriate settings in your Internet browser. Details can be found above under "Cookies".

In addition, the use of Google Maps and the information obtained via Google Maps is subject to the Google Terms of Use <https://policies.google.com/terms?gl=DEI=de> and the Terms and Conditions for Google Maps [https://www.google.com/intl/de\\_de/help/terms\\_maps.html](https://www.google.com/intl/de_de/help/terms_maps.html). Google also offers the following services at <https://adssettings.google.com/authenticated> <https://policies.google.com/privacy> for further information.

### **Google reCAPTCHA**

On our website we use Google reCAPTCHA to check and avoid interactions on our website through automated access, for example through so-called bots. This service is provided by Google Ireland Limited, Gordon House, Barrow Street, Dublin 4, Ireland, hereinafter referred to as "Google". Through certification according to the EU-US Privacy Shield

<https://www.privacyshield.gov/participant?id=a2zt000000001L5AA&tatus=Active>

Google guarantees that the data protection requirements of the EU will also be complied with when processing data in the USA.

This service enables Google to determine which website is sending a request and from which IP address you are using the so-called reCAPTCHA input box. In addition to your IP address, Google may collect other information necessary to provide and guarantee this service.

The legal basis is Art. 6 para. 1 lit. f) DSGVO. Our legitimate interest lies in the security of our Internet presence and in the defence against unwanted, automated access in the form of spam or similar. Google offers

<https://policies.google.com/privacy> to provide further information on the general handling of your user data.

### **Google Fonts**

On our website we use Google Fonts to display external fonts. This service is provided by Google Ireland Limited, Gordon House, Barrow Street, Dublin 4, Ireland, hereinafter referred to as "Google". Through certification according to the EU-US Privacy Shield

<https://www.privacyshield.gov/participant?id=a2zt000000001L5AA&tatus=Active>

Google guarantees that the data protection requirements of the EU will also be complied with when processing data in the USA.

In order to enable the display of certain fonts on our website, a connection to the Google server in the USA is established when our website is called up.

The legal basis is Art. 6 para. 1 lit. f) DSGVO. Our legitimate interest lies in the optimisation and economic operation of our Internet presence.

Through the connection to Google established when calling up our website, Google can determine from which website your enquiry was sent and to which IP address the representation of the font is to be transmitted. Google offers

<https://adssettings.google.com/authenticated> <https://policies.google.com/privacy>

Further information, in particular on the possibilities of preventing the use of data.

### **GOOGLE search function ("CSE")**

For full text search on the website we use the "Google Custom Search Engine "CSE"". "CSE" is a service provided by Google Ireland Limited, Gordon House, Barrow Street, Dublin 4, Ireland, hereinafter "Google".

Google is certified according to the "EU-US Privacy Shield" and thus guarantees compliance with EU data protection regulations when processing data in the USA.

<https://www.privacyshield.gov/participant?id=a2zt000000001L5AA&tatus=Active>

"CSE" enables a full text search for content on our website. Access to this search function is via a search box "Google Custom Search".

The legal basis is Art. 6 para. 1 lit. f DSGVO. Our legitimate interest lies in the user-friendliness of the website.

The function is integrated unchanged as a software module of Google on our website. If the search is activated by entering a search term, Google loads the searched information using a plugin. At the same time, the terms entered by the user and the user's IP address are transmitted to Google to execute the search and display the search results.

If the user is logged into his or her existing Google Account at the time of the search, Google may assign the information collected to the corresponding user profile.

Google offers further information, in particular on the possibilities of preventing the use of data, under the following links:

<https://policies.google.com/privacy> <https://adssettings.google.com/authenticated>

### **YouTube**

In our internet presence we use YouTube. This is a video portal of YouTube LLC, 901 Cherry Ave, 94066 San Bruno, CA, USA, hereinafter referred to as "YouTube".

YouTube is a subsidiary of Google Ireland Limited, Gordon House, Barrow Street, Dublin 4, Ireland, hereinafter referred to as "Google".

Through certification according to the EU-US Privacy Shield

<https://www.privacyshield.gov/participant?id=a2zt000000001L5AA&tatus=Active>

Google and its subsidiary YouTube guarantee that the data protection requirements of the EU will also be complied with when processing data in the USA.

We use YouTube in conjunction with the Advanced Privacy Mode feature to display videos to you. The legal basis is Art. 6 para. 1 lit. f) DSGVO. Our legitimate interest lies in improving the quality of our Internet presence. According to YouTube, the function "Extended data protection mode" means that the data described in more detail below will only be transmitted to YouTube's server if you actually start a video.

Without this "Extended Privacy Policy", a connection will be established to YouTube's server in the United States as soon as you access one of our web pages that embeds a YouTube video.

This connection is necessary in order to be able to display the respective video on our website via your Internet browser. In the course of this YouTube will at least record and process your IP address, the date and time as well as the website you visited. It also connects to Google's DoubleClick advertising network.

If you are logged in to YouTube at the same time, YouTube will assign the connection information to your YouTube account. If you wish to prevent this, you must either log out of YouTube before visiting our website or make the appropriate settings in your YouTube user account.

YouTube permanently stores cookies on your terminal device via your Internet browser for the purpose of functionality and analysis of user behaviour. If you do not agree with this processing, you have the possibility to prevent the storage of cookies by a setting in your Internet browser. You can find more information about this above under "Cookies".

Further information about the collection and use of data as well as your rights and protection options in this regard is held by Google in the privacy policy section of this website.

<https://policies.google.com/privacy> data protection information that can be called up.

### **Amazon Affiliate Program**

In our internet presence we use the AMAZON partner program. This is a service provided by Amazon Europe Core S.à r.l., 5 Rue Plaetis, L -2338 Luxembourg. Advertisements from Amazon.de are placed on our website via the AMAZON partner program. If you click on one of these advertisements, you will be redirected to the corresponding offer on the AMZON Internet portal. If you subsequently decide to purchase the advertised product there, we will receive a "commission" from Amazon for this.

Amazon uses cookies to enable this service. With the help of these cookies, Amazon can verify that you have been forwarded from our Internet presence to the AMAZON Internet portal.

### **Amazon offers**

<https://www.amazon.de/gp/help/customer/display.html?nodeId=201909010> further data protection information.

The legal basis is Art. 6 para. 1 lit. f) DSGVO. Our justified interest lies in the guarantee of the processing and payment of our commission claims by Amazon.

If you do not agree with this processing, you have the possibility to prevent the storage of cookies by a setting in your Internet browser. You can find more information about this above under "Cookies".

### **Google AdWords with Conversion Tracking**

In our internet presence we use the advertising component Google AdWords and the so-called conversion tracking. This service is provided by Google Ireland Limited, Gordon House, Barrow Street, Dublin 4, Ireland, hereinafter referred to as "Google". Through certification according to the EU-US Privacy Shield

<https://www.privacyshield.gov/participant?id=a2zt000000001L5AA&status=Active>

Google guarantees that the data protection requirements of the EU will also be complied with when processing data in the USA.

We use conversion tracking for targeted advertising of our services. The legal basis is Art. 6 para. 1 lit. f) DSGVO. Our legitimate interest lies in the analysis, optimisation and economic operation of our Internet presence.

If you click on an advertisement placed by Google, the conversion tracking we use saves a cookie on your terminal device. These so-called conversion cookies lose their validity after 30 days and do not serve your personal identification.

If the cookie is still valid and you visit a certain page of our website, both we and Google can evaluate that you have clicked on one of our ads placed with Google and that you have subsequently been forwarded to our website.

Google uses the information collected in this way to compile statistics on visits to our website. It also provides us with information about the number of users who clicked on our ad(s) and the pages of our website that were subsequently accessed. Neither we nor third parties who also use Google AdWords will be able to identify you in this way.

You can also prevent or restrict the installation of cookies by making the appropriate settings in your Internet browser. At the same time, you can delete cookies that have already been saved at any time. However, the steps and measures required for this depend on the Internet browser you are using. If you have any questions, please use the help function or documentation of your Internet browser or contact its manufacturer or support. Google also offers the following services under <https://services.google.com/sitestats/de.html>

-=<http://www.google.com/policies/technologies/ads/>= proudly presents <http://www.google.de/policies/privacy/> offers further information on this topic and in particular on the possibilities of preventing the use of data.

## Blogs and publication media

We use blogs or comparable means of online communication and publication (hereinafter “publication medium”). Readers’ data will only be processed for the purposes of the publication medium to the extent necessary for its presentation and communication between authors and readers or for security reasons. For the rest, we refer to the information on the processing of visitors to our publication medium in the context of this data protection notice.

- Processed data types: inventory data (e.g. names, addresses), contact data (e.g. e-mail, telephone numbers), content data (e.g. text input, photographs, videos), usage data (e.g. websites visited, interest in content, access times), meta/communication data (e.g. device information, IP addresses).
- Affected persons: Users (e.g. website visitors, users of online services).
- Purposes of processing: contractual services and support, feedback (e.g. collecting feedback via an online form), server monitoring and error detection, firewall, security measures.
- Legal basis: Contract performance and pre-contractual inquiries (Art. 6 para. 1 sentence 1 lit.

b. DSGVO), legitimate interests (Art. 6 para. 1 sentence 1 lit. f. DSGVO).

Services and service providers used:

- Sucuri: firewall and security and fault detection functions; service provider: Sucuri LLC., parent company: GoDaddy Media Temple, Inc. d/b/a Sucuri, 6060 Center Dr. Suite 500, Los Angeles CA90045, USA; Privacy Policy: <https://sucuri.net/privacy>.
- Wordfence: firewall and security and fault detection features; service provider: Defiant, Inc., 800 5th Ave Ste 4100, Seattle, WA98104, USA; website: <https://www.wordfence.com>; privacy policy: <https://www.wordfence.com/privacy-policy/>; standard contractual clauses (guarantee of data protection level when processing in a third country): <https://www.wordfence.com/gdpr/dpa.pdf>.

### Surveys and surveys

The surveys and surveys we conduct (hereinafter referred to as “surveys”) are evaluated anonymously. Personal data is only processed insofar as this is necessary for the provision and technical execution of the surveys (e.g. processing the IP address to display the survey in the user’s browser or to enable a resumption of the survey with the aid of a temporary cookie (session cookie)) or users have consented.

Information on legal bases: If we ask the participants for their consent to the processing of their data, this is the legal basis for the processing, otherwise the processing of the participants’ data takes place on the basis of our legitimate interests in carrying out an objective survey.

- Processed data types: contact data (e.g. e-mail, telephone numbers), content data (e.g. text input, photographs, videos), usage data (e.g. websites visited, interest in content, access times), meta/communication data (e.g. device information, IP addresses).

- Affected persons: Communication partners, users (e.g. website visitors, users of online services).
- Purposes of processing: contact enquiries and communication, direct marketing (e.g. by email or post), tracking (e.g. interest/behavioural profiling, use of cookies), feedback (e.g.

collection of feedback via online form), profiling (creation of user profiles).

- Legal basis: consent (Art. 6 para. 1 sentence 1 lit. a DSGVO), legitimate interests (Art. 6 para. 1 sentence 1 lit. f. DSGVO).

Services and service providers used:

- LimeSurvey: LimeSurvey survey services; service providers: LimeSurvey GmbH Survey Services & Consulting, Papenrege 63, 22453 Hamburg, Germany; Website: <https://www.limesurvey.org/de>; Privacy Policy:

<https://www.limesurvey.org/de/richtlinien/datenschutzrichtlinie>.

### Provision of online services and web hosting

In order to provide our online services securely and efficiently, we use the services of one or more web hosting providers from whose servers (or servers they manage) the online services can be accessed. For these purposes, we may use infrastructure and platform services, computing capacity, storage space and database services, as well as security and technical maintenance services.

The data processed within the framework of the provision of the hosting offer may include all information relating to the users of our online offer that is collected within the scope of use and communication. This regularly includes the IP address, which is necessary to be able to deliver the contents of online offers to browsers, and all entries made within our online offer or from websites.

E-mail dispatch and hosting: The web hosting services we use also include the dispatch, receipt and storage of e-mails. For these purposes, the addresses of the recipients and senders as well as further information regarding the sending of e-mails (e.g. the providers involved) and the contents of the respective e-mails are processed. The above data may also be processed for SPAM detection purposes. Please note that e-mails on the Internet are generally not sent in encrypted form. As a rule, e-mails are encrypted during transport, but not on the servers from which they are sent and received (unless a so-called end-to-end encryption method is used). We can therefore accept no responsibility for the transmission path of e-mails between the sender and reception on our server.

Collection of access data and log files: We ourselves (or our web hosting provider) collect data on each access to the server (so-called server log files). Server log files may include the address and name of the web pages and files accessed, the date and time of access, data volumes transferred, notification of successful access, browser type and version, the user's operating system, referrer URL (the previously visited page) and, as a rule, IP addresses and the requesting provider.

The server log files can be used for security purposes, e.g. to avoid overloading the servers (especially in the case of abusive attacks, so-called DDoS attacks) and to ensure the utilization of the servers and their stability.

- Processed data types: Content data (e.g. text input, photographs, videos), usage data (e.g. websites visited, interest in content, access times), meta/communication data (e.g. device information, IP addresses).
- Affected persons: Users (e.g. website visitors, users of online services).
- Legal basis: Legitimate interests (Art. 6 para. 1 sentence 1 lit. f. DSGVO).

#### Affiliate Programs and Affiliate Links

Our online services include affiliate links or other references (which may include discount codes, for example) to third-party offers and services (collectively, "Affiliate Links"). When users follow affiliate links or subsequently take advantage of offers, we may receive commission or other benefits (collectively referred to as "commission") from these third parties.

In order to be able to track whether the users have noticed the offers of an affiliate link used by us, it is necessary for the respective third party provider to know that the users have followed an affiliate link used within our online offer. The assignment of affiliate links to the respective business transactions or other actions (e.g. purchases) serves the sole purpose of commission settlement and is cancelled as soon as it is no longer required for the purpose.

For the purposes of the aforementioned assignment of affiliate links, the affiliate links may be supplemented by certain values that are part of the link or can otherwise be stored, e.g. in a cookie. The values may include in particular the source website (referrer), the time, an online identifier of the operator of the website on which the affiliate link was located, an online identifier of the respective offer, the type of link used, the type of offer and an online identifier of the user.

Information on legal bases: If we ask the users for their consent to the use of third party providers, the legal basis of the processing of data is consent. Furthermore, their use can be a component of our (pre)contractual services, provided that the use of the third party was agreed within this framework. Otherwise, user data will be processed on the basis of our legitimate interests (i.e.

interest in efficient, economic and recipient friendly services). In this context, we would also like to draw your attention to the information on the use of cookies in this data protection declaration.

- Processed data types: contract data (e.g. subject matter of contract, duration, customer category), usage data (e.g. websites visited, interest in content, access times), meta/communication data (e.g. device information, IP addresses).
- Affected persons: Users (e.g. website visitors, users of online services).
- Purposes of processing: Affiliate tracking.
- Legal basis: Consent (Art. 6 para. 1 sentence 1 lit. a DSGVO), performance of contract and pre-contractual enquiries (Art. 6 para. 1 sentence 1 lit. b DSGVO), legitimate interests (Art. 6 para. 1 sentence 1 lit. f DSGVO).

Services and service providers used:



- Amazon Affiliate Program: Amazon – Affiliate Program – Amazon and the Amazon logo are trademarks of Amazon.com, Inc. or one of its affiliates. Service provider: Amazon Europe Core S.à.r.l., Amazon EU S.à.r.l., Amazon Services Europe S.à.r.l. and Amazon Media EU

S.à.r.l., all four located at 38, avenue John F. Kennedy, L-1855 Luxembourg, as well as

Amazon Instant Video Germany GmbH, Domagkstr. 28, 80807 Munich (together "Amazon Europe"), parent company: Amazon.com, Inc. 2021 Seventh Ave, Seattle, Washington 98121, USA; Website: <https://www.amazon.de>; Privacy Policy: <https://www.amazon.de/gp/help/customer/display.html?nodeId=201909010>; Privacy Shield: <https://www.privacyshield.gov/participant?id=a2zt0000000TOWQAA&tatus=Active>.

#### Presence in social networks

We maintain online presences within social networks in order to communicate with the users active there or to offer information about us there.

We would like to point out that user data may be processed outside the European Union. This may entail risks for users, e.g. by making it more difficult to enforce users' rights. With regard to US providers that are certified under the Privacy Shield or offer comparable guarantees of a secure level of data protection, we would like to point out that by doing so they commit themselves to complying with EU data protection standards.

In addition, user data is usually processed within social networks for market research and advertising purposes. For example, user profiles can be created on the basis of user behaviour and the resulting interests of users. The user profiles can in turn be used, for example, to place advertisements within and outside the networks which are presumed to correspond to the interests of the users. For these purposes, cookies are usually stored on the user's computer, in which the user's usage behaviour and interests are stored. Furthermore, data may be stored in the user profiles independently of the devices used by the users (especially if the users are members of the respective platforms and are logged in to them).

For a detailed description of the respective forms of processing and the possibilities for objection (opt-out), we refer to the data protection declarations and information of the operators of the respective networks.

Also in the case of requests for information and the assertion of rights of data subjects, we point out that these can be asserted most effectively with the providers. Only the providers have access to the data of the users and can directly take appropriate measures and provide information. If you still need help, please do not hesitate to contact us.

- Processed data types: inventory data (e.g. names, addresses), contact data (e.g. e-mail, telephone numbers), content data (e.g. text input, photographs, videos), usage data (e.g. websites visited, interest in content, access times), meta/communication data (e.g. device information, IP addresses).
- Affected persons: Users (e.g. website visitors, users of online services).
- Purposes of processing: contact enquiries and communication, tracking (e.g. interest/behavioural profiling, use of cookies), remarketing.
- Legal basis: Legitimate interests (Art. 6 para. 1 sentence 1 lit. f. DSGVO).

#### Services and service providers used:

- LinkedIn: Social Network; Service Provider: LinkedIn Ireland Unlimited Company, Wilton Place, Dublin 2, Ireland; Website: <https://www.linkedin.com>; Privacy Statement: <https://www.linkedin.com/legal/privacy-policy>; Privacy Shield: <https://www.privacyshield.gov/participant?id=a2zt0000000L0UZAA&tatus=Active>; Opt-Out: <https://www.linkedin.com/psettings/guest-controls/retargeting-opt-out>.
- Xing: social network; service provider: XING AG, Dammtorstraße 29-32, 20354 Hamburg, Germany; Website: <https://www.xing.de>; Privacy Policy: <https://privacy.xing.com/de/datenschutzerklaerung>.

#### Plugins and embedded functions and content

We include in our online offer functional and content elements that are obtained from the servers of their respective providers (hereinafter referred to as "third-party providers"). These may, for example, be graphics, videos or social media buttons as well as contributions (hereinafter uniformly referred to as "Content").

The integration always presupposes that the third party providers of this content process the IP address of the user, since they could not send the content to their browser without the IP address. The IP address is therefore required for the presentation of these contents or functions. We strive to use only those contents, whose respective offerers use the IP address only for the distribution of the contents. Third parties may also use so-called pixel tags (invisible graphics, also known as "web beacons") for statistical or marketing purposes. Pixel tags can be used to evaluate information such as visitor traffic on the pages of this website. The pseudonymous information may also

be stored in cookies on the user's device and may contain technical information about the browser and operating system, websites to be referred to, visiting times and other information about the use of our online services, as well as may be linked to such information from other sources.

Information on legal bases: If we ask the users for their consent to the use of third party providers, the legal basis of the processing of data is consent. Otherwise, user data will be processed on the basis of our legitimate interests (i.e. interest in efficient, economic and recipient friendly services). In this context, we would also like to draw your attention to the information on the use of cookies in this data protection declaration.

- Processed data types: Usage data (e.g. websites visited, interest in content, access times), meta/communication data (e.g. device information, IP addresses), inventory data (e.g. names, addresses), contact data (e.g. e-mail, telephone numbers), content data (e.g. text input, photographs, videos).
- Affected persons: Users (e.g. website visitors, users of online services).
- Purposes of processing: Provision of our online service and user friendliness, contractual services and service, security measures, administration and response to inquiries.
- Legal basis: Legitimate interests (Art. 6 para. 1 sentence 1 lit. f. DSGVO), consent (Art. 6 para. 1 sentence 1 lit. a DSGVO), fulfilment of contract and pre-contractual enquiries (Art. 6 para. 1 sentence 1 lit. b. DSGVO).

Services and service providers used:

- Google Fonts: We integrate the fonts ("Google Fonts") of the provider Google, whereby the data of the users are used solely for purposes of the representation of the fonts in the browser of the users. The integration takes place on the basis of our legitimate interests in a technically secure, maintenance-free and efficient use of fonts, their uniform presentation and taking into account possible licensing restrictions for their integration. Service provider:

Google Ireland Limited, Gordon House, Barrow Street, Dublin 4, Ireland, parent company:

Google LLC, 1600 Amphitheatre Parkway, Mountain View, CA94043, USA; Website: <https://fonts.google.com/>; Privacy Statement: <https://policies.google.com/privacy>; Privacy Shield: <https://www.privacyshield.gov/participant?id=a2zt0000000TRkEAAW&tatus=Active>.

- Google Maps: We integrate the maps of the service "Google Maps" of the provider Google. The data processed may include, in particular, IP addresses and location data of users, which are not collected without their consent (usually within the framework of the settings of their mobile devices). Service provider: Google Ireland Limited, Gordon House, Barrow Street, Dublin 4, Ireland, parent company: Google LLC, 1600 Amphitheatre Parkway, Mountain View, CA94043, USA; Website: <https://maps.google.de>; Privacy Statement: <https://policies.google.com/privacy>; Privacy Shield:

<https://www.privacyshield.gov/participant?id=a2zt0000000TRkEAAW&tatus=Active>; Opt-Out: Opt-Out-Plugin: <http://tools.google.com/dlpage/gaoptout?hl=de>; Settings for the Display of Advertisements: <https://adssettings.google.com/authenticated>.

- OpenStreetMap: We incorporate the maps of the "OpenStreetMap" service offered under the Open Data Commons Open Database License (ODbL) by the OpenStreetMap Foundation (OSMF). OpenStreetMap uses the user data exclusively for the purpose of displaying the map functions and temporarily storing the selected settings. In particular, this data may include IP addresses and location data of users, which are not collected without their consent (usually within the framework of the settings of their mobile devices). Service provider: OpenStreetMap Foundation (OSMF); Website: <https://www.openstreetmap.de>; Privacy Policy: [https://wiki.openstreetmap.org/wiki/Privacy\\_Policy](https://wiki.openstreetmap.org/wiki/Privacy_Policy).

- ReCaptcha: We include the function "ReCaptcha" for the recognition of bots, e.g. for entries in online forms. The behaviour data of the users (e.g. mouse movements or queries) are evaluated in order to be able to distinguish people from bots. Service provider: Google Ireland Limited, Gordon House, Barrow Street, Dublin 4, Ireland, parent company: Google LLC, 1600 Amphitheatre Parkway, Mountain View, CA94043, USA; Website:

<https://www.google.com/recaptcha/>; Privacy Statement:

<https://policies.google.com/privacy>; Privacy Shield: <https://www.privacyshield.gov/participant?id=a2zt0000000TRkEAAW&tatus=Active>; Opt-Out: Opt-Out Plugin: <http://tools.google.com/dlpage/gaoptout?hl=de>; Advertising Display <https://adssettings.google.com/authenticated>.

- Typekit fonts from Adobe: We incorporate Adobe's fonts ("Typekit fonts"), whereby user data is used solely for the purpose of displaying the fonts in the user's browser. The integration takes place on the basis of our legitimate interests in a technically secure, maintenance-free and efficient use of fonts, their uniform presentation and taking into account possible licensing restrictions for their integration. Service provider: Adobe Systems Software Ireland

Limited, 4-6 Riverwalk, Citywest Business Campus, Dublin 24, Ireland; Website: <https://www.adobe.com/de>; Privacy Statement: <https://www.adobe.com/de/privacy.html>; Privacy Shield:

<https://www.privacyshield.gov/participant?id=a2zt00000000TNo9AAG&status=Active>.

- YouTube: Videos; Service Provider: Google Ireland Limited, Gordon House, Barrow Street, Dublin 4, Ireland, parent company: Google LLC, 1600 Amphitheatre Parkway, Mountain View, CA94043, USA; Website: <https://www.youtube.com>; Privacy Statement: <https://policies.google.com/privacy>; Privacy Shield: <https://www.privacyshield.gov/participant?id=a2zt000000001L5AA&status=Active>; Opt-Out:

Opt-Out-Plugin: <http://tools.google.com/dlpage/gaoptout?hl=de>; Settings for the Display of Advertisements: <https://adssettings.google.com/authenticated>.

#### Planning, organisation and auxiliary tools

We use services, platforms and software from other providers (hereinafter referred to as "Third Party Providers") for the purposes of organizing, administering, planning and providing our services. When selecting third-party providers and their services, we observe the legal requirements.

Within this framework, personal data may be processed and stored on the servers of third parties. This may affect various data that we process in accordance with this privacy statement. This data may include in particular master data and contact data of users, data on processes, contracts, other processes and their contents.

If users are referred to third parties or their software or platforms as part of communication, business or other relationships with us, the third parties may process usage data and metadata for security, service optimisation or marketing purposes. We therefore ask you to observe the data protection information of the respective third party providers.

Information on legal bases: If we ask the users for their consent to the use of third party providers, the legal basis of the processing of data is consent. Furthermore, their use can be a component of our (pre)contractual services, provided that the use of the third party was agreed within this framework. Otherwise, user data will be processed on the basis of our legitimate interests (i.e.

interest in efficient, economic and recipient friendly services). In this context, we would also like to draw your attention to the information on the use of cookies in this data protection declaration.

- Processed data types: inventory data (e.g. names, addresses), contact data (e.g. e-mail, telephone numbers), content data (e.g. text input, photographs, videos), usage data (e.g. websites visited, interest in content, access times), meta/communication data (e.g. device information, IP addresses).
- Affected persons: Communication partners, users (e.g. website visitors, users of online services).
- Legal basis: Consent (Art. 6 para. 1 sentence 1 lit. a DSGVO), performance of contract and pre-contractual enquiries (Art. 6 para. 1 sentence 1 lit. b DSGVO), legitimate interests (Art. 6 para. 1 sentence 1 lit. f DSGVO).

#### Deletion of data

The data processed by us will be deleted in accordance with the statutory provisions as soon as their consent permitted for processing is revoked or other permissions lapse (e.g. if the purpose of processing this data has lapsed or it is not necessary for the purpose).

If the data are not deleted because they are required for other and legally permissible purposes, their processing is limited to these purposes. This means that the data will be blocked and not processed for other purposes. This applies, for example, to data that must be stored for commercial or tax reasons or whose storage is necessary to assert, exercise or defend legal claims or to protect the rights of another natural or legal person.

Further information on the deletion of personal data can also be found in the individual data protection notices of this data protection declaration.

#### Modification and updating of the data protection declaration

We ask you to inform yourself regularly about the content of our data protection declaration. We will adapt the data protection declaration as soon as changes in the data processing we carry out make this necessary. We will inform you as soon as the changes require your cooperation (e.g. consent) or other individual notification.

#### Rights of data subjects

Under the DSGVO, they are entitled to various rights as affected parties, which result in particular from Articles 15 to 18 and 21 of the DS Block Exemption Regulation:

- Right of objection: You have the right, for reasons arising from your particular situation, to object at any time to the processing of personal data concerning you on the basis of Art. 6 para. 1 lit. e or f DSGVO; this also applies to profiling based on these provisions. If the personal data concerning you are processed for the purpose of direct

advertising, you have the right to object at any time to the processing of the personal data concerning you for the purpose of such advertising; this also applies to profiling to the extent that it is connected with such direct advertising.

- Right of withdrawal for consents: You have the right to revoke your consent at any time.
- Right of access: You have the right to obtain confirmation as to whether the data in question will be processed and to obtain access to such data, as well as further information and a copy of the data in accordance with the provisions of the law.
- Right of rectification: You have the right, in accordance with the law, to request the completion of data concerning you or the rectification of incorrect data concerning you.
- Right to deletion and limitation of processing: You have the right, in accordance with the statutory provisions, to demand that data concerning you be deleted immediately or, alternatively, to demand a limitation of data processing in accordance with the statutory provisions.
- Right to data transfer: You have the right to receive data concerning you which you have provided to us in a structured, common and machine-readable format in accordance with the legal requirements, or to demand that it be transferred to another responsible party.
- Complaint to the supervisory authority: You also have the right, in accordance with the statutory provisions, to complain to a supervisory authority, in particular in the Member State of your habitual residence, your place of work or the place where the alleged infringement was committed, if you are of the opinion that the processing of your personal data is in breach of the DSGVO.

This privacy policy is available in German and English. In case of any divergences and contradictions, the German version will be used.