

DUXDEI GMBH

Privacy Policy

(Last Updated: March 17, 2025)



Introduction

Welcome to the websites of DUXDEI GMBH:

DUXDEI.com, NGOfoundation.org, domaintastic.com, RESCUEDOMAIN.com, adpick.com, AssignAgency.com, BigIconic.com, brandivism.com, MatMio.com, NameCreative.com, NEEDDESIGN.com, ThePRAgency.com, Upstarta.com, etc. (hereinafter referred to as "websites").

The protection of your personal data is our top priority. We want you to feel safe and protected when visiting our websites. This privacy policy explains what data we collect, how we collect and use it, and what rights you have regarding your data.

DUXDEI GMBH (hereinafter referred to as "we", "us", "our") takes the protection of the data of users and customers ("users" or "you") of our websites and/or our mobile apps very seriously and we are committed to protecting the information that users provide to us in connection with the use of our websites and/or mobile apps (collectively: "digital assets"). Furthermore, we are committed to protecting and using your data in accordance with applicable law.

This privacy policy explains our practices regarding the collection, use, and disclosure of your data through the use of our digital assets (the "services"), when you access the services through your devices.



Please read this privacy policy carefully and ensure that you fully understand our practices regarding your data, before using our services.

If you have read, fully understood, and do not agree with our practices, you must immediately leave the websites and discontinue using our digital assets and services. By using our services, you acknowledge the terms of this privacy policy. Continued use of the services constitutes your acceptance of this privacy policy and any changes to it.

This privacy policy is not intended to supersede any contractual agreements made with us, nor does it negate any rights provided by applicable data protection laws.

How do we protect your data?

To be able to ensure the highest standards of cybersafety and data security, we exclusively host all websites with Wix:

Wix.com Ltd., 40 Namal Tel Aviv St., Tel Aviv 6350671, Israel ("Wix")

The data processing agreement (DPA) with Wix is available at the following link:

<https://de.wix.com/about/privacy-dpa-users>

Wix is certified under the EU-US Data Privacy Framework (DPF), which guarantees compliance with European data protection standards:

<https://www.dataprivacyframework.gov/participant/5626>

Wix, the hosting service for our digital assets, provides us with the online platform through which we offer you our services. Your data may be stored through Wix's data storage, databases, and general applications. **Wix stores your data on secure servers behind a firewall and offers secure HTTPS access to most areas of its services.**

All payment options offered by us and our hosting provider **Wix** for our digital assets comply with the PCI-DSS (Payment Card Industry Data Security Standard) set by the PCI Security Standards Council, which is a collaboration of brands such as Visa, MasterCard, American Express, and Discover. PCI-DSS requirements help ensure the secure handling of credit card information (including physical, electronic, and procedural measures) by our store and service providers.

Despite the measures and efforts taken by us and our hosting provider, we cannot and will not guarantee absolute protection and absolute security of the data you upload, publish, or otherwise share with us or others.

Therefore, we ask you to set secure passwords and, as much as possible, avoid transmitting confidential information to us or others, especially if you believe their disclosure could significantly or lastingly harm you.

Because email and instant messaging are not considered secure communication forms, we also ask that you to not share confidential information through any of these communication channels.

What data do we collect?

Below is an overview of the data we may collect:

- **Unidentified and non-identifiable information** that you provide during the registration process or that is collected through the use of our services ("**non-personal data**"). Non-personal data does not allow conclusions to be drawn

about who it was collected from. Non-personal data we collect mainly consists of technical and aggregated usage information.

- **Individually identifiable information**, i.e. all information that can be used to identify you or could reasonably be used to identify you ("**personal data**"). Personal data we collect through our services may include information requested from time to time, such as names, email addresses, addresses, phone numbers, IP addresses, and more. If we combine personal data with non-personal data, it will be treated as personal data as long as they are combined.

How do we collect data?

Below are the main methods we use to collect data:

- We collect data when you use our services. When you visit and use our digital assets, we may collect, record, and store usage, sessions, and related information.
- We collect data that you provide to us, for example, when you contact us directly via a communication channel (e.g. an email with a comment or feedback).
- We may collect data from third-party sources as described below.
- We collect data you provide when you log in to our services through a third-party provider such as Facebook or Google.

Cookies and similar technologies

When you visit or access our services, you authorize us and subsequently **Wix** to use web beacons, cookies, pixel tags, scripts, and other technologies and analytics services ("tracking technologies"). These tracking technologies may allow third parties to automatically collect your data to improve the navigation experience on our digital assets, optimize their performance, and ensure a personalized user experience, as well as for security and fraud prevention purposes.

To learn more, please read our [cookie policy](#).

Why do we collect data?

We may use your data for the following purposes:

- To provide and operate our services;
- To develop, customize, and improve our services;
- To respond to your feedback, requests, and needs and offer assistance;

- To analyze demand and usage patterns;
- For other internal, statistical and research purposes;
- To enhance our data security and fraud prevention capabilities;
- To investigate violations and enforce our terms and policies and comply with applicable law, regulations or government orders;
- To send updates, news, promotional materials and other information related to our services. **For promotional emails, you can choose yourself at any time whether you want to continue receiving them. If not, simply click on the unsubscribe link in these emails.**

To whom do we disclose this data?

We may share your data with our service providers to operate our services (e.g., storing data through third-party hosting services, providing technical support, etc.).

We may also disclose your data under the following circumstances: (i) to investigate, detect, prevent, or take action against illegal activities or other misconduct; (ii) to establish or exercise our rights of defense; (iii) to protect our rights, property, or personal safety and that of our users or the public; (iv) in the event of a change of control at our company or one of our affiliates (through merger, acquisition, or purchase of (essentially) all assets, etc.); (v) to collect, hold, and/or manage your data through authorized third-party providers (e.g., cloud service providers) as appropriate for business purposes; (vi) to work with third parties to improve your user experience.

Without your consent, we will not share your email address or other personal data with advertising companies or advertising networks.

To avoid misunderstandings, we would like to point out that we may, at our sole discretion, transfer **non-personal** data to third parties, or share or otherwise use it.

Where do we store data?

Non-personal data

Please note that **Wix**, the hosting service that provides us with the online platform, is located worldwide. For the purposes described in this privacy policy, all **non-personal data** collected may be stored and processed in various jurisdictions.

Personal data

Personal data is maintained, processed, and stored by our hosting provider Wix in the United States, Ireland, South Korea, Taiwan, Israel, and other jurisdictions as necessary for the proper provision of the services and/or as required by law (as further explained below).

Data transfer to third countries outside the EEA

As part of the provision of the services, we may transfer data cross-border to affiliated entities or other third parties and from your country/jurisdiction to other countries/jurisdictions worldwide. By using the services, you consent to the transfer of your data outside the EEA.

If you are located in the **EEA (European Economic Area)**, your personal data will only be transferred to locations outside the EEA, if **Wix** is satisfied that an adequate or comparable level of protection for personal data exists. **Wix** will take appropriate steps to ensure that adequate contractual arrangements are in place with the third parties to ensure that appropriate safeguards are in place to minimize the risk of unauthorized use, alteration, deletion, loss, or theft of your personal data and that these third parties will act in accordance with applicable law at all times.

How long is this data retained?

Please note that we retain the collected data for as long as necessary to provide our services, comply with our legal and contractual obligations to you, resolve disputes, and enforce our agreements.

We may correct, supplement, or delete inaccurate or incomplete data at our discretion at any time.

How do we handle minors?

The services are not intended for users who have not reached the age of majority. We will not knowingly collect data from children. If you are underage, you should not download or use the services or provide us with any information.

We reserve the right to request proof of age at any time so that we can verify whether minors are using our services. If we become aware that a minor is using our services, we may prohibit and block such users from accessing our services, and we may delete any data stored with us about such users. If you have reason to believe that a minor has shared data with us, please contact us as explained below.

What do we use the data for?

We use your personal data only for the purposes set out in this privacy policy and only when we are satisfied that:

- The use of your personal data is necessary to perform or enter into a contract (e.g., to provide you with the services themselves or customer service or technical support);
- The use of your personal data is necessary to comply with applicable legal or regulatory obligations; or
- The use of your personal data is necessary to support our legitimate business interests (provided that this is always done in a way that is proportionate and respects your privacy rights).

We do not sell users' personal data.

What rights do you have regarding your data?

As an EU resident, you may:

- Request confirmation as to whether personal data concerning you is being processed and access your stored personal data and certain supplementary information;
- Request the receipt of personal data you have provided to us in a structured, commonly used, and machine-readable format;
- Request the correction of your personal data stored with us;
- Request the deletion of your personal data;
- Object to the processing of your personal data by us;
- Request the restriction of the processing of your personal data; or
- Submit a complaint to a supervisory authority.

Please note, however, that these rights are not absolute and may be subject to our legitimate interests and regulatory requirements.

If you have general questions about the personal data we collect and how we use it, please contact us as explained below.

Privacy inquiries

Please send privacy inquiries to the following contact addresses:

- Email address: datenschutz@duxdei.com
- Postal address: DUXDEI GMBH, Gewerbeparkstrasse 1, A-2604 Theresienfeld, Austria

The applicant has a duty to cooperate. This is necessary for the proper processing of applications. You are fully and solely responsible for any delays and non-fulfillment of privacy inquiries resulting from a violation of your duty to cooperate.

To ensure rapid and accurate processing of your privacy request, it is important that you provide us with all the necessary information (duty to cooperate). Please note that your privacy request may be delayed or not feasible due to missing or incorrect information. If your privacy request is not identifiable, we will not be able to respond to it.

Please understand that to protect your personal data and your safety, we may need to verify your identity before we can comply with your privacy request. For this reason, we may ask you for additional information to verify your identity and for further security purposes, subject to your cooperation (duty to cooperate).

We will send you a confirmation once we begin processing your privacy request.

We will preferably use the same communication channel you used to contact us when responding to your privacy request.

The expected timeframe for processing privacy requests is as follows:

- For **correction and deletion requests**, we will strive to fulfill them within a week but ensure completion within 30 days.
- For **information requests**, we will provide the requested data within 30 days.

We reserve the right to charge a fee or refuse to process privacy requests in accordance with Article 12 para. 5 of the DSGVO (GDPR) if we consider your privacy request to be excessive, disproportionate, or unfounded.

Privacy complaints

Please submit privacy complaints in the same manner as privacy inquiries (see above).

The applicant has a duty to cooperate. This is necessary for the proper processing of applications. You are fully and solely responsible for any delays and non-fulfillment of privacy complaints resulting from a violation of your duty to cooperate.

We will investigate privacy complaints and determine whether a violation has occurred and, if so, what measures need to be taken, if any. Every privacy complaint is taken seriously, and we will make all reasonable efforts to resolve your complaint quickly and in accordance with applicable law.

The expected timeframe for processing privacy complaints is as follows:

- For **privacy complaints**, we will strive to review them within a week but ensure completion within 30 days.

If your privacy complaint cannot be amicably resolved by us after 30 days, you are free to pursue the further complaint process through the **Austrian Data Protection Authority**, which is responsible for us.

Updates and interpretation

We may, at our discretion, revise this privacy policy from time to time. The version published on the website is always current (see "Last Updated" statement). **We ask you to regularly review this privacy policy for changes.**

In the event of significant changes, we will post a notice on our website. **If you continue to use the services after notification of changes on our website, this will be deemed as your confirmation and acceptance of the changes to the privacy policy and your agreement to be bound by the terms of these changes.**

This privacy policy is written in German. Translations into other languages are for convenience and user-friendliness only. In case of discrepancies between the German version and a foreign language translation, the German version shall prevail.

Headings are for better overview, convenience, and user-friendliness only. Headings do not limit the content and have no legal validity.

Contact

If you have questions or concerns regarding this privacy policy, you can reach us at the following contact details:



DUXDEI GMBH

Gewerbeparkstrasse 1

A-2604 THERESIENFELD

AUSTRIA

Email: legal@duxdei.com