

DECLARATION REGARDING THE HANDLING OF PERSONAL DATA (PRIVACY)

When someone visits a Website, many possibilities are available to record and use the visitor's data. TROX GROUP takes data protection seriously and has created its own data protection guideline on the basis of the German Data Protection Act. We have undertaken to collect as little data as possible and to guarantee the greatest possible amount of transparency. We also guarantee comprehensive protection of your data.

1. Handling of data collection in case of Website visits

During the use of Websites, personal data is collected only at certain, recognisable points, namely wherever you as a user enter data in an entry box.

Calling TROX GROUP pages is otherwise anonymous.

This website uses Google Analytics, a web analytics service provided by Google, Inc. ("Google"). Google Analytics uses "cookies", which are text files placed on your computer, to help the website analyze how users use the site. The information generated by the cookie about your use of the website (including your IP address) will be transmitted to and stored by Google on servers in the United States. In case of activation of the IP anonymization, Google will truncate/anonymize the last octet of the IP address for Member State of the European Union as well as for other parties to the Agreement on the European Economic Area. Only in exceptional cases, the full IP address is sent to and shortened by Google servers in the USA. On behalf of the website provider Google will use this information for the purpose of evaluating your use of the website, compiling reports on website activity for website operators and providing other services relating to website activity and internet usage to the website provider. Google will not associate your IP address with any other data held by Google. You may refuse the use of cookies by selecting the appropriate settings on your browser. However, please note that if you do this, you may not be able to use the full functionality of this website. Furthermore you can prevent Google's collection and use of data (cookies and IP address) by downloading and installing the browser plug-in available under <https://tools.google.com/dlpage/gaoptout?hl=en-GB>.

Further information concerning the terms and conditions of use and data privacy can be found at <http://www.google.com/analytics/terms/gb.html> or at http://www.google.com/intl/en_uk/analytics/privacyoverview.html. Please note that on this website, Google Analytics code is supplemented by "gat._anonymizeIp();" to ensure an anonymized collection of IP addresses (so called IP-masking).

2. Intended use

Personal data is required to guarantee the proper settlement of the procedure for which you have entered the data. Your address is required for seminar registration, for example, so that we can send you documentation; the country must be entered for service inquiries in case special regulations have to be taken into consideration for the respective country. In all cases, the data is used to identify you clearly as a customer or prospect so that we can communicate with and offer you or your company relevant information or documentation (such as specific news, products, lists). Another use of the data does not occur. In particular, we do not make any personal evaluations of your access attempts.

3. Saved data

TROX GROUP saves the data you enter in a form or entry box. The following data is recorded:

Seminar registration: Data regarding identity (company, first and last name), general availability (street, city, postal code), and communication (phone number, e-mail address) and the self-selected user name and password. After the initial registration, every additional login takes place using your user name and password. Your data can only be seen by employees who prepare and post-process the seminars.

TROX NET registration: Data regarding identity (company, customer number, department, first and last name), general availability (street, city, postal code, country), and communication (language, phone number, e-mail address). In case of an order, the time, quantity, and name of the customer are registered. If an order takes place, the collected user data is saved in our customer processing system. There, the data is used to settle the order and provide customer care (manufacturing shipping, invoicing). In addition, the data of orders made under a collective customer number is available to all users of this collective customer number via the TROX NET access.

The service inquiry is passed on to the corresponding departments and processed there. Here, only the data required to ensure proper communication (company, last name, address, country, and e-mail address) is needed.

4. Disclosure of data

The data you enter in the contact forms/entry boxes is used only for internal purposes (e.g. for problem-free communication with the user) and not passed on to third parties.

5. Data protection

TROX GROUP protects your data according to its own IT security and data protection guidelines based on the German Data Protection Act. An external data protection officer checks the procedures of TROX GROUP to make sure they comply with the regulations.

You can protect your data in the training and TROX NET areas using a name and password you select yourself. Insofar as you pass on the access data for TROX NET to other employees in your company, you must guarantee that only authorised persons have access to the data. As required, you can thus change your password under the "Edit Profile" link or contact us in regard to additional access possibilities (eb@trox.de).

6. Deletion of data

You can delete your login data (for trainings and TROX NET) yourself at any time.

To do so, please log in to your account (click "Change Profile") and delete the entries from all the boxes. Replace your previous entries in the boxes with minus signs. In this way, these boxes become unreadable and your data is considered to be deleted.

7. Information regarding your data, contact

If you would like to obtain information regarding your data from TROX GROUP, you can contact our data protection officer at any time. He is also available for other questions regarding the use of personal data. You can reach him best by e-mail under datenschutz@trox.de.

TROX do Brasil Ltda.



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Serviços online

- > Consulta Status de Pedidos (My TROX NET)

- > TROX Academy

- > Seu parceiro para contato

- > Registro Chamados Online

Serviço de linhas diretas

Vendas no Brasil e Consultoria
Técnica
4007-2648

[Contato](#)

Atendimento aos Clientes
4007-2648

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