

Privacy Policy

1. General Information

The following Privacy Policy provides you with an overview of what types of personal data are processed, for what purposes, and on what legal basis when you visit our website. Personal data refers to any data that enables the identification of a natural person and is therefore personally attributable to you, such as your name, address, email addresses, and user behavior. In addition, we inform you of your rights with respect to us as the data controller.

2. Data Controller

The data controller within the meaning of the General Data Protection Regulation (GDPR) for data processing on this website is:

Tribotool GmbH (“we/us”)

Kornkamp 32

22926 Ahrensburg

Phone: +49-4102 607569-0

Email: info@tribotool.de

If you have any questions regarding data protection, you can reach us by email at privacy@tribotool.de.

3. Hosting and Processing on Behalf

This website is hosted externally. The personal data collected on this website is stored on the servers of our external provider. This may include all data described in this privacy policy.

External hosting is provided by a professional provider to ensure the secure, fast, and efficient delivery of our website.

We use the following provider:

Webflow, Inc.

398 11th Street, 2nd Floor

San Francisco, CA 94103, USA

We have entered into a Data Processing Agreement (DPA) with the above-mentioned provider. This is a contract required under data protection law that ensures the provider processes the personal data of our website visitors only in accordance with our instructions and in compliance with the GDPR.

To the extent that personal data is transferred to countries outside the European Union or the European Economic Area in connection with the use of Webflow, or access from such countries cannot be ruled out, such transfer is carried out in accordance with Articles 44 et seq. GDPR. Webflow, Inc. is certified under the EU-US Data Privacy Framework. The European Commission has adopted an adequacy decision for data transfers to appropriately certified companies in the United States.

4. Data Processing When Using This Website

Our website provider automatically collects and stores information in so-called server log files, which your browser automatically transmits to us as soon as you access our website. This includes, in particular, the following data:

- IP address of the requesting computer
- Date and time of access
- Name and URL of the file accessed
- Amount of data transferred
- Access status (file transferred, file not found, etc.)
- Identification data of the browser and operating system used
- Name of the provider providing the user's Internet access
- Website from which the access originated (referrer URL)

This data is technically necessary to display our website to you and to ensure its stability and security. The system's temporary storage of your IP address is necessary to enable our website to be delivered to your computer. For this purpose, your IP address must be stored for the duration of the session.

The data is stored in log files to ensure the website functions properly. Additionally, the data is used to optimize the website and to ensure the security of our IT systems.

This data is collected on the basis of Article 6(1)(f) of the GDPR. Our legitimate interest lies in the purposes mentioned above, in particular in providing you with a functional and secure website.

This data is deleted as soon as it is no longer necessary to achieve the purpose for which it was collected. In the case of data collected to provide the website, this occurs when the respective session ends. In the case of data stored in log files, this occurs no later than 14 days after collection.

5. Data Processing for Customer and Business Relationships

As part of our business operations, we process the personal data of our customers and suppliers. This includes, among other things, your first and last name, shipping address, company affiliation, email address, and telephone and fax numbers. This data may also be transferred to external service providers—in particular, logistics service providers and transportation companies—for the purpose of fulfilling contracts.

We process your personal data to process orders, prepare quotes, provide goods and services, and ensure proper invoicing.

The legal basis is Article 6(1)(b) of the GDPR, insofar as the processing is necessary for the initiation, execution, or fulfillment of contractual relationships. In addition, we base certain processing operations on Article 6(1)(f) of the GDPR, provided that legitimate interests—such as efficient business operations or reliable communication with our business partners—require it.

We store personal data only for as long as is necessary to conduct the business relationship and comply with legal obligations. After the contractual relationship has ended, data is retained in accordance with statutory retention periods. Once these periods have expired, the data is deleted.

6. Data Processing When You Contact Us

If you contact us via the contact form provided, we will process the personal data you enter. This includes, among other things, your name, your email address, the content of your message, and, optionally, your form of address and phone number. Alternatively, you can also contact us by email or phone. In this case, we will only process the personal data you provide.

We need your personal data to receive, assign, and appropriately process your inquiry, and to be able to provide you with a response.

The legal basis is Article 6(1)(b) of the GDPR, insofar as your inquiry relates to the implementation of pre-contractual measures or to an existing contractual relationship. In all other cases, we base the processing of your information on Article 6(1)(f) of the GDPR. Our legitimate interest lies in facilitating efficient communication and responding appropriately to incoming inquiries.

We store your data only for as long as is necessary to process your request. Once your request has been fully resolved, we will delete the data, provided that no statutory retention obligations prevent us from doing so.

7. Cookies and Other Technologies

Our website uses so-called “cookies” and other technologies. Cookies are small data packets that do not cause any damage to your device. They are stored on your device either temporarily for the duration of a session (session cookies) or permanently (persistent cookies).

7.1 Technically Necessary Cookies

To make our website more user-friendly and effective overall, and to ensure its security, we use technically necessary cookies on our website.

Technically necessary cookies include, in particular, session cookies. These are essential for the operation of our website. They store a so-called session ID, which allows multiple requests from your browser to be assigned to a single session. This ensures that your device is recognized when you revisit our website within the same session. Session cookies are automatically deleted at the end of your visit.

Persistent cookies remain stored on your device until you delete them yourself or your web browser deletes them automatically.

The legal basis for the use of these technically necessary cookies is Section 25(2)(2) TDDDG in conjunction with Article 6(1)(f) of the General Data Protection Regulation (GDPR).

Name	Provider	Purpose	Duration
_cfuid	Cloudflare	This cookie is used to protect the website from malicious or automated access and to ensure its availability. It is technically necessary to ensure the secure and stable operation of the website.	The cookie is deleted at the end of the session or when the browser is closed.

7.2 Cloudflare

We use the Cloudflare Content Delivery Network (CDN) on our website, provided by Cloudflare, Inc., 101 Townsend St, San Francisco, CA 94107, USA.

When using Cloudflare, technically necessary data is processed that is required to establish a secure connection between your device and our website. This includes, in particular, your IP address, the date and time of access, browser information, content accessed, referrer URL, and other technical connection data necessary for providing and optimizing the delivery of the website as well as for defending against attacks.

We process this data to protect our website against attacks and security threats. The legal basis is Article 6(1)(f) of the GDPR. Our legitimate interest lies in protecting our website from malicious activities while ensuring stable, fast, and efficient delivery of our web content.

Since Cloudflare is headquartered in the United States, the transfer of personal data to a third country cannot be ruled out. To the extent that Cloudflare is certified under the EU-U.S. Data Privacy Framework, the transfer is based on the European Commission's Adequacy Decision.

For more information on data processing by Cloudflare, please see Cloudflare's privacy policy at <https://www.cloudflare.com/de-de/privacypolicy/>.

7.3 JSDelivr CDN

We use the Content Delivery Network (CDN) JSDelivr on our website. JSDelivr is an open-source JavaScript library that helps deliver our website's content more quickly using servers distributed regionally or internationally. When you access our website, these servers collect your IP address and browser data (browser type and version, referrer URL). This data processing serves the aforementioned purpose of ensuring the efficient display and security of our website. The use of JSDelivr is based on our legitimate interest in the efficient and secure display of our website in accordance with Article 6(1)(f) of the GDPR.

For more information about JSDelivr, please visit: <https://www.jsdelivr.com/terms/privacy-policy>.

7.4 Amazon CloudFront

To optimize the delivery of our website, we also use the Amazon CloudFront Content Delivery Network (CDN), a service provided by Amazon Web Services EMEA SARL, 38 Avenue John F. Kennedy, 1855 Luxembourg.

When using Amazon CloudFront, technically necessary information is processed, in particular the IP address, access times, requested content, and technical connection and log data that may be generated in server log files.

This processing is carried out to ensure the technically secure and efficient delivery of our website, to optimize loading times, and to prevent technical disruptions. The legal basis is our legitimate interest, within the meaning of Article 6(1)(f) of the GDPR, in maintaining a stable and high-performance website.

Further information on data protection at Amazon can be found, among other places, at <https://docs.aws.amazon.com/AmazonCloudFront/latest/DeveloperGuide/data-protection-summary.html>, <https://aws.amazon.com/de/compliance/data-privacy-faq/>, and <https://aws.amazon.com/de/privacy/>.

7.5 Google Maps

We use the Google Maps mapping service on our website, provided by the third-party provider Google Dublin, Google Ireland Ltd., Gordon House, Barrow Street, Dublin 4, Ireland, Fax: +353 (1) 436 1001 (“Google”).

You can find Google’s privacy policy at: <https://policies.google.com/privacy?hl=en&gl=de>.

There you will also find further information about your rights in this regard and settings options to protect your privacy.

When you visit our website featuring an embedded Google Maps map, Google receives information about your use of the site. As part of this processing, the following data, among other things, is collected:

- IP address (anonymized)
- Date and time of the request
- Time zone difference
- Access status / HTTP status code
- The amount of data transferred
- Website from which the request originates
- Browser, operating system, and its user interface
- Language and version of the browser software

We use Google Maps to ensure an appealing presentation of our website and to make it easier for users to find the locations listed on our site.

If you are signed in to your Google account, the data can be directly associated with your user profile. If you do not wish this to happen, we recommend that you sign out of your Google account before using the map feature.

Google Maps is integrated in what is known as “Basic Consent Mode.” This means that we do not transmit any personal data to Google or set cookies unless you have given us your consent in accordance with Section 25(1), Sentence 1 of the TDDDG and Article 6(1)(a) of the GDPR. You may revoke your consent at any time with future effect by disabling the use of Google Maps in the privacy settings or in the consent tool. The revocation does not affect the lawfulness of the processing carried out on the basis of your consent up until the time of revocation.

If you consent to the processing or the setting of cookies in connection with Google’s services, you thereby grant both us and Google consent to process your data and to set cookies for the purposes specified here.

For the United States, the European Commission adopted its adequacy decision on July 10, 2023. Google LLC is certified under the EU-U.S. Data Privacy Framework. Since Google’s servers are distributed worldwide and a transfer to third countries (such as Singapore) cannot be completely ruled out, we have also entered into the EU Standard Contractual Clauses with the provider.

8. Your Rights

As a data subject within the meaning of the GDPR, you have the following rights with respect to your personal data held by us as the data controller:

8.1 Right of Access

You have the right to request information about which categories of personal data we process, for what purposes this is done, who the recipients of this data are, and how long the data is expected to be stored (Article 15 GDPR).

8.2 Right to Rectification and Completion

You have the right to request the rectification of inaccurate data and, taking into account the purposes of the processing, the completion of incomplete data (Article 16 GDPR).

8.3 Right to Erasure

You have the right, in certain cases under Article 17 of the GDPR, to request the erasure of data, in particular if the data is no longer necessary for the intended purpose or is being processed unlawfully, or if you have withdrawn your consent or objected to the processing.

8.4 Right to Restriction of Processing

Under certain conditions, you have the right to request the restriction of your data if erasure is not possible or if the obligation to erase the data is disputed (Article 18 GDPR).

8.5 Right to Data Portability

You have the right, in cases prescribed by law, to receive the personal data concerning you in a structured, commonly used, and machine-readable format (Article 20 GDPR).

8.6 Right to Object

You have the right to object at any time, on grounds relating to your particular situation, to the processing of your personal data (Article 21 GDPR).

If your personal data is processed for direct marketing purposes, you have the right to object at any time to the processing of your personal data for such marketing purposes; this also applies to profiling to the extent that it is related to such direct marketing.

8.7 Right to Withdraw Your Consent

You have the right to withdraw your consent at any time with future effect (Article 7(3) GDPR).

8.8 Right to File a Complaint

If you believe that the processing of your personal data violates data protection law or that your data protection rights have been infringed in any other way, you may also lodge a complaint with a data protection supervisory authority (Article 77 GDPR).

The supervisory authority responsible for us is:

The Independent State Center for Data Protection
P.O. Box 71 16
24171 Kiel

Email: mail@datenschutzzentrum.de

Phone: 0431 988-1200

Website: <https://www.datenschutzzentrum.de/>

The supervisory authority to which the complaint was submitted will inform the complainant of the status and outcome of the complaint, including the possibility of seeking judicial remedy under Article 78 of the GDPR.

As of July 2026