

Privacy policy —Viva Idioma—

1. information on the collection of personal data and contact details of the person responsible

1.1 We are pleased that you are visiting our website and thank you for your interest. In the following we inform you about how we handle your personal data when you use our website. Personal data are all data with which you can be personally identified.

1.2 The person responsible for data processing on this website in terms of the Data Protection Basic Regulation (DSGVO) is

Viva Idioma
Field 3, 6362 Stansstad
info@vivaidioma.com

The controller of personal data is the natural or legal person who, alone or jointly with others, determines the purposes and means of the processing of personal data.

1.3 For security reasons and to protect the transmission of personal data and other confidential contents (e.g. orders or inquiries to the responsible person), this website uses SSL or TLS encryption. You can recognize an encrypted connection by the character string "https://" and the lock symbol in your browser line.

2. data collection when visiting our website

When using our website for information purposes, i.e. if you do not register or otherwise provide us with information, we only collect the data that your browser sends to our server (so-called "server log files"). When you visit our website, we collect the following data, which is technically necessary for us to display the website:

- Our visited website
- Date and time of access
- Amount of sent data in bytes
- Source/reference from which you reached the page
- Used Browser
- Operating system used
- Used IP address

The processing is carried out in accordance with Art. 6 para. 1 lit. f DSGVO on the basis of our legitimate interest in improving the stability and functionality of our website. The data will not be passed on or used in any other way. However, we reserve the right to check the server log files subsequently if there are concrete indications of illegal use.

3. cookies

In order to make the visit to our website attractive and to enable the use of certain functions, we use so-called cookies on various pages. These are small text files that are stored on your end device. Some of the cookies we use are deleted after the end of the browser session, i.e. after closing your browser (so-called session cookies). Other cookies remain on your end device and enable us or our partner companies (third-party cookies) to recognize your browser the next time you visit us (persistent cookies). If cookies are set, they collect and process certain user information to an individual extent, such as browser and location data and IP address values. Persistent cookies are automatically deleted after a specified period of time, which may vary depending on the cookie. In some cases, cookies are used to simplify the ordering process by saving settings (e.g. remembering the contents of a virtual shopping cart for a later visit to the website). Insofar as personal data is also processed by individual cookies implemented by us, the processing is carried out in accordance with Art. 6 Para. 1 letter b DSGVO either for the execution of the contract or in accordance with Art. 6 Para. 1 letter f DSGVO to protect our legitimate interests in the best possible functionality of the website and a customer-friendly and effective design of the site visit.

Under certain circumstances, we work together with advertising partners who help us to make our Internet offer more interesting for you. For this purpose, cookies from partner companies are also stored on your hard drive when you visit our website (cookies from third parties). Please note that you can set your browser so that you are informed about the setting of cookies and can decide individually whether to accept them or to exclude the acceptance of cookies for certain cases or generally. Each browser differs in the way it manages the cookie settings. This is described in the help menu of each browser, which explains how you can change your cookie settings.

Please note that if you do not accept cookies, the functionality of our website may be limited.

4. contacting

Personal data is collected when contacting us (e.g. via contact form or e-mail). Which data is collected in the case of a contact form can be seen from the respective contact form. These data are stored and used exclusively for the purpose of answering your request or for contacting you and the associated technical administration. The legal basis for the processing of the data is our legitimate interest in answering your request in accordance with Art. 6 para. 1 lit. f DSGVO. If your contact is aimed at the conclusion of a contract, an additional legal basis for the processing is Art. 6 para. 1 lit. b DSGVO. Your data will be deleted after the final processing of your request. This is the case if it can be concluded from the circumstances that the matter in question has been conclusively clarified and provided that there are no legal obligations to retain data.

5. data processing for order/booking processing

For the processing of your order / booking of a service we work together with the following service provider, who supports us completely or partially in the execution of concluded contracts. Certain personal data will be transmitted to this service provider in accordance with the following information. The personal data collected by us will be used in the context of contract processing to process your requests and to improve and personalize your experience at Viva Idioma. Only with your permission you will receive newsletters and other communications from us via e-mail. Your payment data will be passed on to the assigned credit institute within the scope of the payment processing, if this is necessary for the payment processing. If payment service providers are used, we will explicitly inform you about this below. The legal basis for the transfer of data is Art. 6 para. 1 lit. b DSGVO.

Our company is hosted on the Wix.com platform. Wix.com provides us with the online platform where we can sell our products and services to you. Your data can be stored through the data storage, databases and general Wix.com applications of Wix.com. They store your data on secure servers behind a firewall.

All direct payment gateways offered by Wix.com and used by our company comply with the standards of PCI-DSS, managed by the PCI Security Standards Council, a joint initiative of brands such as Visa, MasterCard, American Express and Discover. PCI-DSS requirements help to ensure the secure handling of credit card information by our online store and its service provider.

6. rights of the data subject

The applicable data protection law grants you comprehensive data subject rights (rights of information and intervention) vis-à-vis the person responsible for processing your personal data, about which we inform you below:

Right to information in accordance with Art. 15 DSGVO: In particular, you have a right to information about your personal data processed by us, the processing purposes, the categories of personal data processed, the recipients or categories of recipients to whom your data has been or will be disclosed, the planned storage period or the criteria for determining the storage period, the existence of a right to rectification, cancellation, restriction of processing, opposition to processing, complaint to a supervisory authority, the origin of your data if it has not been collected from you by us, the existence of automated decision making including profiling and, if applicable, meaningful information on the logic involved and the scope and intended effects of such processing on you, as well as your right to be informed of the guarantees that apply pursuant to Art. 46 DPA when your data is transferred to third countries;

Right of rectification in accordance with art. 16 DPA: You have the right to have incorrect data concerning you corrected and/or incomplete data stored by us without delay;

Right to deletion in accordance with Art. 17 DSGVO: You have the right to request the deletion of your personal data if the conditions of Art. 17 para. 1 DSGVO are met. However, this right does not exist in particular if the processing is necessary for the exercise of the right to freedom of expression and information, for the fulfilment of a legal obligation, for reasons of public interest or for the assertion, exercise or defence of legal claims;

Right to limit processing pursuant to Art. 18 DSGVO: You have the right to demand the limitation of the processing of your personal data for as long as the accuracy of your data which you dispute is verified, if you refuse to have your data deleted due to unauthorized data processing and instead demand the limitation of the processing of your data, if you require your data for the assertion, exercise or defense of legal claims, after we no longer require this data after the purpose has been achieved, or if you have lodged an objection for reasons relating to your particular situation, as long as it has not yet been determined whether our justified reasons outweigh the objection;

Right to information in accordance with Art. 19 DSGVO: If you have asserted the right to rectification, erasure or restriction of processing vis-à-vis the controller, the controller is obliged to notify all recipients to whom the personal data concerning you have been disclosed of this rectification, erasure or restriction of processing, unless this proves impossible or involves a disproportionate effort. You have the right to be informed about these recipients.

Right to data transferability in accordance with Art. 20 DSGVO: You have the right to receive your personal data that you have provided us with in a structured, common and machine-readable format

or to request that it be transferred to another person responsible, insofar as this is technically feasible;

Right to revoke consents granted in accordance with Art. 7 para. 3 DSGVO: You have the right to revoke at any time with future effect any consent you have given to the processing of data. In the event of revocation, we will immediately delete the data concerned, unless further processing cannot be based on a legal basis for processing without consent. Revocation of the consent does not affect the legality of the processing carried out on the basis of the consent until revocation;

right of appeal pursuant to Art. 77 DSGVO: If you believe that the processing of personal data relating to you is in breach of the DPA, you have the right - without prejudice to any other administrative or judicial remedy - to lodge a complaint with a supervisory authority, in particular in the Member State in which you are resident, your place of work or the place of the alleged breach.

7. data analysis

We also use web-based measurement tools to automatically track certain electronic data about your visit to our website Vivaidioma. We use this data for internal analysis about the interest and surfing behavior of our visitors. With their help we can better understand and satisfy the wishes of our visitors. This data includes the URL from which you visit our website, the URL you visit next, the browser you use and your IP address. This aggregate data is used by us without any reference to any personal data.

8. form data

On some pages you can order products, make inquiries and register for a newsletter. On these pages the following personal data is collected: First and last name, e-mail address, telephone, postal address, data about your language level and motivation to learn Spanish, as well as data about your credit/debit card (the latter data is only collected when you purchase a product, e.g. Online One-to-One Spanish Language Course, Spanish Intensive 20). You always have the option of not entering the requested data. In this case, you may be denied access to certain services.

9. right of objection

If we process your personal data as part of a balancing of interests on the basis of our overriding legitimate interest, you have the right to object to this processing at any time for reasons arising from your particular situation, with effect for the future. If you make use of your right to object, we will stop processing the data concerned. However, we reserve the right to further process the data if we can demonstrate compelling reasons for processing worthy of protection which outweigh your interests, fundamental rights and freedoms, or if the processing serves the assertion, exercise or defense of legal claims. If your personal data are processed by us for the purpose of direct advertising, you have the right to object at any time to the processing of personal data concerning you for the purpose of such advertising. You may exercise your right to object as described above. If you exercise your right of objection, we will stop processing the data concerned for direct marketing purposes.

10. duration of the storage of personal data

The duration of the storage of personal data is determined by the respective legal retention period (e.g. retention periods under commercial and tax law). After expiry of the period, the corresponding data is routinely deleted, provided that it is no longer required for the fulfilment or initiation of a contract and/or we have no legitimate interest in further storage.

11. update of the privacy policy

We reserve the right to change this privacy policy at any time, so please check it regularly. Changes and clarifications will take effect immediately after their publication on the website. If we make material changes to this policy, we will notify you of these changes here. In this way, you will know what information we collect, how we use it and under what circumstances we may use and/or publish it.

—Viva Idioma—