

AT-CRIS GmbH, Hennebergstraße 6, D-76131 Karlsruhe, Germany, is responsible for the operation of the ticket system running behind support.at-cris.com.

In addition to the terms put forth in our general data privacy statement, the following conditions apply to the use of this system. The protection of the personal data of our employees, customers and partners is of utmost importance to us. This gives us yet another reason to inform you about our data protection policy in regards to the information requirements as defined in the EU-Data Protection regulations (EUDaP).

You may contact AT-CRIS employees using the ticket system as follows:

1. You register as a possible new user.
2. You create a new ticket.
3. You send an email to [support@at-cris.com](mailto:support@at-cris.com)

As a registered user in our ticket system, following information about you will be saved: first name, last name, email address, your password (encoded).

When you contact us, we use your contact information as well as other information that may be included in the email or ticket in our electronic ticket system. Your information will only be used for the processing of your request and will not be shared with third parties. The ticket system is hosted on a server, located in Germany, that is rented from Strato (strato.de). The installation, maintenance and administration of the electronic ticket system is carried out by AT-CRIS.

AT-CRIS deletes all tickets 12 months after the end of the cooperation with the contractual partner. If you do not consent to these terms, please contact us by other means, such as by telephone.

The party responsible for the handling of data through the ticket system is AT-CRIS GmbH, represented by the Managing Director (Andreas Engfer, Managing Director, Hennebergstr. 6, 76131 Karlsruhe, email [andreas.engfer@at-cris.com](mailto:andreas.engfer@at-cris.com)).

According to Art. 15 of the EUDaP, you have the right to request information about whether your personal information is used and which information is processed. If your personal information is incomplete or faulty, you have the right to have it corrected (Art. 16 EUDaP).

Additionally, you have the right, according to Art. 17, to have your data deleted once the reason for its storage is no longer relevant or when no legal regulations (retention requirements) regarding its storage exist. We will deactivate your access to the ticket system immediately should we learn of your departure from the institution over which you originally received access to it.

Please note, that requesting the deletion of your personal data before the above-mentioned deletion time results in a delay in processing later requests and necessitates more information and effort to complete these. You also have a right to restrict the processing of your personal data (Art. 18 EUDaP) or to 'data portability' (Art. 20 EUDaP). Furthermore, according to Art. 21 EUDaP, you have to right to refuse the processing of your personal data when it would otherwise be legal due to particular personal situations.

You also have the right to file a complaint with the responsible regulatory authority in case of concerns about the processing of your personal information.