

A. Foreword

We, plemeo GmbH, Terminalstraße Mitte 18, 85356 München-Flughafen, along with our subsidiaries (hereinafter collectively referred to as "the company," "we," or "us"), take the protection of your personal data seriously and would like to inform you about data protection in our company. With the enforcement of the EU General Data Protection Regulation (Regulation (EU) 2016/679; hereinafter: "GDPR"), additional obligations have been imposed on us within the scope of our data protection responsibility to ensure the protection of personal data of the processing person (we also refer to you as the data subject hereinafter as "customer," "user," "you," or "data subject"). As far as we decide either alone or jointly with others on the purposes and means of data processing, this primarily includes the obligation to inform you transparently about the type, scope, purpose, duration, and legal basis of the processing (cf. Art. 13 and Art. 14 GDPR).

With this declaration (hereinafter: "Data Protection Notice"), we inform you about how your personal data is processed by us in the context of using our cloud software plemeo.ai - Lite.

B. General Information

1. Definitions

Following the model of Art. 4 GDPR, the following definitions apply to this Data Protection Notice:

- "Personal Data": (Art. 4 No. 1 GDPR) all information relating to an identified or identifiable natural person ("data subject").
- "Processing": (Art. 4 No. 2 GDPR) any operation related to personal data, whether or not by automated means.
- "Controller": (Art. 4 No. 7 GDPR) the natural or legal person, public authority, agency, or other body which, alone or jointly with others, determines the purposes and means of the processing of personal data.

- "Third Party": (Art. 4 No. 10 GDPR) any person other than the data subject, the controller, the processor, and the persons who, under the direct authority of the controller or processor, are authorized to process the data.
- "Processor": (Art. 4 No. 8 GDPR) a natural or legal person, public authority, agency, or other body which processes personal data on behalf of the controller.
- "Consent": (Art. 4 No. 11 GDPR) any freely given, specific, informed, and unambiguous indication of the data subject's wishes by which he or she, by a statement or by a clear affirmative action, signifies agreement to the processing of personal data relating to him or her.

2. Changes to the Data Protection Notice

Our Data Protection Notice is regularly reviewed for the need for adjustments or additions. You will be informed about changes. This Data Protection Notice is current as of (month and year of publication of the Data Protection Notice).

C. Information on the Processing of Your Data

1. Collection of Personal Data

When using our cloud software plemeo.ai - Lite (hereinafter also "Software"), we collect personal data about you. Personal data includes all data that relates to your person. For example, your name, IP address, email address, and other identifying information are considered personal data.

2. Legal Basis for Data Processing

In principle, any processing of personal data is prohibited and only permitted if one of the following criteria is met:

- Consent: Art. 6(1) sentence 1 lit. a GDPR: If the data subject has given consent.

- Contract Performance: Art. 6(1) sentence 1 lit. b GDPR: If the processing is necessary for the performance of a contract.
- Legal Obligation: Art. 6(1) sentence 1 lit. c GDPR: If the processing is necessary for compliance with a legal obligation.
- Vital Interests: Art. 6(1) sentence 1 lit. d GDPR: If the processing is necessary to protect vital interests.
- Public Interest: Art. 6(1) sentence 1 lit. e GDPR: If the processing is necessary for the performance of a task carried out in the public interest.
- Legitimate Interests: Art. 6(1) sentence 1 lit. f GDPR: If the processing is necessary for the purposes of legitimate interests.

3. Data Collected During Use

For the use of the cloud software, certain data necessary for operation is required on your devices.

- Device Information: IP address, device ID, operating system, browser type, and version.
- User Information: Login names and other information you actively provide to us.

4. Use of Cookies

Cookies are used to enable and improve the operation of the software. This includes both technically necessary cookies and cookies for analysis and advertising.

We use the following cookies:

authToken

Purpose: Enables user login and authentication.

Data Category: Authentication data.

Storage Duration: Session cookie, deleted after 24 hours.

Legal Basis: Art. 6(1)(b) GDPR (Contract fulfillment).

current_conversation

Purpose: Stores the current chat history to ensure seamless communication.

Data Category: Usage data.

Storage Duration: Session cookie, deleted at the end of the session.

Legal Basis: Art. 6(1)(b) GDPR (Contract fulfillment).

5. Data Retention Period

Your personal data will be deleted as soon as it is no longer required for the purposes for which it was collected or used. Longer storage may be necessary to comply with legal requirements.

6. Data Security

7. Use of External Service Providers (Data Processing)

To provide our cloud software plemeo.ai Lite, we use external service providers within the scope of a data processing agreement pursuant to Art. 28 GDPR. The hosting infrastructure is provided by

****Hetzner Online GmbH, Industriestr. 25, 91710 Gunzenhausen, Germany**.**

A data processing agreement has been concluded with Hetzner. Data processing takes place exclusively within the European Union and is subject to European data protection standards. Hetzner is contractually obligated to process the data only on our instructions and in accordance with applicable data protection laws.

We use technical and organizational security measures to protect your data against manipulation, loss, destruction, or unauthorized access.

8. No Automated Decision-Making

There is no automated decision-making, including profiling.

9. Purpose Change

Your personal data will only be processed for purposes other than those described if a legal provision permits this or you have consented.

10. Hosting and Data Processors

To provide our cloud software plemeo.ai Lite, we use the services of Hetzner Online GmbH, Industriestr. 25, 91710 Gunzenhausen, Germany.

Data processing is carried out within the framework of a data processing agreement pursuant to Art. 28 GDPR.

The server locations are within the European Union.

Hetzner processes the data exclusively in accordance with our instructions and in compliance with applicable data protection laws.

A corresponding data processing agreement has been concluded.

D. Responsibility for Your Data and Contacts

1. Controller and Contact Information

The controller for the processing of your personal data within the meaning of Art. 4 No. 7 GDPR is:

plemeo GmbH, Terminalstraße Mitte 18, 85356 München-Flughafen

- Tel.: +49 8168 8894997

- Email: info@plemeo.de

E. Your Rights

1. Right to Access

You have the right to obtain information about the personal data concerning you (Art. 15 GDPR).

2. Right to Object and Withdraw Consent

You can object to the processing of your personal data at any time or withdraw your consent (Art. 21 GDPR, Art. 7(3) GDPR).

3. Right to Rectification and Erasure

You have the right to have incorrect data corrected (Art. 16 GDPR) and to request the deletion of your data (Art. 17 GDPR).

4. Right to Restriction of Processing

You can request the restriction of the processing of your personal data (Art. 18 GDPR).

5. Right to Data Portability

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

6. Right to Lodge a Complaint with a Supervisory Authority

You have the right to lodge a complaint with the competent supervisory authority (Art. 77 GDPR). Contact details: Bavarian State Office for Data Protection Supervision, Email: poststelle@lda.bayern.de.

This Data Protection Notice is regularly reviewed and updated as necessary. It was last reviewed by us on 22.07.2025.