



Privacy Policy as of 26th September 2025

GET IN TOUCH

Our privacy team is ready to help with any questions about your data:

AQUS GmbH
Carola-Blome-St. 7
A-5020 Salzburg
Austria

Email us at office@agus.at

DATA PROTECTION RESPONSIBILITY

AQUS GmbH and our affiliated companies that you deal with are in charge of protecting and handling your personal information as outlined in this policy.

WHAT THIS POLICY COVERS

We've created this Privacy Policy to explain how AQUS GmbH (along with our affiliated companies, subsidiaries, and related businesses) handles your personal information. This includes how we collect it, use it, share it, and protect it.

The way we handle your information depends on how you interact with us – whether you're browsing our websites, this website including its subpages as well as the ClearAmine®WebApp, the ClearAmine®Config App and other AQUS IT applications and services (further also called Site), buying our products, working with us as a business partner, or applying for a job.

BUSINESS CHANGES AND YOUR DATA

If we sell our company or merge with another business, your personal information might be transferred to the new organization. They'll have to follow the same strict privacy rules we do. If this happens and the law requires it, we'll let you know about the change.

YOUR PRIVACY RIGHTS

The law gives you several rights regarding your personal information:

- Say no to how we're using your information
- See what information we have about you and get a copy
- Fix any mistakes or update outdated details
- Ask us to delete your information
- Take back permission you gave us earlier
- Put limits on how we use your information
- Move your information to another company
- Report concerns to privacy regulators if you think we're mishandling your information

Want to use any of these rights? Email us at office@agus.at. We'll need to verify it's really you first, and sometimes the

law might limit what we can do. We'll keep you posted on what's happening with your request.

HOW WE USE YOUR INFORMATION

Site Visitors

When you visit our Site, we may track things like which pages you look at, your device ID, what you buy, and information you provide when you create accounts or fill out forms. We might use cookies for this – check out our Cookie Policy for more details.

Here's why we collect this information and our legal reasons for doing it:

What We Do With Your Data	Why We Can Do This
Run targeted marketing and promotions	You agreed or it helps our business
Study how to improve our products and services	It helps our business
Make your website experience better	You agreed or it helps our business
Keep our websites secure	It helps our business
Talk with you through email or chat	It helps our business
Send you newsletters you signed up for	You agreed to it
Follow the law	It's legally required
Handle legal issues	It helps our business

Customers, Vendors, and Partners

If you buy from us or sell to us, we keep track of your contact details, address, purchase history, payment information, conversation records, and feedback. Here's how we use this information:

What We Do	Why We Can Do This
Stay in touch with you	It helps our business
Send newsletters you want	You agreed to it
Handle purchases and services	It's part of our contract
Marketing and research	You agreed or it helps our business
Check out business opportunities	Legal requirements or business needs
Handle business deals and changes	Legal requirements or business needs
Follow regulations	It's legally required
Deal with legal matters	It helps our business
Stop security problems	It helps our business
Improve our products and services	It helps our business
Run our business	It helps our business
Maintain quality standards	It helps our business

Job Applicants

If you apply for a job with us, check out our separate Job Applicant Privacy Notice to see how we handle your information.

SOCIAL MEDIA

We share responsibility for your data with social media companies when you interact with our pages. While they make most of the decisions about data handling, we have some control too.

When you post comments, videos, likes, or messages on our social media, the platform handles that information. We might delete inappropriate content, share your posts on our website if the platform allows it, and communicate with you through the platform.

We use social media for PR, marketing, and hiring. We might use targeting tools that the platforms offer, based on demographics, interests, behaviour, or location. If you want to know more, check the platform privacy policies and adjust your cookie preferences on our Site (where applicable).

How Social Media Companies Use Data

Social media companies track users whether they're logged in or not. They analyse your profile, behaviour, relationships, and preferences. We don't control how they handle your information.

For details, check these platforms' privacy policies:

- X.com
- Facebook.com
- Instagram.com
- LinkedIn.com
- WeChat.com
- YouTube.com

WHO WE SHARE YOUR DATA WITH

Because of how our company is structured, we sometimes share your information within our corporate partners. Sometimes different parts of our company work together to process your data.

We also work with trusted service providers who help us with:

- Processing orders
- Handling payments
- Customer support
- Financial matters
- Auditing
- Fraud prevention
- IT services
- Communication
- Website hosting
- Shipping
- Email delivery
- Marketing
- Sales
- Data analysis
- Events
- Training

- Surveys
- Record keeping
- Business consulting

We might also share information with distributors, partners, contractors, law enforcement, regulators, tax authorities, credit agencies, collection agencies, banks, courts, or others when legally allowed.

We only share information when legally permitted and with proper security measures in place.

We won't sell your personal information for marketing purposes or share it with outside organizations unless they're connected to us.

SENDING DATA OVERSEAS

We might send your information to our other offices, service providers, or partners worldwide. We only do this when necessary, legal, and with proper security measures. Questions about how we protect international transfers? Email us at office@agus.at.

HOW LONG WE KEEP YOUR DATA

Unless we tell you otherwise, we keep your information only as long as needed for its original purpose or as required by laws about taxes, accounting, employment, social security, and safety. When we don't need it anymore, we delete it.

UPDATES TO THIS POLICY

We update this policy occasionally. You'll always find the newest version at <https://agus-monitor.com/#legal>. Always check back when using our Site to stay informed about any changes.

