

Imprint and data protection

I. Name and address of the controller according to the General Data Protection Regulation (GDPR)
The controller within the meaning of the General Data Protection Regulation and other national data protection laws of the Member States as well as other data protection regulations is the following:

Dr. Bettina Fieber
Anton-Haaf-Weg 8
88447 Warthausen
Deutschland

Tel. (0049) 177 565 91 29
E-Mail: bfieber@ideen-und-text.net
Website: www.sprachhaus.org

II. Name and address of data protection officer
The data protection officer of the controller is:

Dr. Bettina Fieber
Anton-Haaf-Weg 8
88447 Warthausen
Deutschland

Tel.: (0049) 177 565 91 29
E-Mail: bfieber@ideen-und-text.net

III. Security and protection of your personal data

We consider it our priority to maintain the confidentiality of your personal data and to protect it from unauthorized access. Therefore, we apply the utmost care and the latest security standards to ensure maximum protection of your personal data.

As a private-

law company, we are subject to the provisions of the European General Data Protection Regulation (GDPR) and the regulations of the Federal Data Protection Act (BDSG). We have taken technical and organizational measures to ensure that the data protection regulations are observed both by us and by our external service providers.

IV. Definitions

The legislator requires that personal data be processed in a lawful manner, in good faith and in a manner that is comprehensible to the data subject ("Legality, Treatment in good faith, Transparency"). To ensure this, we inform you about the individual legal definitions that are also used in this privacy policy:

1. Personal data

'personal data' means any information relating to an identified or identifiable natural person ('data subject'); an identifiable natural person is considered to be a natural person who can be identified directly or indirectly, in particular by association with an identifier such as a name, an identification number, location data, an online identifier or one or more specific features which are expressions of the physical, physiological, genetic, psychological, economic, cultural or social identity of that natural person.

2. Processing

'processing' means any operation or series of operations performed, with or without the assistance of automated procedures, in relation to personal data such as collection, collection, organization, order

ring, storage, adaptation or alteration, reading out, retrieval, use, disclosure by transmission, dissemination or any other form of provision, matching or linking, restriction, deletion or destruction.

3. Restriction of processing

'restriction of processing' means the marking of stored personal data with the aim of restricting their future processing.

4. Profiling

"Profiling" means any form of automated processing of personal data that consists in using such personal data to assess certain personal aspects relating to a natural person, in particular to analyze or predict aspects relating to that natural person's work performance, economic situation, health, personal preferences, interests, reliability, behavior, location or change of location.

5. Pseudonymization

"Pseudonymization" means the processing of personal data in such a way that the personal data can no longer be assigned to a specific data subject without the use of additional information, provided that such additional information is kept separately and subject to technical and organizational measures that ensure that the personal data cannot be assigned to an identified or identifiable natural person.

6. File system

'file system' means any structured collection of personal data that is accessible according to certain criteria, whether centralized, decentralized or organized according to functional or geographical considerations.

7. Responsible person

'controller' means a natural or legal person, public authority, body or other body which alone or jointly with others decides on the purposes and means of processing personal data; where the purposes and means of such processing are determined by Union or Member State law, the controller or the specific criteria for his designation may be provided for under Union or Member State law.

8. Processor

'processor' means a natural or legal person, authority, body or other body that processes personal data on behalf of the controller.

9. Recipient

'recipient' means a natural or legal person, authority, body or other body to whom personal data are disclosed, whether or not it is a third party. However, public authorities which may receive personal data under a particular investigation mission under Union or Member State law shall not be considered as recipients; the processing of such data by the said authorities shall be carried out in accordance with the applicable data protection rules in accordance with the purposes of the processing.

10. Third

'third party' means a natural or legal person, authority, body or other body, other than the data subject, the controller, the processor and the persons empowered under the direct responsibility of the controller or processor to process the personal data.

11. Consent

"Consent" of the data subject shall mean any voluntary, informed and unambiguous expression of the data subject's will, in the form of a declaration or other clear affirmative action, indicating that the data subject agrees to the processing of the personal data concerning him or her.

V. General information on data processing

1. Scope of processing of personal data

Dr. Bettina Fieber (hereinafter referred to as Bettina Fieber

) collects and uses personal data of its users only insofar as this is necessary for the provision of our f

unctional website as well as our contents and services. The collection and use of personal data of our users is only done on a regular basis with the consent of the user. An exception applies in those cases in which prior consent cannot be obtained for actual reasons and the processing of the data is permitted by legal provisions.

2. Legal basis for the processing of personal data

Insofar as Bettina

Fieber obtains the consent of the data subject for the processing of personal data, Art. 6 (1) lit. a EU General Data Protection Regulation (GDPR) as the legal basis.

The processing of personal data required for the fulfillment of a contract to which the data subject is a party shall be governed by Article 6(1) lit. b GDPR as legal basis. This also applies to processing operations which are necessary for carrying out pre-contractual measures (e.g. inquiries).

Insofar as processing of personal data is necessary for the fulfillment of a legal obligation to which the Language Center is subject, Art. 6 (1) lit. c GDPR as the legal basis.

In the event that vital interests of the data subject or another natural person require the processing of personal data, Art. 6 (1) lit. d GDPR as legal basis.

If the processing is necessary to safeguard a legitimate interest of Bettina Fieber

or a third party and the interests, fundamental rights and fundamental freedoms of the data subject do not outweigh the first-

mentioned interest, Art. 6 para. 1 lit. f GDPR as the legal basis for processing.

3. Data deletion and storage time

Personal data of the data subjects will be deleted or blocked as soon as the purpose of the storage is omitted. Storage may also take place if this has been provided for by the European or national legislature in Union regulations, laws or other provisions to which the Language Center is subject. A blocking or deletion of the data takes place even if a storage period prescribed by the aforementioned standards expires, unless there is a necessity for further storage of the data for conclusion of a contract or fulfillment of a contract.

VI. data protection

Website deployment and log file creation

1. Description and scope of data processing

Every time you access our website, our system automatically collects data and information from the computer system of the calling computer.

Bettina Fieber

automatically collects and stores in its server log files information that your browser transmits to us.

The following data are collected:

- IP address (anonymized)
- Date and time of request
- Time zone difference to Greenwich Mean Time (GMT)
- Content of the request (concrete page)
- Access Status/HTTP Status Code
- amount of data transferred
- Website from which the request comes
- Browser
- Operating system and interface
- Language and version of the browser software.

This data cannot be assigned to specific persons for Bettina

Fieber. This data is not merged with other data sources, the data is also deleted after a statistical evaluation. Further personal data will only be collected if you provide this information voluntarily, for exa

mple in the context of a request or registration.

In the event that the link to the website from which a user switches to our website or the link to the website to which the user switches from our website contains personal data, the log files contain IP addresses or other data which enable an assignment to the user. The data is also stored in the log files of our system. This data is not stored together with other personal data of the user.

Legal basis for data processing

The legal basis for the temporary storage of data and log files is Art. 6 (1) lit. f GDPR.

Purpose of data processing

The temporary storage of the IP address by the system is necessary in order to enable delivery of the website to the user's computer. For this purpose, the IP address of the user must remain stored for the duration of the session.

The storage in log files takes place in order to ensure the functionality of the website. In addition, the data serves us to optimize the website and to ensure the security of our information technology systems. An evaluation of the data for marketing purposes does not take place in this context.

Our legitimate interest in data processing pursuant to Art. 6 (1) lit. f GDPR.

storage time

The data will be deleted as soon as they are no longer necessary for the purpose of their collection. In the case of the collection of data for the provision of the website, this is the case when the respective session is ended.

If the data has been stored in log files, this is the case after seven days at the latest. Further storage is possible. In this case, the IP addresses of the users are deleted or alienated, so that an assignment of the calling client is no longer possible.

VII. newsletter

Description and scope of data processing

On our website you can subscribe to a free newsletter. When subscribing to the newsletter, the data from the input mask is transmitted to us.

(1) E-mail address of the user

(2) First name (optional)

(3) Last name (optional)

In addition, the following data will be collected at registration:

(1) IP address of the calling computer

(2) Date and time of registration

With your consent you can subscribe to our newsletter, with which we inform you about our current interesting offers. The goods and services advertised are named in the declaration of consent.

We use the so-called double opt-

in procedure to subscribe to our newsletter. This means that once you have registered, we will send you an e-mail to the e-

mail address provided, in which we ask you to confirm that you wish to receive the newsletter. If you do not confirm your registration within 24 hours, your information will be blocked and automatically deleted after one month.

In addition, we store your IP addresses and times of registration and confirmation. The purpose of the procedure is to be able to prove your registration and, if necessary, to clarify a possible misuse of your personal data.

If you purchase services on our website and deposit your e-

mail address, this can subsequently be used by us for sending a newsletter. In such a case, the newsletter only sends direct advertising for its own similar services.

In connection with data processing for the sending of newsletters, no transfer of data to third parties

takes place. The data will be used exclusively for sending the newsletter.

The following services are addressed in the newsletter:

- News from the Language Center
- Language product offerings

Legal basis for data processing

The legal basis for the processing of the data after registration for the newsletter by the user is Art. 6 (1) lit. a GDPR.

The legal basis for sending the newsletter as a result of the sale of services is § 7 Abs. 3 UWG.

Purpose of data processing

The only mandatory information for sending the newsletter is your e-mail address. The provision of further, separately marked data is voluntary and is used to address you personally. After your confirmation we will save your e-mail address for the purpose of sending the newsletter.

storage time

The data will be deleted as soon as they are no longer necessary for the purpose of their collection. The e-mail address of the user is stored as long as the subscription to the newsletter is active.

possibility of objection and removal

You can revoke your consent to the sending of the newsletter at any time and unsubscribe from the newsletter. You can declare your revocation by clicking on the link provided in each newsletter e-mail, by e-mail to bfieber@ideen-und-text.net or by sending a message to the contact details provided in the imprint.

VIII. Contact form and e-mail contact

Description and scope of data processing

On our website there is a contact form which can be used for the electronic contact. If a user makes use of this possibility, the data entered in the input mask is transmitted to us and stored. This data is:

- (1) Name
- (2) Email
- (3) Your message to SERA
- (4) File Attachments (optional)

At the time of sending the message, the following data is also stored:

- (1) The IP address of the user
- (2) Date and time of registration

Your consent will be obtained for the processing of the data during the sending process and reference is made to this data protection declaration. In this context, the data are not passed on to third parties. The data is used exclusively for processing the request.

Alternatively, contact can be made via the e-mail address provided. In this case, the personal data of the user transmitted with the e-mail are stored.

Legal basis for data processing

The legal basis for the processing of the data is Art. 6 (1) lit. a GDPR.

The legal basis for the processing of the data transmitted in the course of sending an e-mail is Art. 6 (1) lit. f GDPR. If the e-

mail contact is aimed at the conclusion of a contract, then additional legal basis for the processing is Art. 6 (1) lit. b GDPR.

Purpose of data processing

The processing of the personal data from the input mask serves us solely for processing the contact. In the event of a contact by e-

mail, the necessary legitimate interest in the processing of the data is also in this respect.

The other personal data processed during the sending process serve to prevent misuse of the contact form and to ensure the security of our information technology systems.

storage time

The data will be deleted as soon as they are no longer necessary for the purpose of their collection. This is the case for the personal data from the input mask of the contact form and those that were sent by e-

mail when the respective conversation with the user has ended. The conversation ends when it can be inferred from the circumstances that the matter in question has been finally clarified.

The additional personal data collected during the sending process will be deleted at the latest after a period of seven days.

possibility of objection and removal

The user has the possibility to revoke his consent to the processing of the personal data at any time. If the user contacts us by e-

mail, he can object to the storage of his personal data at any time. In such a case, the request cannot be processed.

The revocation of consent and the revocation of storage can be done by an informal e-mail to bfieber@ideen-und-text.net.

In this case, all personal data stored during the contact process will be deleted.

IX. Use of cookies

Description and scope of data processing

In addition to the aforementioned data, cookies are stored on your computer when you use our website. Cookies are small text files that are stored on your hard disk in a manner associated with the browser you are using and through which certain information flows to the location that sets the cookie.

Cookies cannot run programs or transmit viruses to your computer. They serve to make the Internet offer more user-

friendly and effective overall. This website uses the following types of cookies, the scope and functionality of which are explained below:

- Transient cookies (a)
- Persistent cookies (for this purpose b.).

a. Transient cookies are automatically deleted when you close the browser. These include in particular the session cookies. These store a so-called session ID, with which various requests from your browser can be assigned to the common session. This allows your computer to be recognized when you return to our website. The session cookies are deleted when you log out or close the browser.

b. Persistent cookies are automatically deleted after a predetermined period, which may differ depending on the cookie. You can delete the cookies at any time in the security settings of your browser.

You can configure your browser setting according to your wishes and, for example, refuse to accept third-

party cookies or all cookies. Sog. "Third Party Cookies" are cookies that have been set by a third party, therefore not by the actual website you are currently on. Please note that by disabling cookies you may not be able to use all the functions of this website.

Legal basis for the use of cookies

The legal basis for the processing of personal data using cookies is Art. 6 (1) lit. f GDPR.

The purpose of using technically necessary cookies is to simplify the use of websites for users. Some f

unctions of our website cannot be offered without the use of cookies. For this it is necessary that the browser is recognized even after a page change.

We require cookies for the following applications:

(1) Applying language settings

(2) Remember search terms

The user data collected by technically necessary cookies are not used to create user profiles.

Consent to use of cookies

When accessing our website, the user is informed about the use of cookies for analysis purposes and his consent to the processing of personal data used in this context is obtained. In this context, a reference to this data protection declaration is also made.

The legal basis for the processing of personal data using cookies for analysis purposes is Art. 6 para. 1 lit. if the user has given his consent to this. a GDPR.

Legal basis for data processing

The legal basis for the processing of personal data using cookies for analysis purposes is Art. 6 para. 1 lit. if the user has given his consent to this. a GDPR.

Purpose of data processing

The use of the analysis cookies, such as those of Google Analytics, is made for the purpose of improving the quality of our website and its contents. Through the analysis cookies we learn how the website is used and can thus continuously optimize our offer.

The analysis cookies serve the following purposes:

(1) Areas where the user clicks the most

(2) Jump rate

(3) Inquiries and creation of accounts

(4) View contact information

(5) Playing media

(6) Page update

(7) Add to Favorites

(8) Sharing Content (Social Media)

(9) Campaign tracking, i.e. user origin

For these purposes, our legitimate interest also lies in the processing of personal data in accordance with Art. 6 para. 1 lit. f GDPR.

Duration of storage, possibility of objection and removal

Cookies are stored on the user's computer and transmitted by the user to our site. As a user, you therefore also have full control over the use of cookies. By changing the settings in your Internet browser, you can deactivate or restrict the transmission of cookies. Cookies already stored can be deleted at any time. This can also be done automatically. If cookies are deactivated for our website, not all functions of the website may be used in full.

X. Use of Google Analytics

(1) This website uses Google Analytics, a web analysis service provided by Google Inc. ("Google"). Google Analytics uses so-called "cookies", text files which are stored on your computer and which allow an analysis of your use of the website. The information generated by the cookie about your use of this website is usually transmitted to a Google server in the USA and stored there. However, if IP anonymization is activated on this website, your IP address will be shortened beforehand by Google within Member States of the European Union or in other contracting states of the Agreement on the European Economic Area. Only in exceptional cases is the full IP address transmitted to a Google server in the USA and shortened there. On behalf of the operator of this website, Google will use this information to evaluate your use of the website, to compile reports on website activities and to provide other services related to we

bsite use and internet use to the website operator.

(2) The IP address transmitted by your browser as part of Google Analytics is not merged with other data from Google.

(3) You can prevent the storage of cookies by setting your browser software accordingly; Please note that in this case you may not be able to use all functions of this website in full. You can also prevent the collection of data generated by the cookie and related to your use of the website (including your IP address) to Google and the processing of this data by Google by downloading and installing the browser plug-in available under the following link:
tools.google.com/dlpage/gaoptout.

(4) This website uses Google Analytics with the extension "_anonymizeIp()". This shortens the processing of IP addresses, which can exclude the possibility of a personal connection. In so far as the data collected about you is related to a person, this is therefore immediately excluded and the personal data is thereby deleted immediately.

(5) We use Google Analytics to analyze and regularly improve the use of our website. We can improve our services and make them more interesting for you as a user through the statistics we have obtained. For the exceptional cases in which personal data is transferred to the USA, Google has submitted to the EU-US Privacy Shield, www.privacyshield.gov/EU-US-Framework. The legal basis for the use of Google Analytics is Art. 6 para. 1 sentence 1 lit. f GDPR.

(6) Third Party Information: Google Dublin, Google Ireland Ltd, Gordon House, Barrow Street, Dublin 4, Ireland, Fax: +353 (1) 436 1001.

User conditions:

www.google.com/analytics/terms/de.html,

Data Protection Overview:

www.google.com/intl/de/analytics/learn/privacy.html

and the data protection declaration:

www.google.de/intl/de/policies/privacy.

(7) This website also uses Google Analytics for cross-device analysis of visitor flows, which is carried out via a user ID. You can deactivate the cross-device analysis of your use in your customer account under "My data", "Personal data".

XI. Rights of the data subject

If personal data are processed by you, you are the data subject within the meaning of GDPR and you have the following rights vis-à-vis the controller:

right to information

You may request confirmation from the controller as to whether personal data concerning you will be processed. If such processing is available, you can request information from the controller about the following information:

(1) the purposes for which the personal data are processed;

(2) the categories of personal data which are processed;

(3) the recipients or categories of recipients to whom the personal data concerning you has been disclosed or is still being disclosed;

(4) the planned duration of the storage of the personal data concerning you or, if specific information is not possible, criteria for determining the storage period;

(5) the existence of a right to rectify or erase personal data concerning you, a right to restrict processing by the controller or a right of objection to such processing;

(6) the existence of a right of appeal to a supervisory authority;

(7) any available information on the origin of the data if the personal data are not collected from the data subject;

(8) the existence of automated decision-making, including profiling, in accordance with Art. 22 (1) and (4) GDPR and - at least in these cases - meaningful information about the logic involved and the scope and the desired effects of such processing on the data subject.

You have the right to request information on whether the personal data concerning you are transferred to a third country or to an international organization. In this context, you may request to be informed of the appropriate guarantees in accordance with Art. 46 GDPR in connection with the transmission.

right to rectification

You have a right to rectification and/or completion vis-à-vis the controller if the personal data processed concerning you is incorrect or incomplete. The person responsible must make the correction immediately.

right to restrict processing

You may request the restriction of the processing of your personal data under the following conditions:

(1) if you dispute the accuracy of the personal data concerning you for a period which allows the controller to verify the accuracy of the personal data;

(2) the processing is unlawful and you refuse to erase the personal data and instead request the restriction of the use of the personal data;

(3) the controller no longer requires the personal data for the purposes of processing, but you need them for asserting, exercising or defending legal claims, or

(4) if you have objected to the processing in accordance with Art. 21 para. 1 GDPR and it is not yet clear whether the legitimate reasons of the controller outweigh your reasons.

If the processing of the personal data concerning you has been restricted, these data may be processed - apart from their storage - only with your consent or for the establishment, exercise or defense of legal claims or for the protection of the rights of another natural or legal person or for reasons of an important public interest of the Union or of a Member State.

If the restriction of the processing has been restricted according to the above-mentioned conditions, you will be informed by the controller before the restriction is lifted.

right to erasure

obligation to deletion

You may request the controller to delete the personal data concerning you without delay, and the controller is obliged to delete this data without delay, provided that one of the following reasons applies:

(1) The personal data concerning you are no longer necessary for the purposes for which it was collected or otherwise processed.

(2) You revoke your consent, to which the processing is based in accordance with Art. 6 (1) lit. a or Art. 9 (2) lit. a GDPR, and there is no other legal basis for the processing.

(3) In accordance with Art. 21 para. 1 GDPR, you object to the processing and there are no priority legitimate reasons for the processing, or you object to the processing in accordance with Art. 21 para. 2 GDPR.

(4) The personal data concerning you have been processed unlawfully.

(5) The deletion of personal data concerning you is necessary to fulfill a legal obligation under Union law or the law of the Member States to which the controller is subject.

(6) The personal data concerning you have been collected in relation to offered information society services in accordance with Art. 8 para. 1 GDPR.

Information to third parties

If the controller has made the personal data concerning you public and if he is obliged to delete them in accordance with Art. 17 para. 1 GDPR, he shall take appropriate measures, including technical measures, taking into account the available technology and the implementation costs, in order to inform controllers who process the personal data that you, as the data subject, have requested from them the deletion of all links to these personal data or of copies or replications of these personal data.

Exceptions

The right to erasure does not exist insofar as the processing is necessary

(1) the exercise of freedom of expression and information;

(2) for the performance of a legal obligation requiring processing under the law of the Union or of the Member States to which the controller is subject, or for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller;

(3) for reasons of public interest in the field of public health in accordance with Art. 9 para. 2 lit. h and i as well as Article 9(3) GDPR;

(4) for archiving purposes in the public interest, scientific or historical research purposes or for statistical purposes in accordance with Art. 89 (1) GDPR, insofar as the right referred to in section a) is likely to render impossible or seriously impair the achievement of the objectives of this processing; or

(5) to assert, exercise or defend legal claims.

right to information

If you have asserted the right to rectification, erasure or restriction of processing to the controller, the controller shall be obliged to notify all recipients to whom the personal data concerning you have been disclosed of this rectification or erasure of the data or restriction of processing, unless this proves impossible or involves a disproportionate effort.

You have the right to be informed about these recipients vis-à-vis the controller.

right to data portability

You have the right to receive the personal data concerning you that you have provided to the controller in a structured, common and machine-readable format. In addition, you have the right to transmit this data to another controller without hindrance by the controller to whom the personal data have been provided, provided that:

(1) the processing on consent in accordance with Art. 6 para. 1 lit. a GDPR or Art. 9 (2) lit. a GDPR

(2) or on a contract in accordance with Art. 6 (1) lit. b GDPR and

(3) the processing is carried out using automated methods.

In exercising this right, you also have the right to obtain that the personal data concerning you are transmitted directly from one controller to another controller, insofar as this is technically feasible. Freedoms and rights of other persons may not be affected by this.

The right to data portability shall not apply to the processing of personal data necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller.

right to object

You have the right, on grounds relating to your particular situation, to object at any time to the processing of your personal data, which is based on Art. 6 (1) lit. e or f GDPR is subject to appeal; this also applies to profiling based on these provisions.

The controller shall no longer process the personal data concerning you, unless he can prove compelling legitimate grounds for the processing which override your interests, rights and freedoms, or the processing serves the establishment, exercise or defense of legal claims.

If the personal data concerning you are processed for direct marketing purposes, you have the right to

o object at any time to processing of the personal data concerning you for such marketing; this also applies to profiling, insofar as it is connected with such direct advertising.

If you object to the processing for direct marketing purposes, the personal data concerning you will no longer be processed for these purposes.

You have the possibility, in connection with the use of information society services - notwithstanding Directive 2002/58/EC - to exercise your right of objection by means of automated procedures using technical specifications.

Right to revoke the data protection declaration of consent

You have the right to revoke your data protection declaration of consent at any time. The revocation of consent shall not affect the legality of the processing carried out on the basis of consent until revocation.

Automated case-by-case decision including profiling

You have the right not to be subject to a decision based solely on automated processing, including profiling, which has legal effect on you or which significantly affects you in a similar manner. This shall not apply if the decision

- (1) is necessary for the conclusion or fulfillment of a contract between you and the controller;
- (2) is admissible under Union or Member State legislation to which the controller is subject and that legislation contains appropriate measures to safeguard your rights, freedoms and legitimate interests;
- or
- (3) with your express consent.

However, these decisions may not be based on special categories of personal data pursuant to Art. 9 (1) GDPR, unless Art. 9 (2) lit. a or g GDPR and appropriate measures have been taken to protect the rights and freedoms and your legitimate interests.

With regard to the cases referred to in (1) and (3), the controller shall take appropriate measures to safeguard the rights and freedoms and your legitimate interests, including at least the right to obtain human intervention on the part of the controller, to express his or her point of view and contest the decision.

right of appeal to a supervisory authority

Without prejudice to any other administrative or judicial remedy, you have the right to lodge a complaint with a supervisory authority, in particular in the Member State of your residence, place of work or place of the alleged infringement, if you consider that the processing of your personal data violates the GDPR.

The supervisory authority to which the complaint was lodged shall inform the complainant of the status and results of the complaint, including the possibility of a judicial remedy under Art. 78 GDPR.

opposition to data collection

You can prevent the collection of your data by Google Analytics by clicking on the following link. An opt-

out cookie is set that prevents your data from being collected when you visit this website in the future: [Disable Google Analytics](#)

For more information on how Google Analytics handles user data, see the Google Privacy Policy: support.google.com/analytics/answer/6004245

Terms & Conditions - Terms & Conditions

A binding registration is made by online booking and the subsequent invoice, which is sent to the participant by email.

1. Organizer of the seminar and training program

The organizer is the Dr. Bettina Fieber (hereinafter "Bettina Fieber"), represented by
Dr. Bettina Fieber
Anton-Haaf-Weg 8
88447 Warthausen
Tel: (0049) 177 565 91 29
E-mail: bfieber@ideen-und-text.net
available on the Internet at www.sprachhaus.org
VAT ID: DE310337752

2. Scope

Bettina Fieber

conducts seminars and training events exclusively in accordance with these general conditions of participation.

3. Contents of the supervision, consultation and further training program

- a) Our supervision and consulting services, as well as continuing education and training programs, are primarily aimed at employees, managers and managers in various sectors.
- b) The content of the individual supervision and consulting offers, as well as the offers for further training and/or further training events, can be found in the respective current program.
- c) If available, documents accompanying the seminar will be made available for download in electronic form as a PDF document 1 day before the start of the seminar in the participating area of the Language Center.
- (d) The training and/or further training documents are protected by copyright and may not be passed on or reproduced, even in part, without the express written consent.
- (f) The recording of the overviews, consultations, training and further training events on sound and/or image carriers shall be prohibited. In this respect, we expressly invoke copyright, domestic law and general personal rights, including the right to one's own word and image.

5. Revocation

If participants are contractual partners, they have the following right of withdrawal as consumers:

a) Revocation instructions for online registration

1.1. Instructions for withdrawal

You can revoke your contract within 14 days without giving reasons in text form (e.g. letter, fax, e-mail). The period begins after receipt of this instruction in text form, but not before conclusion of the contract and also not before fulfillment of our information obligations pursuant to Article 246 § 2 in conjunction with § 1 para. 1 and 2 EGBGB and also not before fulfillment of our obligations pursuant to § 312g para. 1 sentence 1 BGB in conjunction with Article 246 § 3 EGBGB. In order to safeguard the withdrawal period, the timely dispatch of the withdrawal is sufficient. The revocation shall be addressed to:

Dr. Bettina Fieber
Anton-Haaf-Weg 8
88447 Warthausen
Tel: (0049) 177 565 91 29
E-Mail: bfieber@ideen-und-text.net

1.2. Consequences of withdrawal

In the event of an effective cancellation, the services received by both parties must be returned and any utilizations (e.g. interest) must be returned. If you are unable to return the received service or use (e.g. use advantages) to us, or to some extent only in a deteriorated condition, you must reimburse us

s in this respect. This may result in you having to fulfill the contractual payment obligations for the period up to the revocation. Obligations to reimburse payments must be fulfilled within 30 days. The period begins for you with the dispatch of your revocation declaration, for us with its reception. Your right of revocation expires prematurely if the contract is completely fulfilled by both parties at your express request before you have exercised your right of revocation.

6. Participation fees, VAT exemption, due date, payment and invoices

a) In principle, the prices indicated in the online booking system, in the seminar and training program, in the newsletter or in other media contain the German VAT (gross prices).

b) If the Ministry of Justice of Baden-

Württemberg or the competent financial administration of the Sprachhaus has issued a VAT exemption for certain pre-

vocational training events, this is indicated separately in the online booking system, in the seminar and training program, in the newsletter or in the other media; in such cases, the prices in euro shall be net prices with the indication of the exemption from VAT.

c) The participation fees are due one week before the start of the seminar by bank transfer.

(d) An invoice shall be issued for the participation fee and sent by e-mail.

7. Withdrawal and non-participation

a) Cancellation or rebooking declarations of the participant require the written form.

b) For seminars and training programs, if canceled or rebooked up to 14 days before the start of the event, 25% of the participation fee will be charged according to section 10. 5.a. incl. VAT as a flat-rate compensation claim.

c) In case of later cancellation or rebooking or in case of non-appearance of the participant, no refund of the participation fees will be made.

(d) in the cases referred to in subs. 7.b. to 7.c. The participant is entitled to prove that the processing fee or the flat-

rate compensation claim has not been incurred or has turned out to be significantly lower.

e) The right of the contracting parties to terminate without notice (cf. § 626 BGB) remains unaffected by this.

f) You have the possibility to place a substitute. The new registration must be sent to

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8. Changes of procedure, instructor's authority, house right and cancellation of events

a) The Language House reserves the right to change or cancel supervision and counseling dates, as well as the further training or further training program in case of failure of the lecturer or in case of force majeure.

b) Up to 3 days before the start of the seminar or the training program, the Language Center also reserves the right to cancel due to insufficient number of participants. The respective minimum number of participants is communicated separately in the supervision, consulting, further training or further training programs.

c) The exchange of a lecturer does not in principle entitle to cancel, terminate or withdraw from the contract; In this respect, the right to terminate without notice in accordance with § 626 BGB remains unaffected.

d) In case of cancellation of an event by the Language Center, the paid participation fee will be refunded immediately.

e) The supervisors, the lecturers and the staff of the Language House have the house right and the authority to direct. Their orders must be followed. In the event of non-

compliance with their instructions in the context of the event, you are entitled to exclude the particip

ant from the further event in part or in whole, after this sequence has been threatened to the participant and the participant does not in itself adhere to the instruction of the supervisor / lecturer / language house. The authority also relates to the event in general, i.e. also the date, the further design and duration of the event and is at the sole discretion of the supervisor / lecturer / Sprachhaus employee.

f) If a participant is excluded from the course in whole or in part due to persistent non-compliance with the house law or instructions of the supervisor, the lecturer or the staff of the language house, the participant remains obliged to pay the agreed participation fees in case of a culpable violation, a claim for reimbursement in case of already completed payment does not arise.

(g) The classrooms and their facilities shall be treated with care by the participants, and the rooms shall be left in proper condition after the end of the event. Smoking is strictly prohibited on the premises.

h) The participant will be responsible for any damage to the property caused by his or her intention. The participant(s) is liable for culpably lost objects.

i) The participant must take care of his/her cloakroom and other items brought with him/herself. The liability for these matters is excluded, unless the Sprachhaus is to be accused of gross negligence or deliberate behavior.

9. Certification

a) Each participant will receive a certificate of participation after the event has been held.

b) After the event has been held, the certificate of participation will be issued regularly on the day of the event or sent to the participant by mail within one month.

c) In the case of one or two-day training, the certificate can only be issued in the case of a complete presence of the participant(s).

d) In case of training of more than 2 days, an 80% attendance of the participants relative to the duration of the offer is required for the certification. In case of reduced participation time, the certificate will be issued exclusively to the non-participating event parts.

(e) The missed block may be completed at a later date.

10. Liability

a) Bettina Fieber

shall be fully liable in accordance with the statutory provisions for damages to life, body and health, which are based on a negligent or deliberate breach of duty by us, our legal representatives or our vicarious agents, as well as for damages, which are covered by the liability under the Product Liability Act.

b) We are liable for damages that are not covered by sentence 1 and which are based on intentional or grossly negligent infringements as well as malice by us, our legal representatives or our vicarious agents according to the legal provisions. In this case, however, the liability for damages is limited to the foreseeable, typically occurring damage, insofar as we, our legal representatives or our vicarious agents have not acted intentionally.

c) Bettina Fieber

shall also be liable for damages caused by simple negligence insofar as the negligence concerns the violation of such contractual obligations, the observance of which is of particular importance for the achievement of the purpose of the contract. However, we shall only be liable to the extent that the damages are typically connected with the contract and foreseeable.

d) Further liability is excluded without regard to the legal nature of the claimed claim. This applies in particular also to delicate claims or claims for compensation of futile expenses instead of performance.

e) Insofar as our liability is excluded or limited, this also applies to the personal liability of our employees, employees, employees, representatives and vicarious agents.

f) Participation in the events is at your own risk, unless other agreements have been made or legal regulations are contrary.

11. Data protection and Internet technology

a) Personal data, such as name, address, bank details and e-mail address, will be stored at the seminar registration.

b) The treatment of all data takes place within the scope of the legal data protection regulations. The collection and processing of personal data includes the storage, alteration, transmission, blocking and deletion and use of the data of the subscriber in compliance with the applicable data protection regulations and telecommunications secrecy. The data shall be processed and used electronically and shall be kept only for such time as is necessary under these rules in compliance with applicable law. Personal data will only be passed on to third parties if the subscriber's express consent has been obtained or is obliged to hand over these data, e.g. on the basis of a court order or administrative order.

Bettina

Fieber is entitled to process and use personal data insofar as this is necessary for advertising and market research for its own purposes and for designing the service in accordance with requirements. By declaring his/her consent to the use of the data, the participant agrees that his/her data may be used by the language house for marketing purposes and that he/she receives interesting information from this. The participant has the right at any time to revoke his/her consent to the use of his/her data with effect for the future by letter mail, fax or e-mail to bfieber@ideen-und-text.net.

12. Quality standards

a) We ask the participant to fill out our feedback questionnaires as honestly and completely as possible. Only in this way can we solve problems as quickly as possible and ensure an optimal course execution.

13. Severability clause

Should a provision of these conditions of participation be ineffective or impracticable, this shall not affect the validity of the contract and the GTC. In such cases, the parties undertake to replace the invalid or unenforceable clause with an effective and enforceable provision which corresponds as far as possible to the spirit and purpose of the provision to be replaced. The same applies to any gaps in the GTCs. This clause applies equally to further contracts.

