

Privacy Policy ai-concierge.com

1 - General

We believe in AI. We believe in data protection.

We are pioneers in the data protection-compliant use of AI. We adhere to the latest security standards. We protect personal data in accordance with the General Data Protection Regulation (GDPR), the Austrian Data Protection Act (DSG) and other European and national legal standards.

2 - Responsible for data processing

If you have any questions about data protection or would like to exercise your rights as a data subject, please use the following contact options:

goodguys gmbh, FN 551957b

ADDRESS: Moeringgasse 20, 5th floor, Top 2, 1150 Vienna

TEL: +43 663 9489843

E-MAIL: office@goodguys.ai

WEB: <https://goodguys.ai>

3 - Purposes & legal basis for processing

You have the right to be informed transparently about the purposes for which your personal data are processed and the legal basis for our processing.

If you would like to find out more for yourself, you can find the provisions of the GDPR here:

<https://eur-lex.europa.eu/legal-content/DE/TXT/HTML/?uri=CELEX:32016R0679>

We value transparency. We want you to know what we do. On the following pages, we explain how we process your data.

Purpose 1 - Conducting our business activities

If you contact us in order to obtain or exchange pre-contractual information, to receive a quote or if we are performing a contract concluded between us, we process all data that are absolutely necessary for these purposes. This includes names and contact information as well as data on the requested or agreed services. In addition, data of contact persons and access data to IT systems may be processed if this is necessary for the fulfillment of the contract.

The legal basis is Art. 6 p. 1 lit. b GDPR, i.e. processing necessary for the performance of a contract or prior to entering into a contract.

If no contract is concluded, the data will be deleted after one year. If the contract is concluded, after all contractual obligations have been completely fulfilled the data will be stored for the legal retention period. As a rule, they are deleted after seven years.

Purpose 2 - Accounting

In order to fulfill our legal obligations, we process commercial data as part of our accounting. This primarily includes financial data and bank details as well as our records of payment transactions.

The legal basis consists of our legal obligations arising from tax and corporate law in conjunction with Art. 6 p. 1 lit. c GDPR.

The duration of processing depends on the legal retention period. As a rule, the data is deleted after seven years.

Purpose 3 - Securing and protecting our websites and IT systems

To protect our websites and IT systems from attacks and cybercrime, we process certain data as part of our security event logs. We record IP addresses and time stamps of requests, the requested data and the browser versions of our visitors. If suspicious activities or malfunctions are detected, these logs are inspected and, if necessary, used to take legal action against attackers.

The legal basis is processing for the purposes of our legitimate interests in accordance with Art. 6 p. 1 lit. f GDPR.

Log entries are regularly deleted after three months.

Purpose 4 - Job applications and HR management

If you send us letters of application and related documents such as your CV or proof of qualifications, we will process this information to the extent necessary for the position you applied for. This also includes subsequent correspondence, meetings, etc.

The legal basis for this processing is the implementation of pre-contractual measures in accordance with Art. 6 p. 1 lit. b GDPR.

Applicant data are stored for seven months after completion of the application process in order to safeguard our claims and to protect against complaints. If no employment is established, they will be deleted after this period.

Purpose 5 - AI concierge

AI concierge is an artificial intelligence (AI) from Austria that finds answers to your questions from our content, together with publicly available content.

Personal data that are collected during a chat session are processed exclusively on our own IT systems. This includes your IP address and a session ID necessary to distinguish chat histories of different users and provide the chat function you requested.

As soon as you close the chat window, your chat is anonymized and can no longer be assigned to you. The questions asked and answers given are stored without any personal reference in order to further develop and review the chats for knowledge gaps or errors.

When formulating answers, parts of your request are forwarded to third-party servers (Google, OpenAI ...). However, data transmitted to these providers does not contain any parameters to identify individual persons and is therefore anonymous data. Their responses are assigned to users exclusively by our own IT systems.

We are currently unable to filter out entries that might identify your person by technical means. Please make sure not to enter into the chat any personal details such as your name, e-mail address, telephone number etc. If you wish to contact us personally - e.g. for orders or complaints - please use our other contact options.

The legal basis for processing is your consent in accordance with Art. 6 p. 1 lit. a GDPR, given by using our chat function.

The duration of processing is limited to the absolute minimum: As soon as you close the chat window, all data that might identify you are deleted.

Further information on how the AI concierge works [can be found here](#).

Purpose 6 - Cookies, web analytics and marketing

Cookies are used on this website. You control them via the cookie banner or the "Cookie settings" button in the page footer. Any consent you have already given can be revoked at any time by calling up the cookie banner. Most browsers also have options to restrict or completely prevent the storage of cookies.

If you give your consent, certain data will be collected and processed via cookies provided by third-party providers. Further information can be found below at the respective provider.

We use web analysis cookies to obtain usage statistics for our website. Our aim is to improve the usability of our website and create interesting content. Marketing cookies are used to provide you with personalized advertising to better match your interests. Furthermore, they enable us to measure marketing effectiveness.

The following third-party services are used for this purpose:

Google Analytics

Google Analytics is used for web analyses, e.g. in the form of evaluations and graphics on page views and visits, as well as for remarketing, reports on impressions in the Google Display Network, integration of DoubleClick Campaign Manager and reports on performance according to demographic characteristics and interests. By using this analytics service, cookies are stored on your device. The information generated, including your IP address, is transmitted to Google servers in the USA.

Google Ads

Google Ads is an online advertising and analytics service provided by Google that we use for conversion tracking. The information obtained is based on your use of our website and is used to target our visitors on advertising partners' websites with targeted advertising. These advertisements are displayed on the basis of cookies that are stored on your end device and are only displayed if you have given your consent.

Further information on data protection at Google can be found at <https://policies.google.com/privacy?hl=de>.

Google has signed up to the [EU-US data protection framework](#) and therefore offers an adequate level of protection for the processing of personal data in accordance with the European Commission's adequacy decision. For further information, including data protection policies and authorized complaints offices, please refer to the [list of certified companies](#) maintained by the U.S. Department of Commerce.

4 - Recipients of data

If necessary to fulfill our legal obligations, we transmit personal data to authorities and public bodies, e.g. tax offices. We use an Austrian accounting firm to manage our accounting.

When using processors, we conduct binding contracts in accordance with Art. 28 GDPR, so that all processing is carried out strictly in accordance with our directives. Your personal data will not be sold or otherwise marketed and will not be transferred to third countries that do not offer an adequate level of data protection.

5 - Your rights as a data subject

To exercise your rights, please contact us e.g. by e-mail or post. Please understand that we may need to verify your identity before we can comply with your request.

You have the right,

- to request information about your personal data in accordance with Art. 15 GDPR;

- to request the rectification or completion of inaccurate personal data in accordance with Art. 16 GDPR.
- to request the erasure of your personal data in accordance with Art. 17 GDPR;
- to demand the restriction of processing of your personal data in accordance with Art. 18 GDPR;
- to receive personal data that you have provided to us or transmit them to another controller in accordance with Art. 20 GDPR;
- to object to the processing of your personal data in accordance with Art. 21 GDPR;
- to withdraw your previously given consent at any time, with effect on future processing.

If you believe that the processing of your data violates data protection laws or that your rights as a data subject have been violated, you may lodge a complaint with a supervisory authority. In Austria, this is the Austrian Data Protection Authority (www.dsb.gv.at), Barichgasse 40-42, 1030 Vienna.

6 - Changes to this privacy policy

We reserve the right to adapt this privacy policy at any time and amend it with future effect. The current version will always be available on our website.

Please visit our website regularly to stay informed about the current privacy policy.

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