

Privacy Policy



Petz Vienna Shop

Privacy and Data Protection

We appreciate your visit to our website and thank you for your interest in our company, our products and our web pages. Protecting your privacy when using our web pages is important to us. Therefore, please take note of the following information:

1) Handling of Personal Data

Basically, you may visit our website without us collecting any personal data from you. Personal data is only collected if you voluntarily disclose such data for the purpose of concluding a contract or opening a customer account. Without your explicit consent, this data is merely used for contract performance and processing your inquiries. Upon complete fulfilment of the contract and complete payment of the purchase price your data will be stored with care for tax and commercial law retention periods, to be deleted upon expiry of these periods.

Furthermore, personal data is collected, if you subscribe to our e-mail newsletter. We use this data for our own advertising purposes in terms of our e-mail newsletter provided you have explicitly consented to it.

You may unsubscribe from our Newsletter at any time using the respective link in the Newsletter or by sending us a message. Your e-mail address will be deleted immediately after unsubscribing.

2) Transfer of Personal Data

For the purpose of contract fulfillment, personal data collected by us is transferred to the transport company commissioned with the delivery, provided this is required for delivering the goods.

3) Cookies

Among other things this website uses so-called "cookies" serving to make our Internet presence more user-friendly, effective and secure – for instance to accelerate navigation on our platform. Furthermore, cookies allow us to measure the frequency of website visits as well as general navigation. Cookies are small text files stored on your computer system. Please note that some of these cookies are transferred from our server to your computer system, mostly so-called "session cookies". "Session cookies" are characterized by being automatically deleted from your hard drive upon the end of the browser session. Other cookies remain on your computer system and allow us to recognize your computer system during your next visit (so-called permanent cookies). You may certainly decline these cookies at any time provided your browser permits this. Please note that once your browser is set to decline cookies (from our website) certain features of this website may not be available or restricted.

4) Use of Google AdWords Conversion-Tracking

This website utilizes the online advertising program "Google AdWords" and the conversion tracking within the framework of Google AdWords. The conversion-tracking cookie is set on the user's browser, if he clicks on an ad delivered by Google. Cookies are small text files, which the internet browser places on your browser. These cookies lose their validity after 30 days. They are not used to acquire personal identification data. If the user visits a certain page of this website and if the cookie has not yet expired, Google and we will be able to tell that the user clicked on the ad and was forwarded to this page. Each Google AdWords client gets a different cookie. Thus, cookies cannot be tracked via the website of AdWords clients. The information collected by the conversion cookies are used to provide aggregate conversion statistics to AdWord clients who have opted-in for conversion tracking. Clients are informed about the total number of users who clicked on the ad and were forwarded to a conversion tracking tag page. However, they do not get any information enabling them to identify users personally. If you do not want to participate in the tracking program, you can refuse the use of this program by easily deactivating the google conversion-tracking cookie via your internet browser through the user settings. In this case, you will not be included in the conversion tracking statistics. Further information concerning Google data privacy can be found at <http://www.google.de/policies/privacy/>

5) Use of Google AdSense

This website uses Google AdSense, a web analytics service of Google Inc. ("Google"). Google AdSense uses so-called "DoubleClick Dart Cookies" (cookies). Those cookies are text files which are stored on your computer and which allow an analysis of your usage of this website. Furthermore, Google AdSense uses so-called "Web-Beacons" (small invisible images) to collect information. By using Web-Beacons simple actions such as visitor traffic on the website may be recorded, collected and evaluated. The information generated by those cookies and/or Web-Beacons (including your IP address) about your usage of this website will normally be transmitted to a server of Google in the United States of America and will be stored there.

Google will use this information to analyze your usage of this website regarding the AdSense Ads. Google might transmit this information to third parties, if this is prescribed by law and/or if third parties process those data by request of Google. You can permanently object to the storage of cookies for the purpose of ads by selecting the appropriate settings on your browser or by downloading and installing the browser plug in you will find via the following link: <http://www.google.com/settings/ads/plugin?hl=de>.

Please note that in this case certain functions of this website may not be used or only to a limited extent, if you have objected to the use of cookies.

6) Social Plugins

We have incorporated so-called plugins of the social network facebook.com (hereinafter "Facebook") into our website. Facebook is a company of the Facebook Inc., California Ave, Palo Alto, CA 94304, United States. A list and the appearance of these Facebook plugins may be viewed at the following Internet address: <http://developers.facebook.com/plugins>

During each visit of a webpage of our online presence that is equipped with such a plugin, the plugin causes the browser used by you to download the visual presentation of the plugin from the Facebook server and to display it. By integrating the plugin, Facebook receives the information that your browser has visited the respective webpage of our website even if you do not have a Facebook user account or are not currently logged into Facebook. This information (including your IP address) will be sent directly from your browser to a server from Facebook in the United States and stored there.

If you are a member of Facebook, and while visiting our website are logged into Facebook, Facebook due to information sent by the plugin recognizes which particular webpage of our website you are currently visiting and assigns this to your personal Facebook user account regardless of whether you activate one of the plugins. Should you then activate one of the plugins, for example by clicking the "I like" button

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or by submitting a comment, this will be sent to your personal user account with Facebook and stored there. To prevent Facebook from assigning collected data to your user account on Facebook, you have to log out from Facebook before visiting our website. To block Facebook plugins from collecting and transferring your visitor data in the future you may obtain a Browser Add On by "Facebook Blocker" for several Internet browsers at the following link; please do not delete the Browser Add On for as long as you wish to block Facebook plugins: <http://webgraph.com/resources/facebookblocker/>

At the following Internet address you can find Facebook's privacy policy with further information on the collection and use of data by Facebook, your relevant rights as well as on settings for the protection of your privacy: <http://www.facebook.com/policy.php>

7) Web analysis service

This website uses Google Analytics, a web analysis service of Google Inc. ("Google"). Google Analytics uses so-called Cookies, text files which are stored on your computer and which enable you to conduct an analysis of the use of the website. The information generated by the cookies about your use of the website will normally be transmitted to a server in the US, where it is stored.

In the case of activating an IP anonymizer for this website, your IP address will however be abbreviated by Google within the member states of the European Union or within other member states to the Agreement on the European Economic Area. Only in exceptional cases, the full IP address will be transmitted to a server in the US, where it is abbreviated. On behalf of the website operator, Google will use this information to evaluate your use of the website, to compile reports on website activities and to provide further services connected to the website use and the internet use for the benefit of the website operator.

The IP address transmitted by your browser in the context of Google Analytics will not be linked to other data retrieved by Google. You may prevent the storage of cookies by making the appropriate settings in your browser. However, we should point out that in that case you might not be able to use the full functionality of this website. You may permanently refuse Google to collect data generated by cookies regarding the use of the website (including your IP address) and to process them by downloading and installing the browser plugin available under the following link: <https://tools.google.com/dlpage/gaoptout?hl=en>.

As an alternative to the browser plugin or for browsers regarding mobile devices, please click on the following link in order to set an opt-out cookie, which disables Google Analytics to collect data on this website in the future (this opt-out cookie only functions for this browser and this domain. If you delete your cookies on this browser, you have to click again on this link:

[Deactivate Google Analytics](#)

Please note, this website uses Google Analytics with the extension "_anonymizeIp()". IP addresses will therefore be processed only in abbreviated form to prevent them from being directly linked to a particular individual.

8) Information on Customer Rights and Contacts

You are entitled to obtain information on your saved data free of charge and to correct, block or delete this data where applicable. Please contact us with any further inquiries about the collection, processing or use of your personal data. The same shall apply for obtaining information, your requests to block, delete or correct your personal data as well as for withdrawals of granted consents. You can find our contact address in our legal notice.