Privacy Policy for the “R2P” Software

1. Data Protection at a Glance

General Information

The following information provides an overview of what happens to your personal data when you use the R2P software or request a trial licence or licence for this software. Personal data is any data that can be used to identify you personally. Detailed information on data protection can be found in the privacy policy below.

Data Collection When Using the Software

Who is responsible for data collection?

Data processing is carried out by the software provider:

RX Design Germany GmbH
Managing Director: Anja Ehrig
Königsbrücker Landstraße 40
01109 Dresden
Germany

Phone: +49 351 309 553 70
Email: info@rx-design.de

How do we collect your data?

Some data is collected when you provide it to us. This may happen, for example, when you:

- request a trial licence
- complete a contact form
- request support
- purchase a licence

In addition, technical data may be collected automatically when you use the software, in particular:

- licence information
- IP address
- device or system information
- version of the software being used
- date and time of licence checks or updates

This data is collected to ensure that the software is used properly.

What do we use your data for?

Some data is collected in order to:

- enable software licensing and activation
- ensure proper use of the software
- provide software updates
- carry out error analysis and provide technical support

Other data may be used to improve the software and its functionality.

What rights do you have regarding your data?

You have the right at any time to:

- obtain, free of charge, information about the personal data stored about you
- request the correction of inaccurate data
- request the deletion of your data
- request the restriction of processing
- withdraw any consent you have given at any time

You also have the right to lodge a complaint with the competent data protection supervisory authority.

2. Hosting and Technical Infrastructure

Hosting of Licence and Service Data

External technical service providers may be used to operate the software and provide licence and update services.

In particular, the following data may be processed:

- IP address
- licence information
- system information
- communication data
- support requests

The use of such service providers is based on:

Art. 6(1)(b) GDPR (performance of a contract) and Art. 6(1)(f) GDPR (legitimate interest in the secure and efficient operation of the software).

Data processing agreements in accordance with Art. 28 GDPR are concluded with all service providers.

3. General Information and Mandatory Disclosures

Data Protection

The protection of your personal data is important to us. We treat your personal data confidentially and in accordance with the statutory data protection regulations and this privacy policy.

When you use the R2P software, personal data may be processed to the extent necessary to provide and use the software.

Please note that data transmission over the internet (e.g. for software updates or licence checks) may have security vulnerabilities. It is not possible to guarantee complete protection of data against access by third parties.

Information on the Controller

The controller responsible for data processing in connection with the software is:

RX Design Germany GmbH
Managing Director: Anja Ehrig
Königsbrücker Landstraße 40
01109 Dresden
Germany

Phone: +49 351 309 553 70
Email: info@rx-design.de

Storage Period

Unless a more specific storage period is stated in this privacy policy, your personal data will remain with us until the purpose of the data processing no longer applies.

This applies in particular to:

- licence data for the duration of the licence
- support data for the purpose of handling requests
- contract data subject to statutory retention obligations

Statutory retention periods remain unaffected.

Withdrawal of Your Consent to Data Processing

Many data processing operations are only possible with your explicit consent.

You may withdraw consent already given at any time. The lawfulness of data processing carried out before the withdrawal remains unaffected.

Right to Object under Art. 21 GDPR

Where personal data is processed on the basis of Art. 6(1)(f) GDPR, you have the right to object at any time to the processing of your personal data for reasons arising from your particular situation.

4. Data Processing in Connection with the Software

Licence Activation and Verification

The following data may be processed to activate and manage software licences:

- name or company name
- email address
- licence key
- software version
- system information
- IP address

Processing is carried out for the performance of the licence agreement in accordance with Art. 6(1)(b) GDPR.

Software Updates

The software may regularly check whether new versions or updates are available.

The following data may be transmitted for this purpose:

- software version
- system information
- IP address
- update status

This processing is carried out to ensure the functionality and security of the software.

Error Reports and Technical Analysis

To improve the software, it may be necessary to process technical error information.

This may include, for example:

- error messages
- software version
- system information

This data is used exclusively for error analysis and software improvement.

5. Sales through Autodesk

The R2P software may be distributed through platforms operated by Autodesk, Inc. (e.g. the Autodesk App Store).

If you purchase or download the software through an Autodesk platform, Autodesk's privacy policy also applies.

RX Design Germany GmbH receives from Autodesk only the data necessary for:

- licensing
- support
- contract processing

Further information about data protection at Autodesk can be found in Autodesk's privacy policy.

6. Contact and Support

If you contact us in connection with the software (e.g. by email or telephone), the information you provide will be stored for the purpose of handling your enquiry.

This includes, in particular:

- name
- contact details
- support request
- technical information about the software, where applicable

Processing is based on:

- Art. 6(1)(b) GDPR (performance of a contract)
- Art. 6(1)(f) GDPR (legitimate interest in efficient support)

7. Data Security

We implement appropriate technical and organisational measures to protect your data against loss, manipulation or unauthorised access.

These measures include, in particular:

- encrypted data transmission
- access restrictions
- secure server infrastructure