

Your rights

The legal framework regulating our services grants you a variety of different entitlements you have over your personal data.

Please use the forms we have provided under each of the following sections in order to get a quick and adequate response from us. You can send us a mail in German or in English.

The following list gives you guidance on these rights. To get more information or receive a copy of your personal data, please just get in touch with us via mail@experiencefellow.com.

Right to access

We only collect data that is essential to providing the service to you: email address and name to authenticate you, invoice details to meet Austrian law requirements and some key usage data like error logs to fix bugs and improve the software. That's it.

If you wish to have access to the personal information we have about you, just contact us.

Right to be forgotten

When you unsubscribe from Smaply all your data will be deleted from the production system immediately. Within 6 weeks it will also be gone from all our backups (we keep backups for 6 weeks by default; after that they will be deleted automatically). If you wish, we can store the data for a longer amount of time.

However, in specific case you have the right to erasure of your personal data, for example, if you withdraw consent of personal

**more
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More than Metrics GmbH

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VAT ID ATU69101223
Commercial Register 421906a
CEO Marc Stickdorn

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Branch: Innsbruck Wilten
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data we have processed on such basis. For a comprehensive list, see Article 17 GDPR.

Right to rectification

If you have any issues such as data containing wrong or inaccurate information about you, you can update it anytime by just letting us now via e-mail.

Right to restriction of processing

In specific cases, where you either do not want us to delete or when we are legally prohibited from deleting your personal data, you can restrict the processing of such data. In that case, we are only allowed to retain your data for a certain amount of time and not use it in any other way besides storing it.

Data portability

Upon request, we will send you a copy of the personal data we have stored about you in a file format which should be readable on almost any modern device.

Right to object

In cases where we did not need your consent for processing your personal data, such as on the grounds of legitimate interests or the performance, you can claim that your interests override ours. If we cannot prove that our interests outweigh yours, we must then stop processing your personal data.

Right to appeal

If you believe that our processing of your personal data is violating data protection laws or your rights have otherwise been infringed by our data processing practices, you can file a complaint before the supervisory authority.

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In Austria, the supervisory authority is the “Österreichische
Datenschutzbehörde”

Österreichische Datenschutzbehörde

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1080 Wien (Vienna)

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