

privacy of your data

Your personal data

Your personal data consists of: full name, address, telephone number, E-Mail address, date of birth and everything that you have to fill out in our Form. As well as on the contact and callback Form.

We use this data to store it to issue your customer number and invoice. We rely on the legal basis for contract fulfillment, Article 6 Paragraph 1 Letter b GDPR.

It will be stored for the duration of our collaboration with you and will be completely deleted by us after our collaboration has ended.

Furthermore, **we do not pass on your personal data to third parties!!!!**

However, we reserve the right to pass on personal data to lawyers and debt collection agencies if payment (only applies to bank transfer and GiroPay or PayDirekt) has still not been made after the deadline and repeated reminders - in short: in case of late payment.

We only release data to authorities and third parties in accordance with legal regulations or a court order. Information can be provided to authorities based on a legal requirement to avert danger or for criminal prosecution. Third parties only receive information if this is required by law. This can e.g. This may be the case, for example, in the case of Copyright infringement.

Cookies

Our Website does not use Cookies; these are small identifiers that a Server stores on the device with which you access our Website or our services. They contain information that can be accessed when you access our services and thus enable more efficient and better use of our offerings.

Data collection callback appointment booking form

Here too, we will not transmit any of your data to third parties. Although we collect your data, it is deleted when our collaboration ends.

Right of withdrawal according to § 355

Right of withdrawal from consumer contracts

(1) If a consumer is granted a right of withdrawal by law in accordance with this provision, the consumer and the entrepreneur are no longer bound by their declarations of intent aimed at concluding the contract if the consumer has withdrawn his declaration of intent in a timely manner. 2The revocation is made by making a declaration to the entrepreneur. 3The declaration must clearly indicate the consumer's decision to withdraw from the contract. 4The revocation does not have to contain any reason. 5To meet the deadline, it is sufficient to send the cancellation in a timely manner.

(2) 1The cancellation period is 14 days. 2It begins with the conclusion of the contract, unless otherwise specified.

(3) 1In the event of cancellation, the services received must be returned immediately. 2If the law specifies a maximum period for the return, this begins for the entrepreneur with receipt and for the consumer with the submission of the cancellation declaration. 3A consumer meets this deadline by sending the goods on time. 4In the event of cancellation, the entrepreneur bears the risk of returning the goods.

[Read more about the right of withdrawal according to § 355](#)

further information on the right of withdrawal

You and we also have the 14 day (two week) right of withdrawal. The 14 days apply from the time you receive the confirmation and customer number from us by post, as well as by email.

Please send your revocation to us in writing by post: Senior Service Office c/o von Pawlowski, Otto-Suhr-Allee 52, 10585 Berlin or by email info.seniorenservicebuero.vonpawlowski.com.

Termination

Termination, like the use of revocation, must be in writing.

We reserve the right to terminate the contract

- if you are permanently in default of payment
- deny us important information that we need for applications or forms
- often show themselves to be uncooperative
- if you treat us disrespectfully
- if you provide us with incorrect and/or incomplete information.