

Privacy Policy

Personal data (usually referred to just as „data“ below) will only be processed by us to the extent necessary and for the purpose of providing a functional and user-friendly website, including its contents, and the services offered there.

This privacy policy also applies to the use of the mobile application “HeadApp”.

Per Art. 4 No. 1 of Regulation (EU) 2016/679, i.e. the General Data Protection Regulation (hereinafter referred to as the „GDPR“), „processing“ refers to any operation or set of operations such as collection, recording, organization, structuring, storage, adaptation, alteration, retrieval, consultation, use, disclosure by transmission, dissemination, or otherwise making available, alignment, or combination, restriction, erasure, or destruction performed on personal data, whether by automated means or not.

The following privacy policy is intended to inform you in particular about the type, scope, purpose, duration, and legal basis for the processing of such data either under our own control or in conjunction with others. We also inform you below about the third-party components we use to optimize our website and improve the user experience which may result in said third parties also processing data they collect and control.

Our privacy policy is structured as follows:

- I. Information about us as controllers of your data
- II. The rights of users and data subjects
- III. Information about the data processing

I. Information about us as controllers of your data

The party responsible for this website (the „controller“) for purposes of data protection law is:

HelferApp GmbH
Frank Schulze
Zur Klus 31
39175 Gommern OT Wahlitz
Telefon: +49 392 00 491 491
Telefax: +49 392 00 491 482
E-Mail: info@helferapp.com

II. The rights of users and data subjects

With regard to the data processing to be described in more detail below, users and data subjects have the right

- to confirmation of whether data concerning them is being processed, information about the data being processed, further information about the nature of the data processing, and copies of the data (cf. also Art. 15 GDPR);
- to correct or complete incorrect or incomplete data (cf. also Art. 16 GDPR);
- to the immediate deletion of data concerning them (cf. also Art. 17 DSGVO), or, alternatively, if further processing is necessary as stipulated in Art. 17 Para. 3 GDPR, to restrict said processing per Art. 18 GDPR;
- to receive copies of the data concerning them and/or provided by them and to have the same transmitted to other providers/controllers (cf. also Art. 20 GDPR);
- to file complaints with the supervisory authority if they believe that data concerning them is being processed by the controller in breach of data protection provisions (see also Art. 77 GDPR).

In addition, the controller is obliged to inform all recipients to whom it discloses data of any such corrections, deletions, or restrictions placed on processing the same per Art. 16, 17 Para. 1, 18 GDPR. However, this obligation does not apply if such notification is impossible or involves a disproportionate effort. Nevertheless, users have a right to information about these recipients.

Likewise, under Art. 21 GDPR, users and data subjects have the right to object to the controller's future processing of their data pursuant to Art. 6 Para. 1 lit. f) GDPR. In particular, an objection to data processing for the purpose of direct advertising is permissible.

III. Information about the data processing

Your data processed when using our website and our mobile application "HeadApp" will be deleted or blocked as soon as the purpose for its storage ceases to apply, provided the deletion of the same is not in breach of any statutory storage obligations or unless otherwise stipulated below.

Follow-up comments

If you make posts on our website, we also offer you the opportunity to subscribe to any subsequent follow-up comments made by third parties. In order to be able to inform you about these follow-up comments, we will need to process your email address.

The legal basis for this is Art. 6 Para. 1 lit. a) GDPR. You may revoke your prior consent to this subscription under Art. 7 Para. 3 GDPR with future effect. All you have to do is inform us that you are revoking your consent or click on the unsubscribe link contained in each email.

Cookie Manager

To obtain consent for the use of technically unnecessary cookies on the **website**, the provider uses a cookie manager.

When the website is called up, a cookie with the settings information is stored on the end device of the user so that the request for consent does not have to be made on a subsequent visit.

The cookie is required to obtain legally compliant user consent.

You can prevent cookies from being installed by adjusting the settings on your internet browser.

Cookies

a) Session cookies

We use cookies on our website. Cookies are small text files or other storage technologies stored on your computer by your browser. These cookies process certain specific information about you, such as your browser, location data, or IP address.

This processing makes our website more user-friendly, efficient, and secure, allowing us, for example, to display our website in different languages or to offer a shopping cart function.

The legal basis for such processing is Art. 6 Para. 1 lit. b) GDPR, insofar as these cookies are used to collect data to initiate or process contractual relationships.

If the processing does not serve to initiate or process a contract, our legitimate interest lies in improving the functionality of our website. The legal basis is then Art. 6 Para. 1 lit. f) GDPR. When you close your browser, these session cookies are deleted.

b) Third-party cookies

If necessary, our website may also use cookies from companies with whom we cooperate for the purpose of advertising, analyzing, or improving the features of our website.

Please refer to the following information for details, in particular for the legal basis and purpose of such third-party collection and processing of data collected through cookies.

c) Disabling cookies

You can refuse the use of cookies by changing the settings on your browser. Likewise, you can use the browser to delete cookies that have already been stored. However, the steps and measures required vary, depending on the browser you use. If you have any questions, please use the help function or consult the documentation for your browser or contact its maker for support. Browser settings cannot prevent so-called flash cookies from being set. Instead, you will need to change the setting of your Flash player. The steps and measures required for this also depend on the Flash player you are using. If you have any questions, please use the help function or consult the documentation for your Flash player or contact its maker for support.

If you prevent or restrict the installation of cookies, not all of the functions on our site may be fully usable.

Contact

If you contact us via email or the contact form, the data you provide will be used for the purpose of processing your request. We must have this data in order to process and answer your inquiry; otherwise we will not be able to answer it in full or at all.

The legal basis for this data processing is Art. 6 Para. 1 lit. b) GDPR.

Your data will be deleted once we have fully answered your inquiry and there is no further legal obligation to store your data, such as if an order or contract resulted therefrom.

Customer account/registration

If you create a customer account with us via our website or mobile application "HeadApp", we will use the data you entered during registration (e.g. your name, your address, or your email address) exclusively for services leading up to your potential placement of an order or entering some other contractual relationship with us, to fulfill such orders or contracts, and to provide customer care (e.g. to provide you with an overview of your previous orders or to be able to offer you a wishlist function). We also store your IP address and the date and time of your registration. This data will not be transferred to third parties.

During the registration process, your consent will be obtained for this processing of your data, with reference made to this privacy policy. The data collected by us will be used exclusively to provide your customer account.

If you give your consent to this processing, Art. 6 Para. 1 lit. a) GDPR is the legal basis for this processing.

If the opening of the customer account is also intended to lead to the initiation of a contractual relationship with us or to fulfill an existing contract with us, the legal basis for this processing is also Art. 6 Para. 1 lit. b) GDPR.

You may revoke your prior consent to the processing of your personal data at any time under Art. 7 Para. 3 GDPR with future effect. All you have to do is inform us that you are revoking your consent.

The data previously collected will then be deleted as soon as processing is no longer necessary. However, we must observe any retention periods required under tax and commercial law.

The personal data collected during registration and use of the user account (name or pseudonym,

email address and optional information: phone number, postal address, clinic name) is processed solely for providing and operating the app's functions, for communication with users, and for the performance of contractual services.

Providing a legal name is not mandatory; users may use a pseudonym instead.

For therapists, only personal data is processed; no health data is collected or processed.

This personal data is not shared with unauthorized third parties. Data is only shared where permitted by law or necessary for the fulfillment of a contract.

Protection of medical data

The software of HelferApp GmbH stores medical data such as therapy reasons, training duration, training frequency, and training results.

HelferApp GmbH hereby declares that in its products all requirements of the German Federal Data Protection Act and the European Medical Devices Act regarding confidential medical data are met in full.

Medical data and customer data are stored in separate databases; medical data are AES-encrypted. Thus, even server operators can neither decrypt nor assign this data.

The data communication between the HeadApp client and the HeadApp server is TLS-encrypted so that it is never possible to record sensitive data at any time.

Collection and use of health data

Health data (e.g., information on therapy progress, training duration, training results, therapy reasons, gender or year of birth) is collected exclusively as part of the active use of the app by the patient.

The data is collected at the time it is entered by the user within the app. Health data is only collected when actively provided by the user.

The processing of this data is carried out solely for the purpose of providing, documenting, and evaluating therapy or training, as well as for enabling app functionalities and displaying progress. The collected health data is used exclusively for these purposes within the app.

Access to personal and health data is restricted to the respective patient and, if applicable, the supervising therapist as part of the treatment.

Data is not shared with other third parties unless required by law or necessary for the provision of the service.

The collection and use of this data is based on your consent (Art. 6(1)(a) GDPR), for the performance of the user contract (Art. 6(1)(b) GDPR), and for compliance with legal obligations (Art. 6(1)(c) GDPR).

Data retention period in the app

Personal data is stored only for as long as necessary for the use of the app and the respective processing purposes.

Therapist data is stored for the duration of the user account and is deleted at the latest upon deletion of the account.

Patient data, including health data, is stored for the duration of the therapeutic use of the app and is deleted at the latest upon deletion of the user account.

Data may be retained beyond this period only where required by legal retention obligations.

Deletion of data

Users have the right to request the deletion of their personal data at any time.

Data deletion is carried out as follows:

- Therapist data is deleted upon request by the therapist.
- Patient data is deleted upon request by the patient or the supervising therapist.

Data is deleted completely and permanently unless legal retention obligations prevent deletion.

Newsletter

If you register for our free newsletter, the data requested from you for this purpose, i.e. your email address and, optionally, your name and address, will be sent to us. We also store the IP address of your computer and the date and time of your registration. During the registration process, we will obtain your consent to receive this newsletter and the type of content it will offer, with reference made to this privacy policy. The data collected will be used exclusively to send the newsletter and will not be passed on to third parties.

The legal basis for this is Art. 6 Para. 1 lit. a) GDPR.

You may revoke your prior consent to receive this newsletter under Art. 7 Para. 3 GDPR with future effect. All you have to do is inform us that you are revoking your consent or click on the unsubscribe link contained in each newsletter.

User posts, comments, and ratings

We offer you the opportunity to post questions, answers, opinions, and ratings on our website, hereinafter referred to jointly as „posts.“ If you make use of this opportunity, we will process and publish your post, the date and time you submitted it, and any pseudonym you may have used.

The legal basis for this is Art. 6 Para. 1 lit. a) GDPR. You may revoke your prior consent under Art. 7 Para. 3 GDPR with future effect. All you have to do is inform us that you are revoking your consent.

In addition, we will also process your IP address and email address. The IP address is processed because we might have a legitimate interest in taking or supporting further action if your post infringes the rights of third parties and/or is otherwise unlawful.

In this case, the legal basis is Art. 6 Para. 1 lit. f) GDPR. Our legitimate interest lies in any legal defense we may have to mount.

Server data

For technical reasons, the following data sent by your internet browser to us or to our server provider will be collected, especially to ensure a secure and stable website as well as the use of our mobile application "HeadApp": These server log files record the type and version of your browser, operating system, the website and device from which you came (referrer URL), the webpages on our site visited, the date and time of your visit, as well as the IP address from which you visited our site.

The data thus collected will be temporarily stored, but not in association with any other of your data.

The basis for this storage is Art. 6 Para. 1 lit. f) GDPR. Our legitimate interest lies in the improvement, stability, functionality, and security of our website and our mobile application "HeadApp".

The data will be deleted within no more than seven days, unless continued storage is required for evidentiary purposes. In which case, all or part of the data will be excluded from deletion until the investigation of the relevant incident is finally resolved.

Order processing

The data you submit when ordering goods and/or services from us will have to be processed in order to fulfill your order. Please note that orders cannot be processed without providing this data. The legal basis for this processing is Art. 6 Para. 1 lit. b) GDPR.

After your order has been completed, your personal data will be deleted, but only after the retention periods required by tax and commercial law.

In order to process your order, we will share your data with the shipping company responsible for delivery to the extent required to deliver your order and/or with the payment service provider to the extent required to process your payment.

The legal basis for the transfer of this data is Art. 6 Para. 1 lit. b) GDPR.

Google Analytics

We use Google Analytics on our website and our mobile application "HeadApp". This is a web analytics service provided by Google Ireland Limited, Gordon House, Barrow Street, Dublin 4, Ireland (hereinafter: Google).

The Google Analytics service is used to analyze how our website and our mobile application "HeadApp" is used. The legal basis is Art. 6 Para. 1 lit. f) GDPR. Our legitimate interest lies in the analysis, optimization, and economic operation of our site and our mobile application "HeadApp".

Usage and user-related information, such as IP address, place, time, or frequency of your visits to our website will be transmitted to a Google server in the United States and stored there. However, we use Google Analytics with the so-called anonymization function, whereby Google truncates the IP address within the EU or the EEA before it is transmitted to the US.

The data collected in this way is in turn used by Google to provide us with an evaluation of visits to our website and what visitors do once there. This data can also be used to provide other services related to the use of our website and of the internet in general.

Google states that it will not connect your IP address to other data. In addition, Google provides further information with regard to its data protection practices at

<https://www.google.com/intl/de/policies/privacy/partners>,

including options you can exercise to prevent such use of your data.

In addition, Google offers an opt-out add-on at

<https://tools.google.com/dlpage/gaoptout?hl=en>

in addition with further information. This add-on can be installed on the most popular browsers and offers you further control over the data that Google collects when you visit our website. The add-on informs Google Analytics' JavaScript (ga.js) that no information about the website visit should be transmitted to Google Analytics. However, this does not prevent information from being transmitted to us or to other web analytics services we may use as detailed herein.

Google Fonts

Our website uses Google Fonts to display external fonts. This is a service provided by Google Ireland Limited, Gordon House, Barrow Street, Dublin 4, Ireland (hereinafter: Google).

To enable the display of certain fonts on our website, a connection to the Google server in the USA is established whenever our website is accessed.

The legal basis is Art. 6 Para. 1 lit. f) GDPR. Our legitimate interest lies in the optimization and economic operation of our site.

When you access our site, a connection to Google is established from which Google can identify the site from which your request has been sent and to which IP address the fonts are being transmitted for display.

Google offers detailed information at

<https://adssettings.google.com/authenticated>

<https://policies.google.com/privacy>

in particular on options for preventing the use of data.

Google reCAPTCHA

Our website uses Google reCAPTCHA to check and prevent automated servers („bots“) from accessing and interacting with our website. This is a service provided by Google Ireland Limited, Gordon House, Barrow Street, Dublin 4, Ireland (hereinafter: Google).

This service allows Google to determine from which website your request has been sent and from which IP address the reCAPTCHA input box has been used. In addition to your IP address, Google may collect other information necessary to provide and guarantee this service.

The legal basis is Art. 6 Para. 1 lit. f) GDPR. Our legitimate interest lies in the security of our website and in the prevention of unwanted, automated access in the form of spam or similar.

Google offers detailed information at

<https://policies.google.com/privacy>

concerning the general handling of your user data.

Google-Maps

Our website uses Google Maps to display our location and to provide directions. This is a service provided by Google Ireland Limited, Gordon House, Barrow Street, Dublin 4, Ireland (hereinafter: Google).

To enable the display of certain fonts on our website, a connection to the Google server in the USA is established whenever our website is accessed.

If you access the Google Maps components integrated into our website, Google will store a cookie on your device via your browser. Your user settings and data are processed to display our location and create a route description. We cannot prevent Google from using servers in the USA.

In case you have granted your consent to this processing the legal basis is Article 6 para. 1 lit. a GDPR. The legal basis can also be Article 6 para. 1 lit. f GDPR. Our legitimate interest lies in optimizing the functionality of our website.

By connecting to Google in this way, Google can determine from which website your request has been sent and to which IP address the directions are transmitted.

If you do not agree to this processing, you have the option of preventing the installation of cookies by making the appropriate settings in your browser. Further details can be found in the section about cookies above.

In addition, the use of Google Maps and the information obtained via Google Maps is governed by the [Google Terms of Use https://policies.google.com/terms?gl=DE&hl=en](https://policies.google.com/terms?gl=DE&hl=en) and the [Terms and Conditions for Google Maps https://www.google.com/intl/de_de/help/terms_maps.html](https://www.google.com/intl/de_de/help/terms_maps.html).

Google also offers further information at

<https://adssettings.google.com/authenticated>

<https://policies.google.com/privacy>

Use of PayPal as a payment method

If you decide to pay with the online payment service provider PayPal during your order process, your contact data is transmitted to PayPal as part of the order thus triggered. PayPal is an offer of PayPal (Europe) S.à.r.l. & Cie. S.C.A., 22-24 Boulevard Royal, L-2449 Luxembourg. PayPal thereby assumes the function of an online payment service provider and a trustee and offers buyer protection services.

The personal data transmitted to PayPal is mostly first name, last name, address, telephone number, IP address, e-mail address, or other data, which is required for order processing, as well as data related to the order, such as the number of items, item number, invoice amount and tax percentage, billing information, etc.

This transmission is necessary to process your order with the payment method you have selected, in particular to confirm your identity, to administer your payment and the customer relationship. Your data is therefore transmitted to PayPal on the basis of Article 6 para. 1 lit. b GDPR.

However, please note: PayPal may transfer the personal data to service providers, to subcontractors or other affiliated companies, to the extent necessary to fulfill the contractual obligations arising from your order or to process the data in the order on your behalf.

Depending on the payment method selected via PayPal, e.g., invoice or direct debit, the personal data transmitted to PayPal will be transmitted to credit agencies by PayPal. This transmission is used to check your identity and creditworthiness in relation to the order you have placed. For information on which credit agencies are involved and which data is generally collected, processed, saved and forwarded by PayPal, please refer to PayPal's data protection statement at <https://www.paypal.com/de/webapps/mpp/ua/privacy-full>

Google AdSense

We use Google AdSense on our website to integrate advertisements. This is a service provided by Google Ireland Limited, Gordon House, Barrow Street, Dublin 4, Ireland (hereinafter: Google).

Google AdSense stores cookies and web beacons on your device via your browser. This enables Google to analyze how you use our website. In addition to your IP address and the advertising formats displayed, the information thus collected will be transmitted to Google in the USA and stored there. Google may also share this information with third parties. Google states that it will not connect your IP address to other data.

In case you have granted your consent to this processing the legal basis is Article 6 para. 1 lit. a GDPR. The legal basis can also be Article 6 para. 1 lit. f GDPR. Our legitimate interest lies in the analysis, optimization, and economic operation of our site.

If you do not agree to this processing, you have the option of preventing the installation of cookies by making the appropriate settings in your browser. Further details can be found in the section about cookies above.

In addition, Google offers an opt-out add-on at

<https://policies.google.com/privacy>

<https://adssettings.google.com/authenticated>

in particular on options for preventing the use of data.

Google AdWords with Conversion Tracking

Our website uses Google AdWords and conversion tracking. This is a service provided by Google Ireland Limited, Gordon House, Barrow Street, Dublin 4, Ireland (hereinafter: Google).

We use conversion tracking to provide targeted promotion of our site. In case you have granted your consent to this processing the legal basis is Article 6 para. 1 lit. a GDPR. The legal basis can also be Article 6 para. 1 lit. f GDPR. Our legitimate interest lies in the analysis, optimization, and economic operation of our site.

If you click on an ad placed by Google, the conversion tracking we use stores a cookie on your device. These so-called conversion cookies expire after 30 days and do not otherwise identify you personally. If the cookie is still valid and you visit a specific page of our website, both we and Google can evaluate that you clicked on one of our ads placed on Google and that you were then forwarded to our website.

The data collected in this way is in turn used by Google to provide us with an evaluation of visits to our website and what visitors do once there. In addition, we receive information about the number of users who clicked on our advertisement(s) as well as about the pages on our site that are subsequently visited. Neither we nor third parties who also use Google AdWords will be able to identify you from this conversion tracking.

You can also prevent or restrict the installation of cookies by making the appropriate settings in your browser. Likewise, you can use the browser to delete cookies that have already been stored. However, the steps and measures required vary, depending on the browser you use. If you have any questions, please use the help function or consult the documentation for your browser or contact its maker for support.

In addition, Google provides further information with regard to its data protection practices at

<https://services.google.com/sitestats/de.html>

<https://www.google.com/policies/technologies/ads/>

<http://www.google.de/policies/privacy/>

in particular information on how you can prevent the use of your data.

Zoho SalesIQ

When you visit our website, anonymized usage data is collected using the Zoho service SalesIQ (<https://zoho.eu/salesiq>). SalesIQ uses so-called "cookies", which enable an analysis of our website. You can prevent this "tracking" by making the appropriate settings in your browser.

We store this data for statistical purposes only. The IP addresses are shortened by the last digits within the framework of the law in order to guarantee anonymity.

Zoho Page Sense

When you visit our website, anonymized usage data is collected using the Zoho service PageSense (<https://zoho.eu/pagesense>). Page Sense only records the visit and clicks on our website completely anonymously. There is no conclusion about individual visitors. PageSense only enables us to check the general use of our website in the form of a heat map and consequently to show you its important

content in the right place on the individual websites. No usage data or personal data is collected or stored.

Printfriendly.com

When you visit our website, the content of our website can be converted into a PDF file for printing or downloading. A service on Printfriendly.com is used for this purpose.

If you use this service, please note the information on

<https://www.printfriendly.com/privacy>

This Privacy Policy is valid from March 2026.

[Model Data Protection Statement](#) for [Anwaltskanzlei Weiß & Partner](#)