

Privacy Policy — International

Version 2.0 — September 2026 · For visitors and customers outside Germany/EU and India

NOTE (remove before publication): This replaces the previous international privacy text, which was a copy of the German/EU version and still contained an AI-chat artefact (“If you want, I can also give this in...”) and a wrong heading (“Terms & Conditions”). Both are removed. Items marked [CONFIRM] need a factual check. **Customers in India:** the separate **Privacy Policy — India (DPDP)** applies to you.

1. Data protection at a glance

1.1 General information

This Privacy Policy explains how your personal data is collected, used and protected when you visit our websites (www.mejuvante.com, www.mejuvante.ai), use our online store (store.mejuvante.ai, the “Store”) or use our software products (together, the “Services”).

Personal data means any information relating to an identified or identifiable natural person (Article 4(1) GDPR) — for example your name, e-mail address or IP address.

MeJuvante takes the protection of your personal data seriously. We process it confidentially and in accordance with the EU General Data Protection Regulation (GDPR), the German Federal Data Protection Act (BDSG), the German Telecommunications-Digital-Services Data Protection Act (TDDDG) and this Policy — irrespective of where you are located.

1.2 Who is responsible (controller)

MeJuvante GmbH

Robert-Bosch-Str. 4b, 35440 Linden, Germany
Represented by: Timo Traurig (Managing Director)
Commercial Register: Amtsgericht Gießen, HRB 6986 · VAT ID: DE261863426
Telephone: +49 6196 777 17 0 · E-mail: working@mejuvante.com

MeJuvante GmbH is the controller for the websites and for the Store for all customers **outside India**.

Data Protection Officer (GDPR): Evelyn Schiener — evelyn.schiener@mejuvante.com, or by post to the address above marked “Data Protection Officer”.

Group company in India: MeJuvante Private Limited, 301/302, 3rd Floor, Saket Callipolis, Sarjapur – Marathahalli Road, Doddakannelli, Bengaluru, Karnataka 560035, India (CIN U74999KA2022PTC159102) — controller/Data Fiduciary for customers in India (see Privacy Policy — India); Grievance Officer: Ankita Rishabh, work@mejuvante.co.in, +91 98113 04887.

1.3 How we collect your data

Data you provide: name, e-mail address, company, telephone, billing address, information in contact or application forms, account and order data, content you upload to our products.

Data collected automatically: IP address, date and time of access, browser type and version, operating system, referrer, pages visited, device identifiers, error logs, feature usage within our products.

1.4 What we use your data for

To provide the websites, the Store and our products; to create and administer your account; to process orders, payments, invoices and refunds; to provide support; to ensure security and prevent fraud; to comply with legal obligations; and — only with your consent — for analytics and marketing.

Legal bases: Article 6(1)(a) GDPR (consent), 6(1)(b) (contract), 6(1)(c) (legal obligation), 6(1)(f) (legitimate interest — security, fraud prevention, defence of legal claims).

1.5 Your rights

You have the right to access, rectification, erasure, restriction of processing, data portability, objection (Article 21 GDPR) and to withdraw consent at any time with effect for the future. You may lodge a complaint with a supervisory authority; the authority responsible for us is the Hessian Commissioner for Data Protection and Freedom of Information (<https://datenschutz.hessen.de/>). Contact for all requests: **datenschutz@mejuvante.com** [CONFIRM: mailbox exists – previous text used the .de domain].

2. Website and server logs

When you access our websites, the following data is stored in server log files: IP address, date and time, browser and operating system, referrer, data volume, access status. Purpose: delivery, stability, security and optimisation of the website. Legal basis: Article 6(1)(f) GDPR. Log files are erased or anonymised after **3 months**.

Hosting: 1&1 IONOS SE (1&1 Telecommunication SE), Elgendorfer Str. 57, 56410 Montabaur, Germany — processor under Article 28 GDPR.

3. Online store, accounts and payments

3.1 Account and orders

When you create an account or place an order we process identity, contact, account and order data to perform the contract (Article 6(1)(b) GDPR). Store platform: [CONFIRM: Shopify International Ltd., Dublin, Ireland / other] as processor.

3.2 Payments — Stripe

Payments for customers outside India are processed by **Stripe Payments Europe, Ltd.**, 1 Grand Canal Street Lower, Dublin 2, Ireland (and, for non-EU transactions, Stripe, Inc., USA) through a hosted checkout. **Payment card data are entered directly with Stripe and never reach our servers.** Stripe also calculates applicable taxes (Stripe Tax). Stripe acts partly as an independent controller for the payment transaction; its privacy policy applies (<https://stripe.com/privacy>).

Legal basis: Article 6(1)(b) GDPR. Transfers to the USA are covered by the EU–US Data Privacy Framework and/or EU standard contractual clauses.

3.3 Payments — India

Customers in India pay Mejuvante Private Limited via PayU (hosted checkout); see Privacy Policy — India.

3.4 Marketplaces

If you purchase through AWS Marketplace or the Microsoft Store, the marketplace operator processes your data under its own privacy terms; we receive only the data necessary to provision and support the product.

3.5 Software products and cloud infrastructure

Our products run on Amazon Web Services and Microsoft Azure, primarily in [CONFIRM: EU (Frankfurt) region]. Content you upload is processed solely to provide the product to you and is not used to train models available to other customers without your express agreement.

3.6 Retention

Account data: for the life of the account and up to 30 days after closure. Order, invoice and tax records: 10 years (Sections 147 AO, 257 HGB). Support communications: up to 3 years after closure.

4. Plugins and tools (consent only)

The following tools are loaded **only after you consent** via our consent banner (Article 6(1)(a) GDPR; Section 25(1) TDDDG). You can change or withdraw your choice at any time in the banner.

Google Analytics — Google Ireland Limited, Gordon House, Barrow Street, Dublin 4, Ireland. Analysis of website usage with cookies; IP anonymisation enabled; data may be transferred to Google LLC, USA (EU–US Data Privacy Framework). Opt-out: <https://tools.google.com/dlpage/gaoptout>.

Google Maps — Google Ireland Limited. Display of interactive maps; loaded only after you click the map placeholder (two-click solution).

YouTube videos — Google Ireland Limited. Embedded in privacy-enhanced mode and loaded only after you click the video placeholder (two-click solution); on loading, your IP address is transmitted to Google.

5. Contact form, chat and meeting booking

When you use our contact form, chat or booking function we process your name, e-mail address and message to handle your enquiry (Article 6(1)(b) GDPR). Data are erased once the enquiry is closed, unless statutory retention applies.

6. Newsletter

You receive our newsletter only after double opt-in. Legal basis: Article 6(1)(a) GDPR. You can unsubscribe at any time via the link in every e-mail.

7. Job applications

Application data are processed for the recruitment procedure (Section 26 BDSG, Article 6(1)(b) GDPR) and erased 6 months after the end of the procedure unless you consent to inclusion in our talent pool. Recruitment may be supported by our Indian group company under a data processing agreement.

8. Social media

We maintain profiles on LinkedIn, Xing and Kununu. When you interact with us there, the privacy policy of the respective platform applies.

9. Recipients and international transfers

We share personal data only with processors bound by Article 28 GDPR contracts (hosting, store platform, payment, cloud, e-mail and analytics providers), with our Indian group company where necessary to deliver the Services, with marketplaces you purchase through, and with authorities where required by law. Where data are transferred outside the EU/EEA (USA, India), we rely on an adequacy decision, the EU-US Data Privacy Framework or EU standard contractual clauses with supplementary measures.

10. Security

We use TLS encryption ("https://") for all transmissions, encryption at rest, role-based access control and regular backups. Complete protection of internet transmissions against access by third parties cannot be guaranteed.

11. Automated decision-making

We do not make decisions producing legal or similarly significant effects on you based solely on automated processing (Article 22 GDPR).

12. Changes

We may update this Policy to reflect changes in law, technology or our Services. The current version is available at [URL]. Material changes will be announced on the website or by e-mail.

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