

**Terms and conditions for training courses, seminars, and
workshops**

Privacy policy

Terms and conditions for training courses, seminars, and workshops

As of: September 2025

General

The following training terms and conditions apply exclusively to **training courses, seminars, and workshops** offered by **Flow Science Deutschland GmbH** (hereinafter referred to as "we" or "us"). The following general training terms and conditions conclusively govern the contractual relationship between the contractual partner (hereinafter referred to as "customer") and us. Deviating, conflicting, or supplementary terms and conditions of the customer shall not apply unless we have expressly acknowledged their validity in writing.

Unless otherwise specified, our offers are subject to change. Verbal side agreements require written confirmation. No personal evaluation of the information we obtain through visits to this website takes place.

Conclusion of contract

Registration can be made via the Internet, telephone, or email. A contract is only concluded upon confirmation by us. By registering, the customer accepts these training conditions.

The number of participants is limited in order to maintain the quality of the training. Therefore, registrations are generally considered in the order in which they are received. If we receive more registrations than there are training places available, we will endeavor to offer the customer a training course at another time.

Subject matter of the contract

The subject matter of this contract is the provision of training courses by us. The training courses take place either at our company headquarters or at a location in the vicinity, another suitable location, or online (web meeting) in German or English. We use **Microsoft Teams** or **TeamViewer** software to conduct the online training courses or web meetings. The customer must ensure the full functionality of this software and rule out any potential problems, e.g., due to firewalls or virus scanners. We will provide separate offers for individual training courses on site at the participant's premises, whereby the customer shall provide the training environment and corresponding framework conditions free of charge.

We reserve the right to replace announced speakers with others and to make necessary changes to the event program while maintaining the overall character of the event. We are entitled to use expert third parties to conduct the training.

If it is not possible to hold the event due to force majeure, we will inform the customer in good time. In this case, the participation fee will be credited to the participant if no suitable alternative date can be specified.

Prices and terms of payment

The participation fee is per person and event; the prices quoted are net prices and will be invoiced plus the VAT applicable on the day of the training. The participation fee includes the event, conference drinks, training materials, and lunch. Travel and parking fees as well as accommodation costs are not included.

The full participation fee will be invoiced immediately after the start of the training. A change of the announced speaker, a change in the training schedule, or non-attendance of individual parts of the training does not entitle the participant to a reduction in the participation fee.

Termination of contract/cancellation

The customer may cancel free of charge up to one week before the event date. In the event of cancellation at a later date or if the customer does not show up, we will charge the full participation fee. Cancellation must be made in writing.

If the registered participant is unable to attend, a substitute participant may be named. The registration of a substitute participant must be made in writing and must be confirmed by us.

We reserve the right to cancel an event for operational or organizational reasons (e.g., failure to reach the required number of participants or cancellation by the speaker). This does not entitle the participant to compensation. In this case, the participation fee will be credited to the participant if no suitable alternative date can be found.

Liability

We are not liable for theft, damage, or loss of participants' property or vehicles. Claims for reimbursement of travel or accommodation costs or loss of working hours are excluded. The events are carefully prepared by the speakers. We accept no liability for the quality, accuracy, or completeness of the training materials or the execution of the event.

Copyrights and rights to the services provided

The training materials are protected by copyright. Any editing, distribution, reproduction, or other use of this data is only permitted with our prior consent. Participants are not entitled to

market the training, the training materials, or parts of the training or training materials themselves, or to make them available in any other way, or to make services or parts thereof available to third parties.

Bringing tape recorders, photo, film, or video cameras to the event for the purpose of recording the content of the lectures and/or presentations or creating film or photo material is not permitted. In the event of non-compliance with this provision, we are entitled to exclude the participant(s) from the event without compensation.

All rights, including the right of use, to the services provided by us are exclusively reserved to us until all our claims have been fulfilled in full by the customer. Irrespective of any rights of use that we grant the customer to contractual services, we reserve the right to use and exploit the know-how, solutions, and methods acquired in the performance of the agreed services for other purposes. Models, methods, programs, and program modules provided remain our sole and exclusive property or that of our licensors. The customer does not acquire any rights of use thereto.

Final provisions

Amendments, additions, terminations, or withdrawals must be made in writing. This also applies to the waiver of the written form clause. Should individual provisions of these contractual terms and conditions be or become invalid, this shall not affect the validity of the remainder of the contract. An invalid provision shall be replaced by a provision that comes as close as possible to the economic objective of the invalid provision in a legally permissible manner. Should a loophole arise in these contractual terms and conditions, the parties shall find or apply a provision that corresponds to what they would have agreed if they had considered the unresolved issue.

Privacy policy

1. Data protection at a glance

General information

The following information provides a simple overview of what happens to your personal data when you visit this website. Personal data is any data that can be used to identify you personally. For detailed information on the subject of data protection, please refer to our privacy policy listed below this text.

Data collection on our website

Who is responsible for data collection on this website?

Data processing on this website is carried out by the website operator. Their contact details can be found in the legal notice on this website.

How do we collect your data?

On the one hand, your data is collected when you provide it to us. This may be data that you enter in a contact form, for example.

Other data is collected automatically by our IT systems when you visit the website. This is primarily technical data (e.g., Internet browser, operating system, or time of page view). This data is collected automatically as soon as you enter this website.

What do we use your data for?

Some of the data is collected to ensure that the website is provided without errors. Other data may be used to analyze your user behavior. We also use this data for the purpose of contract execution, to fulfill our contractual and pre-contractual obligations, and for direct marketing.

What rights do you have regarding your data?

You have the right to receive information about the origin, recipient, and purpose of your stored personal data free of charge at any time. You also have the right to request the correction or deletion of this data. If you have given your consent to data processing, you can revoke this consent at any time for the future. In addition, you have the right to request the restriction of the processing of your personal data under certain circumstances. Furthermore, you have the right to lodge a complaint with the competent supervisory authority.

If you have any questions about this or other data protection issues, you can contact us at any time at the address given in the legal notice.

2. Hosting and Content Delivery Networks (CDN)

External hosting

This website is hosted by an external service provider (host). The personal data collected on this website is stored on the host's servers. This may include IP addresses, contact requests, meta and communication data, contract data, contact details, names, website accesses, and other data generated via a website.

The hoster is used for the purpose of fulfilling contracts with our potential and existing customers (Art. 6 (1) (b) GDPR) and in the interest of a secure, fast, and efficient provision of our online offering by a professional provider (Art. 6 (1) (f) GDPR).

Our host will only process your data to the extent necessary to fulfill its service obligations and will follow our instructions regarding this data.

We use the following host:

1&1 IONOS SE

Elgendorfer Str. 57
56410 Montabaur

You can contact 1&1 IONOS SE at:
+49 (0) 721 170 5522

Email address of 1&1 IONOS SE:
info@ionos.de

Conclusion of a contract for order processing

To ensure data protection-compliant processing, we have concluded a contract for order processing with our host.

3. General information and mandatory information

Data protection

The operators of these pages take the protection of your personal data very seriously. We treat your personal data confidentially and in accordance with the statutory data protection regulations and this privacy policy.

When you use this website, various personal data is collected. Personal data is data with

which you can be personally identified. This privacy policy explains what data we collect and what we use it for. It also explains how and for what purpose this is done.

We would like to point out that data transmission over the Internet (e.g., when communicating by email) can have security gaps. Complete protection of data against access by third parties is not possible.

Information about the responsible body

The responsible body for data processing on this website is:

Malte Leonhard

Flow Science Deutschland GmbH
Sprollstraße 10/1
72108 Rottenburg
Germany

Phone +49 (0) 7472 / 988 688 - 0

Fax +49 (0) 7472 / 988 688 - 99

Email: [flow3d\(at\)flow3d.de](mailto:flow3d(at)flow3d.de)



The responsible body is the natural or legal person who, alone or jointly with others, decides on the purposes and means of processing personal data (e.g., names, email addresses, etc.).

Storage period

Unless a more specific storage period is specified in this privacy policy, your personal data will remain with us until the purpose for data processing no longer applies. If you assert a legitimate request for deletion or revoke your consent to data processing, your data will be deleted unless we have other legally permissible reasons for storing your personal data (e.g., tax or commercial law retention periods); in the latter case, deletion will take place after these reasons no longer apply.

Note on data transfer to the USA

Our website includes tools from companies based in the USA. When these tools are active, your personal data may be transferred to the US servers of the respective companies. We would like to point out that the USA is not a safe third country within the meaning of EU data protection law. US companies are obliged to disclose personal data to security authorities without you, as the data subject, being able to take legal action against this. It cannot therefore be ruled out that US authorities (e.g., secret services) may process, evaluate, and

permanently store your data located on US servers for surveillance purposes. We have no influence on these processing activities.

Revocation of your consent to data processing

Many data processing operations are only possible with your express consent. You can revoke your consent at any time. To do so, simply send us an informal email. The legality of the data processing carried out until the revocation remains unaffected by the revocation.

Right to object to data collection in specific cases and to direct marketing (Art. 21 GDPR)

IF DATA PROCESSING IS BASED ON ART. 6 PAR. 1 LIT. E OR F OF THE GDPR, YOU HAVE THE RIGHT TO OBJECT TO THE PROCESSING OF YOUR PERSONAL DATA AT ANY TIME FOR REASONS ARISING FROM YOUR PARTICULAR SITUATION; THIS ALSO APPLIES TO PROFILING BASED ON THESE PROVISIONS. THE RESPECTIVE LEGAL BASIS ON WHICH PROCESSING IS BASED CAN BE FOUND IN THIS DATA PROTECTION DECLARATION. IF YOU OBJECT, WE WILL NO LONGER PROCESS YOUR PERSONAL DATA, UNLESS WE CAN PROVE COMPELLING LEGITIMATE GROUNDS FOR THE PROCESSING THAT OVERRIDE YOUR INTERESTS, RIGHTS, AND FREEDOMS, OR THE PROCESSING SERVES TO ASSERT, EXERCISE OR DEFEND LEGAL CLAIMS (OBJECTION PURSUANT TO ART. 21(1) GDPR).

IF YOUR PERSONAL DATA IS PROCESSED FOR DIRECT MARKETING PURPOSES, YOU HAVE THE RIGHT TO OBJECT AT ANY TIME TO THE PROCESSING OF PERSONAL DATA CONCERNING YOU FOR SUCH MARKETING PURPOSES; THIS ALSO APPLIES TO PROFILING, INSOFAR AS IT IS RELATED TO SUCH DIRECT MARKETING. IF YOU OBJECT, YOUR PERSONAL DATA WILL NO LONGER BE USED FOR DIRECT MARKETING PURPOSES (OBJECTION PURSUANT TO ART. 21(2) GDPR).

Right to lodge a complaint with the competent supervisory authority

In the event of violations of the GDPR, data subjects have the right to lodge a complaint with a supervisory authority, in particular in the Member State of their habitual residence, place of work, or place of the alleged violation. The right to lodge a complaint exists without prejudice to other administrative or judicial remedies.

Right to data portability

You have the right to have data that we process automatically on the basis of your consent or in fulfillment of a contract handed over to you or to a third party in a common, machine-readable format. If you request the direct transfer of the data to another controller, this will only be done to the extent that it is technically feasible.

SSL or TLS encryption

This site uses SSL or TLS encryption for security reasons and to protect the transmission of confidential content, such as orders or inquiries that you send to us as the site operator. You can recognize an encrypted connection by the fact that the address line of the browser changes from "http://" to "https://" and by the lock symbol in your browser line.

When SSL or TLS encryption is activated, the data you transmit to us cannot be read by third parties.

Information, blocking, deletion

Within the framework of the applicable legal provisions, you have the right to receive information free of charge at any time about your stored personal data, its origin and recipients, and the purpose of data processing, and, if applicable, a right to correct or delete this data. You can contact us at any time at the address given in the imprint if you have any further questions on the subject of personal data.

Right to restriction of processing

You have the right to request the restriction of the processing of your personal data. To do so, you can contact us at any time at the address given in the imprint.

The right to restriction of processing applies in the following cases:

- If you dispute the accuracy of your personal data stored by us, we usually need time to verify this. For the duration of the verification, you have the right to request the restriction of the processing of your personal data.
- If the processing of your personal data was/is unlawful, you can request the restriction of data processing instead of deletion.
- If we no longer need your personal data, but you need it to exercise, defend, or assert legal claims, you have the right to request the restriction of the processing of your personal data instead of its deletion.
- If you have lodged an objection pursuant to Art. 21 (1) GDPR, a balance must be struck between your interests and ours. As long as it is not yet clear whose interests prevail, you have the right to request the restriction of the processing of your personal data.

If you have restricted the processing of your personal data, this data may – apart from its storage – only be processed with your consent or for the assertion, exercise, or defense of legal claims or for the protection of the rights of another natural or legal person or for reasons of important public interest of the European Union or a Member State.

Objection to advertising emails

We hereby object to the use of contact data published within the scope of the imprint obligation for sending unsolicited advertising and information material. The operators of the pages expressly reserve the right to take legal action in the event of unsolicited sending of advertising information, for example through spam emails.

4. Data collection on our website

Cookies

Our websites use so-called "cookies." Cookies are small text files and do not cause any damage to your device. They are either stored temporarily for the duration of a session (session cookies) or permanently (permanent cookies) on your device. Session cookies are automatically deleted at the end of your visit. Permanent cookies remain stored on your device until you delete them yourself or your web browser automatically deletes them.

In some cases, cookies from third-party companies may also be stored on your device when you visit our site (third-party cookies). These enable us or you to use certain services provided by the third-party company (e.g., cookies for processing payment services).

Cookies have various functions. Numerous cookies are technically necessary, as certain website functions would not work without them (e.g., the shopping cart function or the display of videos). Other cookies are used to evaluate user behavior or display advertising.

Cookies that are necessary for the electronic communication process (necessary cookies) or for providing certain functions requested by you (functional cookies, e.g., for the shopping cart function) or to optimize the website (e.g., cookies for measuring the web audience) are stored on the basis of Art. 6 para. 1 lit. f GDPR, unless another legal basis is specified. The website operator has a legitimate interest in storing cookies for the technically error-free and optimized provision of its services. If consent to the storage of cookies has been requested, the storage of the cookies in question is based exclusively on this consent (Art. 6 para. 1 lit. a GDPR); consent can be revoked at any time.

You can set your browser so that you are informed about the setting of cookies and only allow cookies in individual cases, exclude the acceptance of cookies for certain cases or in general, and activate the automatic deletion of cookies when closing the browser. If cookies are deactivated, the functionality of this website may be restricted.

If cookies from third-party companies or for analysis purposes are used, we will inform you separately in this privacy policy and, if necessary, ask for your consent.

Cookie consent with Usercentrics

This website uses cookie consent technology from Usercentrics to obtain your consent to the storage of certain cookies on your device or to the use of certain technologies and to document this in accordance with data protection regulations. This technology is provided by Usercentrics GmbH, Rosental 4, 80331 Munich, website:

<https://usercentrics.com/de/> (hereinafter "Usercentrics").

When you visit our website, the following personal data is transferred to Usercentrics:

- Your consent(s) or the revocation of your consent(s)
- Your IP address
- Information about your browser
- Information about your device
- Time of your visit to the website

Furthermore, Usercentrics stores a cookie in your browser in order to be able to assign the consents you have given or their revocation. The data collected in this way is stored until you request us to delete it, delete the Usercentrics cookie yourself, or the purpose for data storage no longer applies. Mandatory legal retention obligations remain unaffected.

Usercentrics is used to obtain the legally required consent for the use of certain technologies. The legal basis for this is Art. 6 (1) (c) GDPR.

Server log files

The provider of the pages automatically collects and stores information in so-called server log files, which your browser automatically transmits to us. These are:

- Browser type and browser version
- Operating system used
- Referrer URL
- Host name of the accessing computer
- Time of the server request
- IP address

This data is not merged with other data sources.

This data is collected on the basis of Art. 6 (1) lit. f GDPR. The website operator has a legitimate interest in the technically error-free presentation and optimization of its website— for this purpose, the server log files must be collected.

Contact form

If you send us inquiries via the contact form, your details from the inquiry form, including the contact details you provided there, will be stored by us for the purpose of processing the inquiry and in case of follow-up questions. We will not pass on this data without your consent.

The processing of this data is based on Art. 6 para. 1 lit. b GDPR, provided that your inquiry is related to the fulfillment of a contract or is necessary for the implementation of pre-contractual measures. In all other cases, processing is based on our legitimate interest in the effective processing of inquiries addressed to us (Art. 6 (1) (f) GDPR) or on your consent (Art. 6 (1) (a) GDPR), if this has been requested.

The data you enter in the contact form will remain with us until you request us to delete it, revoke your consent to its storage, or the purpose for data storage no longer applies (e.g., after your inquiry has been processed). Mandatory legal provisions—in particular retention periods—remain unaffected.

Inquiries by email, telephone, or fax

If you contact us by email, telephone, or fax, your inquiry, including all resulting personal data (name, inquiry), will be stored and processed by us for the purpose of processing your request. We will not pass on this data without your consent.

This data is processed on the basis of Art. 6 (1) (b) GDPR, provided that your request is related to the performance of a contract or is necessary for the implementation of pre-contractual measures. In all other cases, processing is based on your consent (Art. 6 (1) (a) GDPR) and/or our legitimate interests (Art. 6 (1) (f) GDPR), as we have a legitimate interest in the effective processing of inquiries addressed to us.

The data you send us via contact requests will remain with us until you request us to delete it, revoke your consent to its storage, or the purpose for data storage no longer applies (e.g., after your request has been processed). Mandatory legal provisions—in particular statutory retention periods—remain unaffected.

5. Plugins and tools

YouTube with extended data protection

This website embeds videos from YouTube. The operator of the site is Google Ireland Limited ("Google"), Gordon House, Barrow Street, Dublin 4, Ireland.

We use YouTube in extended data protection mode. According to YouTube, this mode means that YouTube does not store any information about visitors to this website before they watch the video. However, the extended data protection mode does not necessarily exclude the

transfer of data to YouTube partners. For example, YouTube establishes a connection to the Google DoubleClick network regardless of whether you watch a video.

As soon as you start a YouTube video on this website, a connection to the YouTube servers is established. This tells the YouTube server which of our pages you have visited. If you are logged into your YouTube account, you enable YouTube to associate your surfing behavior directly with your personal profile. You can prevent this by logging out of your YouTube account.

Furthermore, YouTube may store various cookies on your device after you start a video. With the help of these cookies, YouTube can obtain information about visitors to this website. This information is used, among other things, to collect video statistics, improve user-friendliness, and prevent fraud attempts. The cookies remain on your device until you delete them.

After starting a YouTube video, further data processing operations may be triggered over which we have no control.

The use of YouTube is in the interest of an appealing presentation of our online offerings. This constitutes a legitimate interest within the meaning of Art. 6 para. 1 lit. f GDPR. If consent has been requested (e.g., consent to store cookies), processing is based exclusively on Art. 6 (1) (a) GDPR; consent can be revoked at any time.

Further information on data protection at YouTube can be found in their privacy policy at:

<https://policies.google.com/privacy?hl=de>.

Vimeo without tracking (Do Not Track)

This website uses plugins from the video portal Vimeo. The provider is Vimeo Inc., 555 West 18th Street, New York, New York 10011, USA.

When you visit one of our pages equipped with Vimeo videos, a connection to the Vimeo servers is established. The Vimeo server is informed which of our pages you have visited. Vimeo also obtains your IP address. However, we have set Vimeo so that Vimeo will not track your user activities and will not set any cookies.

Vimeo is used in the interest of an appealing presentation of our online offerings. This constitutes a legitimate interest within the meaning of Art. 6 (1) lit. f GDPR. If consent has been requested, processing is carried out exclusively on the basis of Art. 6 (1) lit. a GDPR; consent can be revoked at any time.

Data transfer to the USA is based on the standard contractual clauses of the EU Commission and, according to Vimeo, on "legitimate business interests." Details can be found here:

<https://vimeo.com/privacy>.

Further information on the handling of user data can be found in Vimeo's privacy policy at:

<https://vimeo.com/privacy>.

OpenStreetMap

We use the map service provided by OpenStreetMap (OSM). The provider is the OpenStreetMap Foundation (OSMF), 132 Maney Hill Road, Sutton Coldfield, West Midlands, B72 1JU, United Kingdom.

When you visit a website that incorporates OpenStreetMap, your IP address and other information about your behavior on that website will be forwarded to the OSMF.

OpenStreetMap may store cookies in your browser or use similar recognition technologies for this purpose.

Furthermore, your location may be recorded if you have allowed this in your device settings, e.g., on your cell phone. The provider of this site has no influence on this data transfer. For details, please refer to the OpenStreetMap privacy policy at the following link:

https://wiki.osmfoundation.org/wiki/Privacy_Policy.

OpenStreetMap is used in the interest of an appealing presentation of our online offerings and to make it easy to find the locations we have indicated on the website. This constitutes a legitimate interest within the meaning of Art. 6 (1) lit. f GDPR. If corresponding consent has been requested (e.g., consent to the storage of cookies), processing is carried out exclusively on the basis of Art. 6 (1) lit. a GDPR; consent can be revoked at any time.

6. Protection of minors

We do not request personal data from persons under the age of 18 (children and adolescents). We do not knowingly collect such data and do not pass it on to third parties.

7. Security

This website uses technical and organizational security measures to protect your personal data from accidental or intentional manipulation, loss, destruction, or access by unauthorized persons. However, it cannot be ruled out that data may be viewed and possibly even falsified by unauthorized persons during transmission. If you send us confidential inquiries, you should therefore sign them electronically or encrypt them if necessary.