

Privacy Policy

Thank you for your interest in this Privacy Policy. This Privacy Policy applies to Waitingtimes Live operated by me, Tim Heger, c/o Postflex #7348, Emsdettener Str. 10, 48268 Greven (“I”, “me”, “my”) acting as the data controller, and the third parties I’m using to provide Waitingtimes Live (“we”, “us”, “our”).

If you have any questions about Waitingtimes Live or about data protection in relation to Waitingtimes Live, you can reach me by email using support@waitingtimes.live, or write to me at the above address, but if you do, please note that parcels or packages may not be accepted. Likewise, please note that this policy does not replace Discord’s [Privacy Policy](#),

BACKGROUND

This Privacy Policy describes my privacy practices in plain language, keeping legal and technical jargon to a minimum, to make sure you understand the information provided. However, to achieve this objective, I would like to explain the following concepts::

What is Personal Data?

Personal Data is any information that relates to an identified or identifiable living individual. Different pieces of information, which collected together can lead to the identification of a particular person, also constitute Personal Data.

What is Processing?

“Processing” means and covers virtually any handling of data.

What law applies?

I act as the data controller in accordance with Germany’s Data Protection Act (Bundesdatenschutzgesetz) (“BDSG”) and the EU’s General Data Protection Regulation (“GDPR”).

Purpose and legal basis of processing

In accordance with the BDSG and GDPR, I need to have both a purpose and a legal basis to process Personal Data. The purposes are:

- providing Waitingtimes Live and its functions and contents,
- responding to contact requests and communicating with users and other interested parties, and
- security measures.

Of course, we can only do that if we have at least one of the following legal bases or in other words lawful reasons to do so. Unless specifically described below, we typically link the above purposes to one of the following:

- consent,
- to fulfill my services and carry out contractual obligations,
- to fulfill my legal obligations, and
- to protect my legitimate interests.

Privacy Policy

WHAT PERSONAL DATA DO WE COLLECT FROM YOU?

We may collect and process the following Personal Data about you:

Accessing the Discord platform and adding Waitingtimes Live

Waitingtimes Live can be added to a Discord Server, a service offered by [Discord](#) (Schiphol Boulevard 195, 1118 BG Schiphol, Netherlands). Accessing the Discord platform and using the features may require prior registration with Discord and/or installation of respective software. Responsible for processing in this case is solely Discord.

Contacting me

If you contact me, I collect the data you submit, such as your name, Discord username/ID, email address, telephone number, and message, in order to process your inquiry and respond to you. The legal basis is both your consent and contract.

Using Waitingtimes Live

I have designed Waitingtimes Live with privacy in mind, and during the normal operation of Waitingtimes Live, I do not typically process any personal data. In certain instances, Waitingtimes Live may communicate with Discord and/or receives certain non-personal technical information from [Wartezeiten.APP](#) which is subject to Discord's and Wartezeiten.APP Syndicate's policies, respectively.

Support ticket

If you create a support ticket, I will request Personal Data and, where applicable, non-Personal Data in accordance with your request, this may include your name, email address and other order related data you voluntarily provide. The data provided is not shared with third parties. If you submit a support ticket, I process the personal data you may submit for the purpose of processing and handling your ticket. The legal basis is both your consent and contract.

CHANGE OF PURPOSE

We will only use your Personal Data for the purposes for which we collected it as detailed above, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose. If we need to use your Personal Data for an unrelated purpose, we will notify you, and we will explain the legal basis which allows us to do so.

DISCLOSURES OF YOUR DATA

We will not disclose or otherwise distribute your Personal Data to third parties unless lawfully required to do so. We may transfer your Personal Data to other companies as necessary for the purposes described in this Privacy Policy. In order to provide adequate protection for your Personal Data when it is transferred, we have contractual arrangements regarding such transfers. We take all reasonable technical and organizational measures to protect the Personal Data we transfer.

HOW LONG DO WE KEEP YOUR PERSONAL DATA?

We process and store your Personal Data and Service Data only for the period of time required to achieve the respective processing purpose or for as long as a legal retention period exists. Once the purpose has been achieved or the retention period has expired, the corresponding data is routinely deleted.

Privacy Policy

HOW WE SECURE YOUR PERSONAL DATA

We take appropriate organizational, technical, and physical measures to help safeguard against accidental or unlawful destruction, loss, alteration, and unauthorized disclosure of, or access to, the Personal Data we collect and process. However, no method of collection, storage, or transmission is 100% secure. You are solely responsible for protecting your password, limiting access to your devices, and signing out of websites after your sessions.

YOUR RIGHTS AND PRIVILEGES

Privacy rights

You can exercise the following rights:

- *The right to access;*
- *The right to rectification;*
- *The right to erasure;*
- *The right to restrict processing;*
- *The right to object to processing;*
- *The right to data portability;*

Update your information and withdraw your consent

If you believe that the information we hold about you is inaccurate or request its rectification, deletion, or object to legitimate interest processing, please do so by contacting us.

Access Request

In the event you want to make a Data Subject Access Request, please contact us. We will respond to requests regarding access and correction as soon as reasonably possible. Should we not be able to respond to your request within thirty (30) days, we will tell you why and when we will be able to respond to your request. If we are unable to provide you with any Personal Data or to make a correction requested by you, we will tell you why.

Who is the competent data protection authority?

In Germany on federal level it is the Federal Commissioner for Data Protection and Freedom of Information (BfDI) (www.bfdi.bund.de) is the Federal Commissioner for Data Protection. The North Rhine-Westphalia Commissioner for Data Protection and Freedom of Information (LDI NRW) (www.ldi.nrw.de) is the relevant authority in NRW. However, we would appreciate the opportunity to address your concerns before you contact the OPDP, BfDI or the LDI NRW.

What we do not do

- We do not request Personal Data from minors and children;
- We do not process special category data without obtaining prior specific consent; and
- We do not use automated decision-making, including profiling.

HELP AND COMPLAINTS

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CHANGES

The current version of this policy was issued on Thursday, September 4, 2025 and is the current version. Any prior versions are invalid, and if we make changes to this policy, we will revise the effective date.