Privacy Policy

EYOA gGmbH · European Youth Orchestra Academy · Last updated: 19 October 2026

1. Privacy 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. Detailed information on data protection can be found in our privacy policy set out below.

Data collection on this website

Who is responsible for data collection on this website?

Data processing on this website is carried out by the website operator. You can find the operator's contact details in the section "Information on the controller" in this privacy policy.

How do we collect your data?

Some of your data is collected when you provide it to us. This may, for example, be data that you enter into a form.

Other data is collected automatically or with your consent by our IT systems when you visit the website. This is mainly technical data (e.g. web browser, operating system or time of the page request). 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 analyse your user behaviour. If contracts can be concluded or initiated via the website, the data transmitted will also be processed for contract offers, orders or other requests.

What rights do you have regarding your data?

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

You can contact us at any time regarding this and any other questions on data protection.

Analysis tools and third-party tools

When you visit this website, your browsing behaviour may be statistically analysed. This is done mainly with so-called analysis programmes.

Detailed information on these analysis programmes can be found in the following privacy policy.

2. Hosting

We host the content of our website with the following provider:

IONOS

The provider is IONOS SE, Elgendorfer Str. 57, 56410 Montabaur, Germany (hereinafter "IONOS"). When you visit our website, IONOS collects various log files including your IP addresses. For details, please refer to the IONOS privacy policy: https://www.ionos.de/terms-gtc/terms-privacy.

IONOS is used on the basis of Art. 6(1)(f) GDPR. We have a legitimate interest in presenting our website as reliably as possible. Where consent has been requested, processing is carried out exclusively on the basis of Art. 6(1)(a) GDPR and Section 25(1) TDDDG (German Telecommunications Digital Services Data Protection Act), insofar as the consent covers the storage of cookies or access to information in the user's device (e.g. device fingerprinting) within the meaning of the TDDDG. Consent can be withdrawn at any time.

Data processing agreement

We have concluded a data processing agreement (DPA) for the use of the above service. This is a contract required by data protection law which ensures that the provider processes the personal data of our website visitors only in accordance with our instructions and in compliance with the GDPR.

3. General information and mandatory information

Data protection

The operators of this website 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 that can be used to identify you personally. 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.

Please note that data transmission over the internet (e.g. when communicating by email) may be subject to security vulnerabilities. Complete protection of data against access by third parties is not possible.

Information on the controller

The controller responsible for data processing on this website is:

EYOA gGmbH
Erzbergerstraße 18
68165 Mannheim
Germany

Phone: +49 (0)621 95342310
Email: kontakt@eyoa.de

The controller 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 or similar).

Storage period

Unless a more specific storage period is stated in this privacy policy, your personal data will remain with us until the purpose for processing it no longer applies. If you make a justified request for deletion or withdraw your consent to data processing, your data will be deleted unless we have other legally permissible reasons for storing your personal data (e.g. retention periods under tax or commercial law); in the latter case, the data will be deleted once these reasons cease to apply.

General information on the legal bases for data processing on this website

If you have consented to data processing, we process your personal data on the basis of Art. 6(1)(a) GDPR or Art. 9(2)(a) GDPR if special categories of data under Art. 9(1) GDPR are processed. In the case of explicit consent to the transfer of personal data to third countries, data processing is also based on Art. 49(1)(a) GDPR. If you have consented to the storage of cookies or to access to information in your device (e.g. via device fingerprinting), data processing is additionally based on Section 25(1) TDDDG. Consent can be withdrawn at any time. If your data is required to perform a contract or to carry out pre-contractual measures, we process your data on the basis of Art. 6(1)(b) GDPR. Furthermore, we process your data on the basis of Art. 6(1)(c) GDPR where this is necessary to comply with a legal obligation. Data processing may also be carried out on the basis of our legitimate interest under Art. 6(1)(f) GDPR. The relevant legal bases in each individual case are set out in the following paragraphs of this privacy policy.

Recipients of personal data

In the course of our activities, we work with various external parties. In some cases, this also requires the transfer of personal data to these external parties. We only pass on personal data to external parties if this is necessary to perform a contract, if we are legally obliged to do so (e.g. disclosure of data to tax authorities), if we have a legitimate interest under Art. 6(1)(f) GDPR in the disclosure, or if another legal basis permits the disclosure. When using processors, we only pass on personal data on the basis of a valid data processing agreement. In the case of joint processing, a joint controller agreement is concluded.

Withdrawal of your consent to data processing

Many data processing operations are only possible with your express consent. You can withdraw consent you have already given at any time. The lawfulness of the data processing carried out until the withdrawal remains unaffected by the withdrawal.

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

IF DATA PROCESSING IS BASED ON ART. 6(1)(E) OR (F) GDPR, YOU HAVE THE RIGHT AT ANY TIME TO OBJECT TO THE PROCESSING OF YOUR PERSONAL DATA ON GROUNDS RELATING TO 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 PRIVACY POLICY. IF YOU OBJECT, WE WILL NO LONGER PROCESS YOUR PERSONAL DATA CONCERNED UNLESS WE CAN DEMONSTRATE COMPELLING LEGITIMATE GROUNDS FOR THE PROCESSING WHICH OVERRIDE YOUR INTERESTS, RIGHTS AND FREEDOMS, OR THE PROCESSING SERVES THE ESTABLISHMENT, EXERCISE OR DEFENCE OF LEGAL CLAIMS (OBJECTION UNDER ART. 21(1) GDPR).

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

Right to lodge a complaint with the competent supervisory authority

In the event of breaches 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, their place of work or the place of the alleged breach. The right to lodge a complaint is without prejudice to any 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 performance 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 insofar as it is technically feasible.

Information, correction and deletion

Within the framework of the applicable legal provisions, you have the right at any time to receive information free of charge about your stored personal data, its origin and recipients and the purpose of the data processing and, where applicable, the right to have this data corrected or deleted. You can contact us at any time regarding this and any other questions on personal data.

Right to restriction of processing

You have the right to request the restriction of the processing of your personal data. You can contact us at any time for this purpose. The right to restriction of processing exists 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 review, 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 deletion.
- If you have lodged an objection under Art. 21(1) GDPR, your interests and ours must be weighed against each other. As long as it has not yet been determined 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 being stored – only be processed with your consent or for the establishment, exercise or defence 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 of a member state.

SSL/TLS encryption

For security reasons and to protect the transmission of confidential content, such as orders or enquiries that you send to us as the website operator, this website uses SSL/TLS encryption. You can recognise 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.

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

Encrypted payment transactions on this website

If, after concluding a contract subject to a fee, there is an obligation to provide us with your payment data (e.g. account number for direct debit authorisation), this data is required for payment processing.

Payment transactions using common means of payment (Visa/MasterCard, direct debit) are carried out exclusively via an encrypted SSL/TLS connection. You can recognise 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.

With encrypted communication, the payment data you transmit to us cannot be read by third parties.

Objection to advertising emails

We hereby object to the use of contact data published as part of the legal notice obligation for sending unsolicited advertising and information material. The operators of this website expressly reserve the right to take legal action in the event of unsolicited advertising, for example through spam emails.

4. Data collection on this website

Cookies

Our website uses so-called "cookies". Cookies are small data packets and do not cause any damage to your device. They are stored on your device either temporarily for the duration of a session (session cookies) or permanently (persistent cookies). Session cookies are automatically deleted at the end of your visit. Persistent cookies remain stored on your device until you delete them yourself or until they are automatically deleted by your web browser.

Cookies may be set by us (first-party cookies) or by third-party companies (third-party cookies). Third-party cookies enable the integration of certain services of third-party companies within websites (e.g. cookies for processing payment services).

Cookies have various functions. Many 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 may be used to analyse user behaviour or for advertising purposes.

Cookies that are necessary to carry out the electronic communication process, to provide certain functions you have requested (e.g. the shopping cart function) or to optimise the website (e.g. cookies for measuring web audiences) (necessary cookies) are stored on the basis of Art. 6(1)(f) GDPR, unless another legal basis is stated. The website operator has a legitimate interest in storing necessary cookies for the technically error-free and optimised provision of its services. Where consent to the storage of cookies and comparable recognition technologies has been requested, processing is carried out exclusively on the basis of this consent (Art. 6(1)(a) GDPR and Section 25(1) TDDDG); consent can be withdrawn 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 limited.

Which cookies and services are used on this website can be found in this privacy policy.

Real Cookie Banner

Our website uses the consent technology of Real Cookie Banner 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 compliance with data protection law. The provider of this technology is devowl.io GmbH, Tannet 12, 94539 Grafling, Germany (hereinafter "Real Cookie Banner").

Real Cookie Banner is installed locally on our servers, so no connection is established to the servers of the provider of Real Cookie Banner. Real Cookie Banner stores a cookie in your browser in order to assign the consents you have given or their withdrawal to you. The data collected in this way is stored until you ask us to delete it, delete the Real Cookie Banner cookie yourself or the purpose for storing the data no longer applies. Mandatory statutory retention obligations remain unaffected.

Real Cookie Banner is used to obtain the legally required consents for the use of cookies. The legal basis for this is Art. 6(1)(c) GDPR.

Enquiries by email, phone or fax

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

This data is processed on the basis of Art. 6(1)(b) GDPR if your enquiry is related to the performance of a contract or is necessary to carry out pre-contractual measures. In all other cases, processing is based on our legitimate interest in the effective handling of enquiries addressed to us (Art. 6(1)(f) GDPR) or on your consent (Art. 6(1)(a) GDPR) if this has been requested; consent can be withdrawn at any time.

The data you send to us via contact requests will remain with us until you ask us to delete it, withdraw your consent to storage or the purpose for storing the data no longer applies (e.g.

after your request has been dealt with). Mandatory statutory provisions – in particular statutory retention periods – remain unaffected.

EYOA Friends' Circle (membership application)

You can join the EYOA Friends' Circle using the "Membership application" form on this website. In doing so, we process the following data:

- name, title and company (if applicable)
- address
- telephone number and email address
- whether you use WhatsApp
- selected membership level and contribution amount
- payment method
- for SEPA direct debit, additionally: account holder, bank, IBAN and BIC
- optionally, your message to us
- during your membership: date of joining and leaving, changes to your membership and your participation in events or activities

We process this data in order to establish and manage your membership, to collect contributions or allocate payments, to contact you in connection with your membership, and to send you invitations and information about our events and activities. The legal basis is Art. 6(1)(b) GDPR. Where we are legally obliged to retain data, for example under tax and commercial law, processing is based on Art. 6(1)(c) GDPR.

Your details are stored in our web system with our hosting provider IONOS and are also sent to us by email. If you choose SEPA direct debit, we pass your bank details on to our bank in order to collect the direct debit. We do not pass your data on to any other third parties.

Your answer regarding WhatsApp is used solely to determine whether we can reach you this way. We will only contact you via WhatsApp with your consent (Art. 6(1)(a) GDPR). In this case, the privacy policy of WhatsApp Ireland Limited applies.

We store your data for the duration of your membership. After it ends, we delete it unless statutory retention periods require otherwise.

5. Newsletter

Newsletter data

If you would like to receive the newsletter offered on this website, we need an email address from you as well as information that allows us to verify that you are the owner of the email address provided and that you agree to receive the newsletter. No further data is collected, or only on a voluntary basis. To send the newsletter, we use newsletter service providers, which are described below.

Rapidmail

This website uses Rapidmail to send newsletters. The provider is rapidmail GmbH, Augustinerplatz 2, 79098 Freiburg i.Br., Germany.

Rapidmail is a service that can be used, among other things, to organise and analyse the sending of newsletters. The data you enter for the purpose of receiving the newsletter is stored on Rapidmail's servers in Germany.

Data analysis by Rapidmail

For analysis purposes, emails sent with Rapidmail contain a so-called "tracking pixel", which connects to Rapidmail's servers when the email is opened. This makes it possible to determine whether a newsletter message has been opened.

Furthermore, with the help of Rapidmail we can determine whether and which links in the newsletter message are clicked. All links in the email are so-called tracking links with which your clicks can be counted. If you do not want any analysis by Rapidmail, you must unsubscribe from the newsletter. We provide a corresponding link in every newsletter message for this purpose.

For more information on Rapidmail's analysis functions, please see the following link: https://de.rapidmail.wiki/kategorien/statistiken/.

Legal basis

Data processing is based on your consent (Art. 6(1)(a) GDPR). You can withdraw this consent at any time. The lawfulness of the data processing operations already carried out remains unaffected by the withdrawal.

Storage period

The data you provide to us for the purpose of receiving the newsletter will be stored by us or the newsletter service provider until you unsubscribe from the newsletter and will be deleted from the newsletter distribution list after you unsubscribe. Data stored by us for other purposes remains unaffected by this.

After you have been removed from the newsletter distribution list, your email address may be stored by us or the newsletter service provider in a blacklist if this is necessary to prevent future mailings. The data from the blacklist is used only for this purpose and is not merged with other data. This serves both your interest and our interest in complying with the legal requirements when sending newsletters (legitimate interest within the meaning of Art. 6(1)(f) GDPR). Storage in the blacklist is not limited in time. **You can object to the storage if your interests outweigh our legitimate interest.**

For more information, please see Rapidmail's data security information at: https://www.rapidmail.de/datensicherheit.

Data processing agreement

We have concluded a data processing agreement (DPA) for the use of the above service. This is a contract required by data protection law which ensures that the provider processes the personal data of our website visitors only in accordance with our instructions and in compliance with the GDPR.

6. Plugins and tools

YouTube with enhanced privacy

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

When you visit one of our pages on which YouTube is embedded, a connection to YouTube's 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 assign your browsing behaviour directly to your personal profile. You can prevent this by logging out of your YouTube account.

We use YouTube in privacy-enhanced mode. According to YouTube, videos played in privacy-enhanced mode are not used to personalise browsing on YouTube. Ads displayed in privacy-enhanced mode are also not personalised. No cookies are set in privacy-enhanced mode. Instead, however, so-called local storage elements are stored in the user's browser, which, similar to cookies, contain personal data and can be used for recognition. Details on privacy-enhanced mode can be found here: https://support.google.com/youtube/answer/171780.

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

YouTube is used in the interest of an appealing presentation of our online offering. This constitutes a legitimate interest within the meaning of Art. 6(1)(f) GDPR. Where consent has been requested, processing is carried out exclusively on the basis of Art. 6(1)(a) GDPR and Section 25(1) TDDDG, insofar as the consent covers the storage of cookies or access to information in the user's device (e.g. device fingerprinting) within the meaning of the TDDDG. Consent can be withdrawn at any time.

Further information on data protection at YouTube can be found in its privacy policy at: https://policies.google.com/privacy?hl=en.

The company is certified under the "EU-US Data Privacy Framework" (DPF). The DPF is an agreement between the European Union and the USA intended to ensure compliance with European data protection standards for data processing in the USA. Every company certified under the DPF undertakes to comply with these data protection standards. Further information can be obtained from the provider at the following link: https://www.dataprivacyframework.gov/participant/5780.

Google Fonts (local hosting)

This website uses so-called Google Fonts, provided by Google, for the uniform display of fonts. The Google Fonts are installed locally. No connection to Google servers takes place.

Further information on Google Fonts can be found at https://developers.google.com/fonts/faq and in Google's privacy policy: https://policies.google.com/privacy?hl=en.

Ninja Firewall

We have integrated Ninja Firewall into this website. The provider is NinTechNet Limited, Unit 1603, 16th Floor, The L. Plaza, 367–375 Queen's Road Central, Sheung Wan, Hong Kong (hereinafter "Ninja Firewall").

Ninja Firewall serves to protect our website against unwanted access or malicious cyberattacks. For this purpose, Ninja Firewall records the IP address, request, referrer and time of the page access. Ninja Firewall is integrated on our own servers and does not transmit any personal data to the provider of the tool or other third parties.

We have activated IP anonymisation in Ninja Firewall, so the tool records the IP address only in shortened form.

Ninja Firewall is used on the basis of Art. 6(1)(f) GDPR. The website operator has a legitimate interest in protecting its website as effectively as possible against cyberattacks.

7. eCommerce and payment providers

Processing of customer and contract data

We collect, process and use personal customer and contract data to establish, define the content of and amend our contractual relationships. We collect, process and use personal data on the use of this website (usage data) only insofar as this is necessary to enable the user to use the service or to bill for it. The legal basis for this is Art. 6(1)(b) GDPR.

The customer data collected will be deleted after completion of the order or termination of the business relationship and expiry of any existing statutory retention periods. Statutory retention periods remain unaffected.