Finninger Straße 56
89231 Neu-Ulm
https://kolb-antik.de

Privacy notice

Version of 21.11.2026

1. Controller

Responsible for data processing on this website and in the consignment portal:

Kolb Antik GmbH Finninger Straße 56, 89231 Neu-Ulm, Germany

Email: info@kolb-antik.com

2. Overview

We run our website and consignment portal on our own system. We serve fonts, icons and images ourselves. We use no external analytics services, no advertising or social media services and no tracking scripts. We set cookies only where a feature needs them (section 4). We use service providers only where this policy says so.

3. Our own servers

We run the website, the consignment portal and email ourselves, on our own servers in the data center of Stadtwerke Ulm/Neu-Ulm. We store encrypted backups with Hetzner Online GmbH in Nuremberg, which keeps them on our behalf (Art. 28 GDPR). When you open a page, the server technically processes your IP address, date and time, the requested address and your browser's identifier in order to deliver the page and keep operations secure. We do not keep access logs with this data. To prevent abuse, we briefly use your IP address for counters that limit the number of requests. Where we store it beyond that, for example when you sign in to the portal or as proof of a signature, we say so in the sections below. The legal basis is our legitimate interest in secure operation (Art. 6(1)(f) GDPR).

4. Cookies and browser storage

We set only these cookies:

- Language (“locale”): remembers the language you chose. Lifetime one year.
- Consignment portal sign-in : keeps you signed in. It is created when you sign in and ends when you sign out, after 14 days without use, at the latest after 30 days.

If you fill in a longer form in the portal, such as the registration or a cancellation, your browser keeps the draft in this tab until you close it. We do not store bank details this way. This storage is necessary for the feature you use (Section 25(2) No. 2 TDDDG). We store nothing on your device for measurement or advertising.

5. Website audience measurement

We measure how our website is used: which pages are opened, how many visits there are per day and how visitors find us. When a page is opened, our server records the page address without further parameters, its language, whether the request succeeded, date and time to the minute, the domain of the website you came from, the rough type of your device and browser, and campaign information from the link (utm_source, utm_medium, utm_campaign).

To group visits on the same day, our server creates a daily identifier from your IP address, the rough type of device and browser and our address, using a secret key. The key is created anew every day and deleted at the end of the day. Daily identifiers from different days therefore cannot be linked through the key. Together with other information, such as the time of a visit, linking cannot be ruled out in every case. We do not store your IP address or your browser's full identifier for this. The daily identifier is a pseudonym; we do not use it to recognise you.

While you are signed in to the consignment portal in this browser, we do not measure your visits to the website or our short links at all.

For measurement we set no cookies, store nothing on your device and use no tracking scripts. We do not determine your location. If a technical error occurs on the website or in the portal, we record the type and place of the error, without a daily identifier and without any link to you. We process the data in our own system, without external analytics services. The legal basis is our legitimate interest in improving our website (Art. 6(1)(f) GDPR). We delete the data after 13 months.

6. Objection by browser signal

You can object to measurement at any time (Art. 21 GDPR). If your browser sends the “Do Not Track” or “Global Privacy Control” signal, we measure nothing: not on the website, not in the consignment portal and not for short links.

7. Short links

Some links and QR codes, for example on our parcels, first lead to our website and from there onwards, for example to eBay. We count how often a link was opened, with date and time. We record nothing else. With “Do Not Track” or “Global Privacy Control” we redirect without counting. The page we redirect you to is covered by its provider's privacy policy.

8. Contact

If you contact us by email, phone or WhatsApp or use the contact form (it opens your email program), we store the information you give us (such as name, email address, phone number, message) and use it to handle your request. The legal basis is Art. 6(1)(b) GDPR (pre-contractual measures) or Art. 6(1)(f) GDPR (our legitimate interest in answering requests). We delete the data once the request is settled, unless statutory retention periods apply.

WhatsApp: If you write to us via WhatsApp, we process your phone number, your WhatsApp name and your messages including attachments in order to handle your request (Art. 6(1)(b) and (f) GDPR). For this we use the WhatsApp Business Platform of WhatsApp Ireland Limited and the service provider 360dialog GmbH, Grünwald, Germany; both process the data on our behalf (Art. 28 GDPR). Data may be transferred to Meta Platforms in the USA; the basis is the EU-US Data Privacy Framework. According to Meta, the platform keeps messages for no more than 30 days, for example to deliver them again. Because we also use the same number in the WhatsApp Business app, messages are also stored on our devices. We only write to you via WhatsApp if you have written to us there first. If you no longer want messages from us via WhatsApp, reply "Stop". For confidential information such as your bank details, please use email or phone.

eBay: If you write to us via eBay, we receive your message, your eBay name and the order details eBay passes on to us through an eBay interface. We use them only to handle your purchase (Art. 6(1)(b) GDPR). If eBay deletes your account, we delete your eBay data with us, except records we must keep by law.

Purchases via eBay: If you buy from us via eBay, eBay sends us the information we need to handle the purchase: your eBay name and eBay user ID, your name, the delivery address, where applicable a phone number for shipping, the items purchased, the amounts and the status of payment, shipping, cancellation and return. We do not store your email address from eBay. With your first purchase, we create an entry for you in our customer records. If you are already our customer, for example because you consign items with us, we assign your purchases to that entry. This happens automatically only via your eBay user ID; in all other cases a person at our company checks the assignment. We use this information to handle the purchase, that is for payment, shipping or collection, returns, questions and the settlement with the consignor (Art. 6(1)(b) GDPR), and to meet statutory retention obligations (Art. 6(1)(c) GDPR). We do not use it for advertising, a newsletter or an invitation to our consignment portal. If you have no business relationship with us other than purchases via eBay, we remove your information from our customer records 13 months after your last purchase, provided no return and no case is

still open. If eBay informs us that you have deleted your eBay account, we remove your eBay name, user ID and the information eBay passed on to us immediately. We keep the details of the sale itself (item, amount, date) without reference to you as far as we need them for the settlement and statutory retention periods. We keep documents we have issued to you for the statutory periods. Notes for shipping: We note in your entry what matters for shipping to you, for example a request you tell us about. We also take into account the history of your previous purchases from us over the last twelve months, for example returns, open payments and open cases. Our staff see this so that they can prepare shipments carefully and clarify questions. The legal basis is our legitimate interest in reliable handling and protection against misuse (Art. 6(1)(f) GDPR). You can object at any time (Art. 21 GDPR). We remove this information together with your other information.

With us: Messages via WhatsApp and eBay are kept in our own system. If your number or eBay name is linked to a customer record, the conversation appears in your customer record; our staff read it there in order to reply. We delete eBay conversations without a customer record 90 days after the last message. We delete other conversations once we no longer need them for the business relationship and no statutory retention period applies.

9. Help request

Using “Help” on the website and in the consignment portal, you can write to us when something does not work. We store your name, your email address and/or phone number, your request, optionally your customer number, the language and the time. If you write from the signed-in portal or we recognise your email address or phone number, we can assign the request to your customer record. If you gave an email address, we confirm receipt by email, without the text of your request. We do not store your IP address; we use it only briefly to limit misuse. We use the data only to get back to you by phone or email and delete the request, including our notes on it, automatically 30 days after we have settled it. The legal basis is Art. 6(1)(b) GDPR or our legitimate interest in helping you (Art. 6(1)(f) GDPR).

10. Online cancellation and withdrawal

Using “Cancel contracts here” and the “Withdraw from contract” link, you can cancel or withdraw from contracts online. We store the form data and the time, assign them to your contract and confirm receipt by email. The legal basis is our legal obligation (Art. 6(1)(c) GDPR in conjunction with Section 312k BGB) and the handling of the contract (Art. 6(1)(b) GDPR).

11. Consignment portal: sign-in

In the consignment portal you see your contracts, consignments, statements, settlements, documents and receipts and make declarations. You sign in with a link we send to your email address. Such a link works once and for 20 minutes; a link in one of our emails works for seven days. When you request a link, we store your IP address (shortened for IPv6); when you sign in, we also store the rough type of your device and browser. This helps us detect misuse. We delete this data 30 days after the link expires or 90 days after the session ends. We log sign-ins and sign-outs. The legal basis is the performance of our contract with you (Art. 6(1)(b) GDPR) and our legitimate interest in secure access (Art. 6(1)(f) GDPR).

When you first sign in, you agree to the consignment portal terms. We store the version, the time, the language and the wording of your agreement.

12. Registration in the consignment portal

If you register in the consignment portal, we ask for title, name, company and VAT ID where applicable, address, email address, phone number and bank details. We need this data to set you up as a customer, contact you and pay out proceeds (Art. 6(1)(b) GDPR). Your email address counts as confirmed when you open the link from our email. If a bonus campaign is running, we reserve a place for you when you register. If we decline a registration, we delete it after 30 days. We delete links that were never opened 30 days after they expire.

While you type your address, we suggest matching addresses. For this, our server sends the typed text, without your name and without your IP address, to the address service Geoapify (KEPTAGO LTD, Paphos, Cyprus), which processes the data on our behalf (Art. 28 GDPR). Processing takes place in the EU. The legal basis is our legitimate interest in correctly recorded addresses (Art. 6(1)(f) GDPR). You can also enter the address without a suggestion.

13. Online signatures and replies

If you sign a contract or receipt in the portal or via a link from our email, or reply to an offer online, we store the time, your IP address and your browser's identifier as evidence. This data appears in the signature record at the end of the document. We keep it as long as the document itself, at least until statutory retention periods end. The legal basis is the performance of the contract (Art. 6(1)(b) GDPR), our legal obligations (Art. 6(1)(c) GDPR) and our legitimate interest in being able to prove the agreement (Art. 6(1)(f) GDPR).

14. Newsletter

When registering and when signing, you can subscribe to our newsletter voluntarily. We then store the time, wording, language and channel of your consent (Art. 6(1)(a) GDPR). You can withdraw it at any time, for example by email to info@kolb-antik.com. We do not send a newsletter yet.

15. Emails

We send emails, such as sign-in links, confirmations and documents, via our own email server. In the delivery log of our email system we store the recipient address, the subject, when an email was sent and whether it could be delivered. If you open a download link for an attachment in one of our emails, we store the access with the time, your IP address and your browser's identifier in order to trace downloads and detect abuse. The legal basis for this is our legitimate interest in secure delivery (Art. 6(1)(f) GDPR).

16. Use of the consignment portal

In the consignment portal we record which pages and features are used, when and how often, and whether errors occur. This shows us how the portal is used and where problems arise. For signed-in persons we use a character string formed only by our server (pseudonym) instead of name or customer number. We count visits to the sign-in and registration pages without any identifier. We do not record content such as amounts, names, addresses, numbers or bank details. We do not store your IP address for this and set no cookies for it. The legal basis is our legitimate interest in improving the portal and fixing errors (Art. 6(1)(f) GDPR). We delete the data after 13 months.

You can object to measurement at any time: uncheck “Measure use” in the portal, on the agreement page or under “Preferences”. You can also object by email to info@kolb-antik.com or use one of the two browser signals. After that we no longer record your usage. Your objection applies immediately, also on other devices on which you are signed in. Without signing in, you object to measurement with one of the two browser signals.

Kolb Antik viewing the consignment portal: So that we can help you quickly, for example when you call, or find an error, authorized staff can view your consignment portal in a preview the way you see it. The preview only shows data that we process for your consignments anyway. It cannot change anything and cannot make declarations on your behalf, such as signing or terminating a contract. Every access is logged with person, time and reason and ends after 15 minutes. The legal basis is the performance of our contract with you (Art. 6(1)(b) GDPR) and our legitimate interest in good customer service (Art. 6(1)(f) GDPR).

17. Checking details and identity

To protect our customers from misuse, we compare the phone number, email address, postal address and bank details of new customers with the details in our customer records, for example when another person brings items on your behalf. If details match in a conspicuous way, our office checks this by hand. If mail to your address is returned as undeliverable, we hold back payouts and handovers and block sign-in to the consignment portal

until we have confirmed your identity, for example in a phone call or with your ID. The legal basis is our legitimate interest in protecting you and us from fraud (Art. 6(1)(f) GDPR) and the performance of the contract (Art. 6(1)(b) GDPR).

For payouts of €10,000 or more, the German Anti-Money Laundering Act (GwG) requires us to identify you using your ID; from January 1, 2027, we also pay out cash of €3,000 or more only on presentation of your ID. We record only the necessary details, such as name, address, date and place of birth, nationality and validity, and keep details under the Anti-Money Laundering Act for five years. The legal basis is our legal obligation (Art. 6(1)(c) GDPR in conjunction with Sections 10, 11 and 8 GwG) and the performance of the contract (Art. 6(1)(b) GDPR).

18. Shipments to us

If you send us items by post or freight, we remove the shipping label on receipt. If documents are enclosed, such as a packing list or a letter with your name, our staff only see them when unpacking, usually a few days later. We file such documents with your consignment or destroy them. Please do not enclose documents we do not need, such as copies of your ID or bank statements. The legal basis is the performance of the contract (Art. 6(1)(b) GDPR).

19. Your rights

You have the right at any time to:

- access your stored data (Art. 15 GDPR)
- rectification of incorrect data (Art. 16 GDPR)
- erasure of your data (Art. 17 GDPR)
- restriction of processing (Art. 18 GDPR)
- data portability (Art. 20 GDPR)
- object to processing (Art. 21 GDPR)
- withdraw consent with effect for the future (Art. 7(3) GDPR)

Please send your request to info@kolb-antik.com. You also have the right to lodge a complaint with a data protection supervisory authority, for example the State Commissioner for Data Protection and Freedom of Information of Baden-Württemberg (LfDI Baden-Württemberg).

Last updated: 21 November 2026