Privacy Policy for digital services by Jungheinrich

1. General information

This Privacy Policy is the basis on which we (hereafter: "Jungheinrich", "we", "us") process personal data that we collect from you within the framework of your use of the Jungheinrich services, websites Apps and other digital products (hereafter: „Services") or that you make available to us. We attach great importance to the confidentiality and protection of your personal data. Therefore, we treat your personal information that you provide to us in the context of using the service strictly in accordance with the legal provisions and the regulations of this Privacy Policy.

In the following, we inform you about the type, the extent and the purpose of the processing of your personal data in the context of the use of the service. Please read the following information carefully to understand how we process your personal data.

Under section four, you will find service-specific information on the respective processing of your data.

2. Controller

Controller in the sense of privacy law is Jungheinrich AG, Friedrich-Ebert-Damm 129, 22047 Hamburg.

Our Data Protection Officer, to whom you can turn for all questions regarding the processing of your personal data and the assertion of your rights (see section 8) is:

Mr. Frank Jastrob
Jungheinrich AG
Friedrich-Ebert-Damm 129
22047 Hamburg, Deutschland

Telefon: +49 40 6948-1630
E-Mail: Frank.Jastrob@jungheinrich.de

3. Data security

We implement technical and organisational security measures in accordance with the state of the art to ensure that the requirements of European and national privacy law are observed and to protect the data processed by us against accidental or intentional manipulation, loss, destruction or against access by unauthorised persons.

In particular, all communication in connection with the visit and use of the services, which takes place via the browser or App (hereafter agent), is encrypted using the TLS procedure.

4. Information on data processing

We process personal data only in compliance with the relevant data protection regulations. This means that the data will only be processed if legally permitted to do so, i.e. if law requires the data processing, if the user has given his consent or if data processing is carried out based on our legitimate interests within the meaning of Article 6 (1) lit. f GDPR.

4.1. Automatically collected data

The following data are collected when you use our services:

- IP address
- Agent
- Operating system
- Internet address (URL) and pages accessed
- Language settings of the used agent

- Date and time of access

These automatically collected data are stored in order to enable convenient use of the services and to detect, eliminate and track any technical errors or misuse of the services. We would also like to know what content of the service is of particular general interest to visitors. This only concerns the collection of information about the general usage behaviour of all our customers, which means that these data are not evaluated for the creation of personal usage profiles.

Data processing for the above-mentioned purposes is carried out in order to perform the contract on the use of the portal (cf. Art. 6(1) sentence 1 lit. b) GDPR).

Which data we process and for which purposes.

4.2. Fleet Management
4.2.1. Used data

The following data is used when you visit the service:

- Customer number
- Company Address
- Contract Numbers
- Contract Details
- Equipment Numbers
- Operating Hours

4.2.2. Processing of personal data of registered users

With the solution provided in the service, a fleet management system, you can efficiently monitor and control your internal logistics. In order to be able to use the service and the functions provided there, you need to register as a user. For this an initial user is created by Jungheinrich creates a so-called "initial user". Users have access to the control and evaluation data for their vehicle fleet. Within the scope of user registration on the portal, the following personal data are processed:

- First and last name
- Email address
- Role
- Language
- Fixed account validity period
- Personal password assigned by the user
- User authorization for ship-to party

This data processing takes place in order to identify you as a registered user and to allow you access to the portal according to contract. This prevents unregistered persons from gaining access to the protected parts of the portal.

Furthermore, we may also receive personal data from the Jungheinrich sales company responsible for you, which you have provided to your local contact person within the scope of a support inquiry (name, contact data, request). The transmission of such data to us is necessary when we have to perform our task within the scope of the downstream (2nd and 3rd level) support.

Data processing for the above-mentioned purposes is carried out in order to perform the contract on the use of the portal (cf. Art. 6(1) sentence 1 lit. b) GDPR).

4.2.3 eTracker
We integrate the web analysis service etracker on our website to analyse usage data. The responsible service provider is etracker GmbH, Erste Brunnenstraße 1, 20459 Hamburg in Germany.

The data processing is carried out without the use of cookies and based on the legal provisions of Art. 6 Para. 1 lit. f (legitimate interest) of the German Data Protection Regulation (DSGVO). Our concern in terms of the DSGVO (legitimate interest) is the evaluation of the success and optimisation of our website and our online activities. Since the privacy of our visitors is important to us, data that may allow a reference to an individual person, such as the IP address, login or device identifiers, are anonymised or pseudonymised as soon as possible. We do not use the data in any other way, combine it with other data or pass it on to third parties.

The data generated by etracker is processed and stored on our behalf by etracker GmbH exclusively in Germany and is therefore subject to the strict German and European data protection laws and standards. In addition, we have concluded an order processing agreement with etracker in accordance with Art. 28 DSGVO. You can find more information on data protection at etracker under the following link: https://www.etracker.com/datenschutz

You can use this link to set an (functional) opt-out cookie that prevents any future data collection by etracker on this website with your current browser. Note that if you delete all cookies in your browser, you will have to set this opt-out cookie again.

In the event of an objection to anonymised or pseudonomised data collection by etracker, a so-called (opt-out) cookie will be set to permanently save your decision.

1.1. ISM Online

1.1.1. Processing of personal data of registered users

With the solution provided in the service, a fleet management system, you can efficiently monitor and control your internal logistics. In order to be able to use the service and the functions provided there, you need to register as a user. For this an initial user is created by Jungheinrich creates a so-called "initial user". Users have access to the

control and evaluation data for their vehicle fleet. Within the scope of user registration on the portal, the following personal data are processed:

- First and last name
- Email address
- Role
- Language
- Fixed account validity period
- Personal password assigned by the user
- User authorization for ship-to party

This data processing takes place in order to identify you as a registered user and to allow you access to the portal according to contract. This prevents unregistered persons from gaining access to the protected parts of the portal.

Furthermore, we may also receive personal data from the Jungheinrich sales company responsible for you, which you have provided to your local contact person within the scope of a support inquiry (name, contact data, request). The transmission of such data to us is necessary when we have to perform our task within the scope of the downstream (2nd and 3rd level) support.

Data processing for the above-mentioned purposes is carried out in order to perform the contract on the use of the portal (cf. Art. 6(1) sentence 1 lit. b) GDPR).

1.1.2. Processing of personal data within the scope of the contact form

In the event that you contact us via the contact form, we process the personal data transmitted via the form in order to be able to process and respond to your inquiry or other request. In the event that you indicate in your inquiry that you wish to pursue other or further purposes with the transmission of your personal data and content, we will also process the personal data contained in your inquiry for this purpose. When contacting us via the form, the following data (mandatory data) will always be processed:

- First and last name
- Salutation
- Email address
- Telephone number
- Country
- Subject
- Preferred communicational channel

This data processing is necessary in order to answer your request (Art. 6(1) sentence 1 lit. b) GDPR). The processing of further data (e.g. your address or further comments) provided voluntarily by you in the contact form is based on the interest-balancing clause of the GDPR (Art. 6(1) sentence 1 lit. f) GDPR).

1.2. Battery Management

1.2.1. Processing of personal data of registered users

With the provided service, you can efficiently control your internal logistics and optimize the usage of batteries. In order to be able to use the service and the functions provided there, you need to register as a user. Therefore, we create user accounts. Users have access to the control and evaluation data for their batteries. Within the scope of user registration on the product, the following personal data are processed:

- First and last name
- Email address
- Company
- Language
- Personal password assigned by the user

This data processing takes place in order to identify you as a registered user and to allow you access to the portal according to contract. This prevents unregistered persons from gaining access to the protected parts of the portal.

Furthermore, we may also receive personal data from the Jungheinrich sales company responsible for you, which you have provided to your local contact person within the scope of a support inquiry (name, contact data,

request). The transmission of such data to us is necessary when we have to perform our task within the scope of the downstream (2nd and 3rd level) support.

Data processing for the above-mentioned purposes is carried out in order to perform the contract on the use of the portal (cf. Art. 6(1) sentence 1 lit. b) GDPR).

1.3. Call4Service & Service Avis

4.5.1. Downloading the App

When downloading the service, the required information is transferred to the respective App Store. We have no influence on this data collection. We process the data provided insofar as this is necessary for the downloading process on the respective device. We will not process this data any further.

Information on data processing and data protection by the respective provider can be found in the following data protection policies:
Apple iTunes: https://www.apple.com/de/privacy/
Google Play: https://policies.google.com/privacy

4.5.2. Processing of personal data during the use of the product

The service can be used to create service requests. In order to use of the service and to enable the processing of service requests, you must register as a user. The following personal data is processed as part of user registration and for the creation of service requests:

- User access data;
- Company name and address;
- First and last name of the user;
- Telephone number, e-mail and customer number;
- Language
- Channel for initial registration

We process and use the personal data collected from you exclusively for the fulfilment of your service request. Data processing for the above-mentioned purposes is carried out in order to perform the contract on the use of the product (cf. Article 6(1) sentence 1 lit. b) GDPR).

1.4. Rental App

4.6.1. Downloading the App

When downloading the service, the required information is transferred to the respective App Store. We have no influence on this data collection. We process the data provided insofar as this is necessary for the downloading process on the respective device. We will not process this data any further.

Information on data processing and data protection by the respective provider can be found in the following data protection policies:
Apple App Store: https://www.apple.com/de/privacy/
Google Play: https://policies.google.com/privacy

4.6.2. Processing of personal data of registered users

The service can be used to review contract-, vehicle and invoice data. In order to use the service you must register as a user. The following personal data is processed as part of user registration and creation:

- User access data;
- Company name and address;
- First and last name of the user;
- Telephone number, e-mail and customer number;
- Language

We process and use the personal data collected from you exclusively for the fulfilment of your service request. Data processing for the above-mentioned purposes is carried out in order to perform the contract on the use of the product (cf. Article 6(1) sentence 1 lit. b) GDPR).

1.5. JUR Check App

An overview of the data collected in the Microsoft Visual Studio App Centre, which is used for the development of the JUR Check App, can be found under the following link: https://docs.microsoft.com/en-us/appcenter/sdk/data-collected

1.5.1. Downloading the App

When downloading the service, the required information is transferred to the respective App Store. We have no influence on this data collection. We process the data provided insofar as this is necessary for the downloading process on the respective device. We will not process this data any further.

Information on data processing and data protection by the respective provider can be found in the following data protection policies:
Apple App Store: https://www.apple.com/de/privacy/
Google Play: https://policies.google.com/privacy

4.7.2.4.7.2 Processing of personal data of registered users

The service can be used to make use of performing and creating a check. In order to use the service you must register as a user. The following personal data is processed as part of user registration and during the creation and execution of a check:

- User access data;
- Company name and address;
- Salutation;
- First and last name of the user;
- E-Mail and customer number or supplier number;
- Language

We process and use the personal data collected from you exclusively for the fulfilment of your service request. Data processing for the above-mentioned purposes is carried out in order to perform the contract on the use of the product (cf. Article 6(1) sentence 1 lit. b) GDPR).

1.6. Remote Diagnostics Service

The service allows you to monitor connected forklift trucks and Smart Adapters and provides an overview of machine data. You also have the option of querying error logbooks of the trucks. To use the service and the information provided there, registration as a user is mandatory. The following personal data is processed within the user registration and when using the service:

- user access data;
- e-mail address / user ID
- Language setting of the agent in use

We process and use the personal data we collect from you exclusively for the purpose of providing the service. The processing of your personal data is voluntary and is based on your consent in accordance with Art. 6 of the GDPR code of practice.

4.9 Jungheinrich Training Hub

With the solution for booking and administering trainings from Jungheinrich, you can reserve or request training courses for yourself and for your employees. With the learning platform provided, you can access and edit the learning content provided and view your personal learning history. In order to use the portal and the services provided there, registration as a user is mandatory. The Jungheinrich sales company that supports you will first create a data record with your personal data. Within the scope of user registration on the portal, the following personal data will be processed:
- Login name (e-mail)
- First and last name
- e-mail address
- Language
- Specified validity period of the account

Access to the portal is provided via an account created at Microsoft as part of the login process. This data processing is carried out in order to identify you as a registered user and to enable you to access the portal in accordance with the contract. This prevents unregistered persons from gaining access to the protected parts of the portal.

Furthermore, we may receive your personal data from the Jungheinrich sales company responsible for you, which you have provided to your contact person there in the context of a support request (name, contact data, concerns). The transfer of data to us is always necessary if we have to perform our task within the scope of 2nd and 3rd level support.

Data processing for the above-mentioned purposes is carried out in order to implement the contract on the use of the portal (cf. Art. 6 para. 1 p. 1 letter b) DS-GVO).

4.10 Jungheinrich CAMPUS

With the solution Jungheinrich CAMPUS, our learning platform, which is provided on the portal, you can call up and edit learning content provided and view your personal learning history. In order to be able to use the portal and the services provided there, you need to register as a user. The Jungheinrich sales company responsible for you initially creates a data set of personal data. Within the scope of user registration on the portal, the following personal data are processed:

- First and last name
- Email address
- Role
- Language
- Fixed account validity period

This data processing takes place in order to identify you as a registered user and to allow you access to the portal according to contract. This prevents unregistered persons from gaining access to the protected parts of the portal.

Furthermore, we may also receive personal data from the Jungheinrich sales company responsible for you, which you have provided to your local contact person within the scope of a support inquiry (name, contact data, request). The transmission of such data to us is necessary when we have to perform our task within the scope of the 2nd and 3rd level support.

Data processing for the above-mentioned purposes is carried out in order to perform the contract on the use of the portal (cf. Art. 6(1) sentence 1 lit. b) GDPR).

2. Transmission of personal data to third parties

We cooperate with third parties who take over certain technical tasks in the provision of the services on our behalf.

As far as we involve external service providers, it always happens in accordance with the legal provisions and the regulations of the current privacy policy. Recipients of the data are obliged to use them only for the defined purposes. In the event of data being transferred to a recipient outside the Jungheinrich Group in a third country outside the European Union/EEA, the recipient guarantees an equivalent level of data protection in accordance with Article 44 ff. GDPR. Exceptions are states whose data protection level has been recognized as appropriate by the EU Commission pursuant to Article 45 GDPR.

Within the technical support of the service, we are responsible for 1st, 2nd and 3rd level support. If necessary, we will forward your personal information that we have received from you to the Jungheinrich sales company responsible for you, so that it can provide the necessary support in the event of problems and questions. This data transfer is necessary for the contractual provision of the functions of the service (Art. 6(1) sentence 1 lit. b) GDPR).

5.1 Verification of access

Our service provider Microsoft carries out the verification of access to our digital services:

Microsoft Enterprise Service
Microsoft Corporation
One Microsoft Way
Redmond
Washington 98052, USA

Data Protection Officer European Economic Area and Switzerland:

Microsoft Ireland Operations, Ltd.
One Microsoft Place
South County Business Park
Leopardstown,
Dublin 18, D18 P521, Ireland

Only the data required for this purpose (e.g. access data) are transmitted to the service provider.

3. Cookies

When providing the services we use so-called cookies. These are small text files that are sent from the service to the device that you use (PC, tablet etc.) and stored in the memory of your agent. The purpose of these cookies is, for example, to identify a user as an authorised user for the duration of his use of the service. Without this temporary "intermediate storage", entries already made in some applications would have to be made over and over again. A cookie contains only the data that a server issues and/ or that the user enters on request (e.g. structure, domain information, path, expiry date, cookie name and value). A cookie cannot spy out a hard disk.

If you do not want cookies to be stored on your computer, you can deactivate the corresponding option in the system settings of your agent. Cookies that have already been saved can be deleted in the agent`s system settings. However, please note that deactivating cookies may restrict the use of the service.

In detail, the cookies mentioned in the following overview are set when using the services. These are, on the one hand, so-called first-party cookies, which we ourselves use, and, on the other hand, third party cookies which are set by third parties to achieve certain purposes.

6.1 Cookies Fleet Management

An overview of the first-party cookies used for our digital service can be found under the following link: https://docs.microsoft.com/de-de/azure/active-directory-b2c/cookie-definitions

6.2 Cookies ISM Online
Overview of the First Party Cookies used

Name	Provided by	Purpose	Storage Time
ys-tour-card-shown-*	Jungheinrich Digital Solutions AG & Co. KG	Used to ensure that only the welcome information that the user has not yet read or wishes to continue to read is displayed to the user.	10,000 days
triggerTour	Jungheinrich Digital Solutions AG & Co. KG	Technical cookie used for the welcome messages.	Until the end of the session
locale	Jungheinrich Digital Solutions AG & Co. KG	Saves the last language used on the website.	1 month
initialUrl	Jungheinrich Digital Solutions AG & Co. KG	Saves the URL that was initially called.	Until the end of the session

Atlas	Jungheinrich Digital Solutions AG & Co. KG	Required to maintain the current session of the respective user.	Until the end of the session
cookieconsent_status	Jungheinrich Digital Solutions AG & Co. KG	Required for the permission to set tracking cookies	1 year

Third Party Cookies

Name	Provided by	Purpose	Storage Time
_gat	Google Analytics	Serves to distinguish between individual users.	1 minute
_ga	Google Analytics	Serves to distinguish between individual users.	2 years
_gid	Google Analytics	Used to reduce the request rate.	24 hours

6.2.1 Website and usage analysis via Google Analytics

In the service, we use Google Analytics, a web analysis service of Google Inc. "("Google"). Google Analytics uses cookies (see section 6.1) which enable an analysis of your use of the service. The information generated by the cookie about your use of the service is usually transferred to a Google server in the USA and stored there. However, because of the IP anonymisation which we have activated on the service, Google will reduce your IP address within Member States of the European Union or in other countries party to the Agreement on the European Economic Area beforehand. Only in exceptional cases, will the full IP address be transmitted to a Google server in the USA and shortened there. Google will use this information on our behalf to evaluate your use of the service, to compile reports on the activities on the service and to provide us with further services associated with the use of the service and the Internet. According to the provider, the IP address transmitted by your browser within the framework of Google Analytics will not be merged with other Google data. You may refuse the use of cookies by selecting the appropriate settings on your browser. You can also prevent Google from collecting the data generated by the cookie and relating to your use of the portal (including your IP address) and from processing this data by Google by downloading and installing the browser plug-in available under the following link. By using the portal, you consent to the processing of data about you by Google in the manner and for the purposes described above.

6.3 Cookies Battery Management

Overview of the First Party Cookies used

Name	Provided by	Purpose	Storage Time
batmanLanguage	Jungheinrich Digital Solutions AG & Co. KG	Required to save language settings.	One year

An overview of first-party cookies used for our digital service can be found under the following link: https://docs.microsoft.com/de-de/azure/active-directory-b2c/cookie-definitions

6.4. Cookies Call4Service, Service Avis, Rental App

Third Party Cookies

Name	Provided by	Purpose	Storage Time

JTENANTSESSIONID _a87fabb8d	.hana.ondemand.com	Required to maintain the current session of the respective user	Until the end of the session
oucrstqwmzpckpqdrgz vxsugf	.hana.ondemand.com	Required to maintain the current session of the respective user.	Until the end of the session
slo_regular_domains_ eu1_a87fabb8d_a87fa bb8d	.hana.ondemand.com	Required to maintain the current session of the respective user	Until the end of the session
BIGipServerdispatcher .hana.ondemand.com	*- a87fabb8d.dispatcher. hana.ondemand.com	Control of the LoadBalancings	Until the end of the session
JSESSIONID	*- a87fabb8d.dispatcher. hana.ondemand.com	Required to maintain the current session of the respective user	Until the end of the session
x-ms-cpim-csrf	.login.jungheinrich.co m	Cross-Site Request Forgery Token, used for protection of CRSF	Until the end of the session
x-ms-cpim- sso:jungheinrichlogin.o nmicrosoft.com_0	.login.jungheinrich.co m	Required to maintain the current session of the respective user	Until the end of the session / 1 day (Stay logged in)

6.5. Cookies JUR Check App (Admin Frontend)

No cookies are used for the service, the cookies listed below only refer to the admin frontend, which provides the user with the data generated in the app

Name	Provided by	Purpose	Storage Time
x-ms-cpim-csrf	.login.jungheinrich.co m	Cross-Site Request Forgery Token, used for protection of CRSF	Until the end of the session
x-ms-cpim- sso:jungheinrichlogin.onmicrosoft.com_ 0	.login.jungheinrich.co m	Required to maintain the current session of the respective user.	Until the end of the session / 1 day (Stay logged in)

6.6 Cookies Remote Diagnostics Service

A cookie is set during the login process:

Name	Provided by	Purpose	Storage Time
JSESSION_ID	Jungheinrich Digital Solutions AG & Co.KG	Unique identification of sessions (registrations)	Until the end of the session
XSRF_TOKEN	Jungheinrich Digital Solutions AG & Co.KG	Prevention of cross site request forgery attacks	Until the end of the session

6.7 Cookies: Jungheinrich Training Hub

Third party cookies:

NAME	Domain	Purpose	Storage Time
x-ms-cpim-admin	main.b2cadmin.ext.azure.com	End of session	Contains cross-client user membership data. Clients to which a user belongs and the level of membership ("admin" or "user").
x-ms-cpim-slice	login.microsoftonline.com, b2clogin.com, mit Branding versehene Domänelogin	End of session	To forward requests to the corresponding production instance.
x-ms-cpim-trans	login.microsoftonline.com, b2clogin.com, marken-/unternehmensbezogener Domänenname	End of session	To track transactions (number of authentication requests to Azure AD B2C) and the current transaction.
x-ms-cpim-sso:{Id}	login.microsoftonline.com, b2clogin.com, marken-/unternehmensbezogener Domänenname	End of session	To manage the session with single sign-on (SSO).
x-ms-cpim-cache:{id}_n	login.microsoftonline.com, b2clogin.com, marken-/unternehmensbezogener Domänenname	End of session, or successful authentication	To manage the request status
x-ms-cpim-csrf	login.microsoftonline.com, b2clogin.com, marken-/unternehmensbezogener Domänenname	End of session	Cross-site request forgery token to protect against CSRF attacks
x-ms-cpim-dc	login.microsoftonline.com, b2clogin.com, marken-/unternehmensbezogener Domänenname	End of session	For Azure AD B2C network routing
x-ms-cpim-ctx	login.microsoftonline.com, b2clogin.com, marken-/unternehmensbezogener Domänenname	End of session	Context
x-ms-cpim-rp	login.microsoftonline.com, b2clogin.com, marken-/unternehmensbezogener Domänenname	End of session	To save the membership data for the resource provider client
x-ms-cpim-rc	login.microsoftonline.com, b2clogin.com, marken-/unternehmensbezogener Domänenname	End of session	To store the relay cookie
ecadia-pro-cookie-warning_cookie	training.jungheinrich.com	1 year	Stores the information whether you have agreed to the use of cookies.

NAME	Domain	Purpose	Storage Time
JSESSIONID	training.jungheinrich.com	End of session	Required to maintain the current session of the respective user.
shoppingCart	training.jungheinrich.com	1 year	Required to provide shopping cart content in the non-logged-in state even after the end of a session.

6.8 Cookies Jungheinrich Campus

Third party cookies:

NAME	Domain	Purpose	Storage Time
AvendooContentLocale	http://campus.jungheinrich.com	End of session	Saves the current language setting
AvendooLocale	http://campus.jungheinrich.com	End of session	Saves the current language setting
Avendoo_Assignment	http://campus.jungheinrich.com	End of session	Saves ID of the last course
JSESSIONID	http://campus.jungheinrich.com	End of session	Saves session ID
XSRF-TOKEN	http://campus.jungheinrich.com	14 days	XSRF-Token
activeTagNG	http://campus.jungheinrich.com	End of session	Saves the current status of the frontend
actualTab	http://campus.jungheinrich.com	End of session	Saves the current status of the frontend
cockpitActiveTabIdCookie	http://campus.jungheinrich.com	End of session	Saves the current status of the frontend
currentPage	http://campus.jungheinrich.com	End of session	Saves the current status of the frontend
filterClassifications	http://campus.jungheinrich.com	End of session	Saves the current status of the frontend
filterTeaser	http://campus.jungheinrich.com	End of session	Saves the current status of the frontend
filterTitle	http://campus.jungheinrich.com	End of session	Saves the current status of the frontend
filter_blendedlearning	http://campus.jungheinrich.com	End of session	Saves the current status of the frontend
filter_elearning	http://campus.jungheinrich.com	End of session	Saves the current status of the frontend
filter_event	http://campus.jungheinrich.com	End of session	Saves the current status of the frontend

filter_trainingplan	http://campus.jungheinrich.com	End of session	Saves the current status of the frontend
languageChanged	http://campus.jungheinrich.com	End of session	Saves the current status of the frontend
orderFinished	http://campus.jungheinrich.com	End of session	Saves the current status of the frontend
orderMandatory	http://campus.jungheinrich.com	End of session	Saves the current status of the frontend
orderOptional	http://campus.jungheinrich.com	End of session	Saves the current status of the frontend
order_property	http://campus.jungheinrich.com	End of session	Saves the current status of the frontend
path	http://campus.jungheinrich.com	End of session	Saves the current status of the frontend
secure	http://campus.jungheinrich.com	End of session	Saves the current status of the frontend
timezone	http://campus.jungheinrich.com	End of session	Saves the current status of the frontend
variant	http://campus.jungheinrich.com	7 days	Saves the current status of the frontend

4. Duration of the storage of your personal data

In principle, we only store your data for as long as is necessary for the purpose for which the data were collected. A longer storage takes place if legal retention periods apply or you have declared your consent to the storage for a longer period of time.

The registration data will be deleted no later than six months after definite termination of the contract for the use of the portal or deletion of the user profile.

4.1. Call4Service
After the transmission of your service request to the responsible customer service, the personal data contained in the service request will be completely deleted after 12 months. The obligation of Jungheinrich to retain a copy of the data for legally prescribed archiving purposes or other purposes provided by the underlying contract remains unaffected.

5. Your rights regarding the processing of your personal data

5.1. Right of access

You can request information about your personal data processed by us at any time. You have the right to obtain a copy of the data that we process from you.

5.2. Right to rectification, right to erasure

You have the right to request the correction of incorrect or incomplete personal data concerning you.

You also have the right to request deletion of personal data concerning you if and to the extent that they are no longer necessary for the purpose of processing, if you have withdrawn your consent on which the processing was based or if you object to the processing and if there is no other legal basis for processing or if the processing was unlawful. We will delete your personal data at your request if we do not absolutely need these data to fulfil the contract or are legally obliged to store them.

5.3. Right to restriction of processing

You have the right to request us to restrict the processing of your personal data if

- you contest the accuracy of the personal data for a period of time that enables us to verify the accuracy of the personal data;
- the processing is unlawful and you refuse to delete the personal data and request the restriction of their use instead;
- we no longer need the personal data for the purposes of processing, but you require them for the establishment, exercise or defence of legal claims or
- you have objected to the processing pursuant to Art. 21(1) GDPR pending the verification whether the legitimate grounds of the Jungheinrich AG override those on your side.

5.4. Right to data portability

You have the right to receive the personal data concerning you, which you have provided to us, in a structured, commonly used and machine-readable format and have the right to transmit those data to another controller without hindrance, where:

- the processing is based on consent pursuant to point (a) of Art. 6(1) sentence 1 lit. a) or Art. 9(2) lit. a) or on a contract pursuant to point (b) of Article 6(1) sentence 1 lit. b) GDPR and
- the processing is carried out by automated means.

You have the right to have the personal data transmitted directly from us to another controller, where technically feasible.

5.5. Right to object

You have the right to object, on grounds relating to your particular situation, at any time to processing of personal data concerning you which is based on Art. 6(1) sentence 1 lit. e) or f) GDPR. We will then no longer process your personal data unless there are compelling legitimate grounds for the processing which override your interests, rights and freedoms or the processing is used for the establishment, exercise or defence of legal claims.

5.6. Right to withdraw consent

You have the right to withdraw your consent to data processing at any time, informally and without giving reasons. The withdrawal does not affect the legality of the processing carried out up to that point.

Please direct all inquiries regarding the assertion of your rights to our Data Protection Officer under the contact options indicated above.

6. Links to other websites

The links contained in our services may refer to other websites of Jungheinrich AG. The respective privacy policy provided for this purpose and shown on the corresponding web pages is expressly applicable. The same applies to possible links to external websites of third parties. The responsibility for data processing can also be found in the corresponding data protection information.

9. Updates to this Privacy Policy

We will update this Privacy Policy if necessary for legal or factual reasons. Please keep yourself regularly informed about the current status of the Policy.

October 2020