

## Privacy Notice for RSign

### 1. General Information

This Privacy Notice (hereinafter: "Notice") sets out the basis on which we, Jungheinrich Lift Truck Ltd. (hereinafter: "Jungheinrich", "we", or "us") process personal data that you provide to us within the scope of use of the service RSign (hereinafter: "the Product").

This Product allows the electronic exchange of contractual documents and other types of documents (hereinafter referred to as "Contractual Documents") between the contracting parties. Contractual Documents can be electronically signed using the Product and supplemented with additional information as required.

At Jungheinrich, we attach great importance to confidentiality and to the protection of your personal data. In the following, we inform you about the type, the extent and the purpose of the processing of your personal data. By agreeing to this Notice, you agree to the following conditions.

### 2. Data Controller

Data Controller in the sense of personal data protection law is Jungheinrich Lift Truck Ltd., 335/3 Moo 9, Bang Chalong Subdistrict, Bang Phli District, Samut Prakan Province, Thailand, 10540.

Please address all questions regarding the processing of your personal data as well as requests to exercise your rights to:

Data Protection Officer  
Jungheinrich Lift Truck Ltd.  
335/3 Moo 9, Bang Chalong Subdistrict  
Bang Phli District, Samut Prakan Province  
Thailand, 10540

E-Mail: [data\\_privacy@jungheinrich.co.th](mailto:data_privacy@jungheinrich.co.th)

### 3. 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 the data processing is required by law, if the user has given a consent, if data processing is carried out on the basis of our legitimate interests within the meaning of Section 24 (5) of the Personal Data Protection Act, B.E. 2562 (2019) (hereinafter: "PDPA") or if this is necessary for the performance of a contract or for pre-contractual measure pursuant to Section 24 (3) of PDPA.

#### 3.1. Visiting the website

The following data are collected when you visit the website of the Product:

- IP address
- Type of browser
- Operating system
- Language setup of the used device
- Internet address (URL) and pages accessed
- Date and time of access

This automatically collected data is stored in order to enable convenient use of the Product and to detect, eliminate and track any technical errors or misuse of the Product and our services.

Data processing for the purposes mentioned above is carried out on the basis of our legitimate interests within the meaning of Section 24 (5) of PDPA.

### **3.2. When using the Product**

When using the Product, the following data will also be processed:

- First name, last name
- Email address
- Signature

In order to be able to view transactions in the Product and to process and sign Contractual Documents, the recipient of a transaction must agree (opt-in) to these data protection provisions herein in accordance with Section 19 para. 1 of PDPA.

In advance, the recipient will receive access to the transaction via a link that will be provided by e-mail. Access is limited in time and is automatically set to inactive after 30 days. If you wish to object to the data processing, you can do so at any time in accordance with Section 8.6 of this Notice. Please note that you will not be able to obtain any Contractual Documents via the Product in the future as a result of an objection.

### **3.3. Forwarding of transactions to other recipients**

It is possible to forward transactions to other recipients (e.g. representatives or superiors) within your organization for processing and/or signing.

Please note that further recipients must be informed in advance about the forwarding and that the forwarding may only take place with the consent of the respective person. The data processed for this purpose as referred to in Section 3.2 must also be taken into account. The use of the "Change signer" forward function lies in the discretion of the original recipient.

## **4. Measures to protect your personal data**

We implement technical and organizational 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 unauthorized persons.

In particular, all communication in connection with the visit and use of the Product, which takes place via the browser, is encrypted using the TLS procedure.

All data personally transmitted by you, is transferred using the generally accepted and secure standard SSL (Secure Socket Layer). SSL is a secure and tested standard that is also used for online banking, for example. Ways of identifying a secure SSL connection include the following http (i.e.: https://...) in the address bar of your browser and the padlock symbol in the bottom section of your browser.

We employ appropriate technical and organizational security methods to protect the personal data that we store against manipulation, partial or complete loss and against unauthorized access by third parties. Our security measures undergo continuous improvement in accordance with technological development.

## **5. Transmission and disclosure of data to third parties**

In order to provide the Product to you, we cooperate and transmit data with Frama AG (Frama AG, Dorfstrasse 6, 3438 Lauperswil, Switzerland), our external service providers, and Jungheinrich AG (Friedrich-Ebert-Damm 129, 22047 Hamburg, Germany), our parent company.

In addition, your personal data may be disclosed to your organization whose is a contract party under Contractual Documents, or other party involved or accesses to Contractual Documents. If you are a user of the Product or receive Contractual Documents that may include personal data of any individual, you agree to remain confidentiality of such data and shall not use and disclose of such other than the purpose of using the Product and in accordance with the provisions of this Notice.

## **6. Transmission of data outside Thailand**

Referring to Section 5 of this Notice, as far as we involve external service providers and our parent company to provide the Product, the transmit of data to those is in a foreign country always happens in accordance with the legal provisions and the regulations of the current privacy policy. Such recipients who is in a foreign country of the data are obliged to use them only for the defined purposes, and guarantees an equivalent level of data protection which enable the enforcement of the data subject's rights, including effective legal remedial measures in accordance with PDPA.

## **7. Duration of the storage of your personal data**

In principle, we only store your data for as long as it 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.

## **8. Your rights regarding the processing of your personal data**

### **8.1. Right of access**

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

### **8.2. Right to rectification**

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

### **8.3. Right to erasure**

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 erase, destroy, or anonymize 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.

### **8.4. Right to restriction of processing**

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

### **8.5. Right to data portability**

You have the right to receive the personal data concerning you provided that we have arranged your personal data in format which is commonly used and machine-readable format, and have the right to transmit those data to another data controller without hindrance, where:

- the processing is based on your consent or on a contract pursuant, etc. according to Section 31 para. 2 of PDPA, and
- if it can be carried out by automated means.

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

### **8.6. 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 Section 32 of PDPA. 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 defense of legal claims.

### **8.7. 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.

### **8.8. Right to lodge a complaint**

According to Section 73 of PDPA, you have the right to lodge a complaint to Personal Data Protection Committee in case of violation or non-compliance of PDPA or notices issued under the said Act by us.

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

## **9. Links to other websites**

The links contained in our Product may refer to other Jungheinrich AG websites. The Notice provided for this purpose and shown on the corresponding web pages apply expressly. The same applies to possible links to websites of third parties.

## **10. Updates to this Privacy Notice**

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

01.05.2025