

# Privacy Policy for RSign

## 1. General Information

This Policy sets out the basis on which we (hereinafter: "Jungheinrich", "we", "us") process personal data that you provide to us within the scope 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 Policy, you agree to the following conditions.

## 2. Controller

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

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

(Group) Data Protection Officer  
Jungheinrich AG  
Friedrich-Ebert-Damm 129  
22047 Hamburg  
Germany

E-Mail: [DPO@jungheinrich.com](mailto:DPO@jungheinrich.com)

## 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 his consent, if data processing is carried out on the basis of our legitimate interests within the meaning of Art. 6 (1) lit. f GDPR or if this is necessary for the performance of a contract or for pre-contractual measure pursuant to Art. 6 (1) lit. b GDPR.

### 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 Art. 6 (1) lit. f GDPR.

### **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 in accordance with Art. 6 para. 1 lit. a GDPR.

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 7.5 of this privacy 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 representatives and superiors**

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 s 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 of data to third parties**

In order to provide the Product to you, we cooperate with Frama AG (Frama AG, Dorfstrasse 6, 3438 Lauperswil, Switzerland).

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 Art. 44 ff. GDPR. Exceptions are states whose

data protection level has been recognized as appropriate by the EU Commission pursuant to Art. 45 GDPR.

## **6. 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.

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

### **7.1. 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.

### **7.2. 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.

### **7.3. 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 defense of legal claims or
- you have objected to the processing pursuant to Art. 21(1) GDPR pending the verification whether the legitimate grounds of Jungheinrich Australia Pty Ltd override those on your side.

### **7.4. 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.

### **7.5. 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 defense of legal claims.

#### **7.6. 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.

#### **8. Links to other websites**

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

#### **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 status of the Privacy Policy.

29/05/2025