

Related Service Notice



1 GENERAL INFORMATION		Details		
Service Name:		Logistics Interface		
Version:		1.0		
Provider:		Jungheinrich AG, Friedrich-Ebert-Damm 129, 22047 Hamburg		
Release Date:		Sep 25		
1.1 Identity of the data holder		Details		
Data Holder:		Jungheinrich AG, Friedrich-Ebert-Damm 129, 22047 Hamburg		
1.2 Contact Information		Details		
Contact Information		[E-Mail, phone, webform]		
1.3 Intention of using readily available data		Details		
The Data Holder intends to use Readily Available Data within the meaning of the Data Act only for the following purposes:		service optimization, product development, warranty services, monitoring and maintaining functionality, analyses and measurement, execution of contracts with the user or activities related to such contracts, compliance with applicable laws		
Third party usage of data:		The Data holder intends to allow third parties to use the data for purposes agreed upon with the user.		
Categories of third-party recipients:		Online services, such as hosting services, cloud computing services (including SaaS, PaaS, IaaS) or similar services to process data for the agreed purposes.		
1.4 Right to lodge a complaint		Details		
Right to lodge a complaint:		Users have the right to lodge a complaint alleging an infringement of any of the provisions of this Chapter with the competent authority designated pursuant to Article 37 of the Data Act.		
1.5 Information on the user agreement		Details		
General contract duration and termination		The general contract duration and termination are specified in the individual contracts for the use of related services.		
2 DATA CHARACTERISTICS				
2.1 Product Data Characteristics		Details		
Please refer to the Connected Product Notice				
2.2 Related Service Data Characteristics				
	Category	Data Point	Description	Technical Data Type
	Order Repository	OrderDeleted	Is set to true when the order needs to be deleted in the control system.	bool
		ReadyForScheduling	The actual deletion is reflected back in the TransportOrderStatus.	bool
		TransportOrder	Defines if the order is ready to be scheduled.	TransportOrder
		.TransportIds	As long as the value is false, no order will be sent to the control system.	TransportIds
		.CreatedBy		string
		.InternalOrderId	Not all control systems support this flag and will raise a validation error if set to false.	string
		.HostOrderId		string
		.PreselectedDeviceId	Setting ReadyForScheduling from true to false will pause the order. Order that was not actually started by the Master control system won't be started. Already started orders will continue until the current operation is finished. The next operation will not be started.	string
		.AllowedDeviceClasses		string
		.LcInfo	Not all control systems support pausing the order. In this case setting the flag to false after the order is started will be ignored.	LcInfo
		.OrderPriority		uint32
		.ExternalAdditionOrderData	The actual order data.	map<string, string>
		InternalOrderId	Internal order ID this status is associated with.	string
		TransportIdStatuses	Transport order ID statuses.	TransportIdStatuses
		.DeviceID	The ID of the device currently working on this order. If empty, no device is working on the order.	string
		.ControlSystemOrderId	The order ID in the control system.	string
		OrderState	The current state of the order.	enum TransportOrderState
		ConnectionState		enum DeviceConnectionState
		LoadState	Unspecified	enum DeviceLoadState
		ModificationFlags	The state was not set.	TransportOrderModificationFlags
		.Flags		enum Flags
		CurrentOperationId	Inactive	uint32
		OrderError	The order was created but is inactive.	TransportOrderError
		.ErrorCode		enum TransportOrderErrorCode
		.Description	Active	LocalizedText
		.ErrorClass	The order was sent to the master control system and is active.	enum ErrorClass
		.TimeStamps		TimeStamps
		.OrderCreated	Paused	Timestamp
		.OrderAccepted	The execution of the order was paused.	Timestamp
		.OrderStarted		Timestamp
		.OrderFinished	Completed (final state)	Timestamp
	Format:	In general, the formats for the above data types are as follows: SQLite database		
	Continuous and real-time data generation:	All types of related services are capable of generating data continuously and in real time.		
	Estimated Volume:	Connected products/related Services of Jungheinrich offer various customization options. The generally estimated volume of data generated in connected products/related services depends to a large extent on individual vehicle parameters.		
2.3 Trade Secrets				
	Trade Secrets:	Jungheinrich is the holder of trade secrets in the data generated by the connected product and/or the related service.		
3 INFORMATION ON DATA ACCESS, RETRIEVAL AND ERASURE				
	Details			
	Access:	eu-data-act@jungheinrich.de		
	Terms of use:	https://www.jungheinrich.com/eu-data-act-infos-2108250		
	Data storage:			
	Storage location:	EU-based cloud infrastructure		
	Retention:	Related Services are capable to store service data to backends. The retention period for the related service data depends on the type of data and the use case. In general we store data as long as it is necessary for the functionality of the product and the provision of the related service or as long as there is a legally recognized interest for storage.		