

RSign privacy policy

1. General information

This Privacy Policy is the basis on which we (hereinafter: “Jungheinrich”, “we”, “us”) process personal data that you provide to us when using the RSign service (hereinafter: “the Product”).

This product enables the electronic exchange of contract documents and other types of documents (hereinafter: “contract documents”) between the contracting parties. Contract documents can be signed electronically using the product and, if necessary, supplemented with additional information.

When using the product, personal data is collected, processed and used, the protection of which is of particular concern to us, Jungheinrich. This privacy policy is designed to meet the requirements of the EU General Data Protection Regulation (“GDPR”) and the Swiss Data Protection Act (“DPA”). However, whether and to what extent these laws are applicable depends on the individual case. In the following, we inform you about the type, scope and purposes of the processing of your personal data. By consenting to the privacy policy, you agree to the following conditions.

2. Responsible body

Jungheinrich AG, Holzikerstrasse 5, CH-5042 Hirschthal, is responsible for data protection.

If you have any questions regarding the processing of your personal data and the assertion of your rights, please contact

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

E-Mail: DPO@jungheinrich.com

3. Basics of data processing

We only process the personal data of users of the product in compliance with the relevant data protection regulations. This means that user data will only be processed if we have legal permission to do so, i.e. if the data processing is required by law, if the user has given consent, on the basis of our legitimate interests within the meaning of Art. 6 para. 1 lit. f GDPR or if this is necessary for the performance of a contract or for the implementation of a pre-contractual measure in accordance with Art. 6 para. 1 lit. b GDPR.

3.1. Visiting the website

The following data is collected when you visit the website:

- 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 be able to detect, eliminate and track any technical errors or misuse of the product and our services. Data processing for the purposes mentioned in this section is based on our legitimate interest in accordance with Art. 6 para. 1 lit. f GDPR.

3.2. When using the product

When using the product, the following data is also processed:

- First name, last name
- Email address
- Signature

In order to be able to view processes and edit and sign contract documents, consent (opt-in) to these data protection regulations by the recipient (hereinafter: recipient) is required in accordance with Art. 6 Para. 1 lit. a GDPR.

As a recipient, you will receive access to the product's website in advance by email. Access is limited and will automatically be set to inactive after 30 days. If you would like to object to data processing, you can do so at any time in accordance with Section 7.5 of this data protection declaration. Please note that if you object, no contract documents about the product will be made available to you in the future.

3.3. Forwarding of processes to representatives and superiors

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

Please note that other recipients must be informed in advance about the forwarding and the associated data processing and that the forwarding may only take place with the consent of the respective person. The data mentioned under point 3.2 must also be taken into account. Use of the "Change Signer" feature is at the discretion of the original recipient.

4. Data security

We take technical and organizational security measures in accordance with the state of the art to ensure that the requirements of European and national data protection law are adhered to and to protect the data we process against accidental or intentional manipulation, loss, destruction or against access by unauthorized persons.

In particular, all communication relating to the visit and use of the product that takes place via the browser is encrypted using the TLS process.

All data transmitted by you personally is transmitted using the generally accepted and secure standard SSL (Secure Socket Layer). SSL is a secure and proven standard that e.g. B. is also used in online banking. You can recognize a secure SSL connection by, among other things, the appended s to http (i.e. https://...) in the address bar of your browser or by the lock symbol at the bottom of your browser.

We also use appropriate technical and organizational security measures to protect your personal data stored by us against manipulation, partial or complete loss and against unauthorized access by third parties. Our security measures are continually improved in line with technological developments.

5. Disclosure of personal data to third parties

We work with Frama AG (Frama AG, Dorfstrasse 6, 3438 Lauperswil, Switzerland) to provide the product.

If we involve external service providers, this always happens within the framework of the legal provisions and in compliance with the applicable data protection regulations. Recipients of the data are obliged to only use it for the specified purposes. In the event of data transfer to a recipient outside the Jungheinrich Group to a third country outside the European Union/EEA, the recipient guarantees an equivalent level of data protection. Excluded are states whose level of data protection has been recognized as adequate by the applicable data protection legislation.

6. Duration of storage

In principle, we only store your data for as long as is necessary for the purpose for which the data was collected. Longer storage occurs if statutory retention periods apply or you have expressed your willingness to have the data stored for a longer period of time.

7. Your rights regarding the processing of your personal data Personendaten

7.1. Right to information

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

7.2. Right to rectification, right to deletion

You have the right to request that incorrect personal data concerning you be corrected or that incomplete personal data be completed. You also have the right to request that we delete personal data concerning you if and to the extent that they are no longer required for the purpose of the processing, if you have revoked your consent on the basis of which the processing was carried out or have objected to processing and if there is no other legal basis for the processing or if the processing was carried out unlawfully. We will delete your personal data at your request if we do not absolutely need this data to fulfill the contract or are legally obliged to retain it.

7.3. Right to restrict processing

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

- you contest the accuracy of the personal data for a period enabling us to verify the accuracy of the personal data;
- the processing is unlawful and you refuse the deletion of the personal data and instead demand that the use of the personal data be restricted;
- we no longer need the personal data for the purposes of processing, but you need it to assert, exercise or defend legal claims, or
- You have objected to the processing as long as it is not yet clear whether the legitimate reasons on Jungheinrich AG's side outweigh those on your side.

7.4. Right to data portability

You have the right to receive the personal data concerning you that you have provided to us in a structured, common and machine-readable format and to transmit this data to another person responsible without hindrance, provided that

- the processing is based on consent in accordance with Article 6 Paragraph 1 Letter a) or Article 9 Paragraph 2 Letter a) or on a contract in accordance with Article 6 Paragraph 1 Letter b) GDPR and
- processing is carried out using automated procedures.

Soweit dies technisch machbar ist, haben Sie dabei das Recht, zu erwirken, dass die Personendaten To the extent that this is technically feasible, you have the right to have the personal data transmitted directly from us to another person responsible.

7.5. Right to object

You have the right, for reasons arising from your particular situation, to object at any time to the processing of personal data concerning you, which is carried out on the basis of Article 6 Paragraph 1 Letter e) or f) GDPR. We will then no longer process your data recorded by the objection, unless there are compelling legitimate reasons for the processing that outweigh your interests, rights and freedoms, or the processing serves to assert, exercise or defend legal claims.

7.6. Right to revoke consent given

You have the right to revoke your consent to data processing at any time, informally and without giving reasons. The revocation 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 using the contact options provided above.

8. Links to other websites

The links contained in our app can refer to other Jungheinrich AG websites. The data protection information provided and shown on the relevant websites expressly applies. The same applies to possible links to external third-party websites. You can also find out who is responsible for data processing in the relevant data protection information.

9. Stand

We will update this privacy policy if required for legal or factual reasons. Please keep yourself regularly updated about the current status of the declaration.

02.2025