

Data Privacy Policy

RSign Electronic Signature Service

1. General Information

- 1.1 This Policy sets out the basis on which Jungheinrich UK Limited and Jungheinrich Financial Services Limited (hereinafter: "Jungheinrich", "we", "us") process personal data that you provide to us within the scope use of the RSign electronic signature service ("the RSign Service").
- 1.2 The RSign Service is owned and operated by RPost Communications Ltd and provided to Jungheinrich for use under license by RPost Communications Ltd and its authorised representative Frama AG.
- 1.3 This RSign Service allows the electronic exchange of contractual documents and other types of documents ("Documents") between contracting parties. Documents can be electronically signed using the RSign Service and supplemented with additional information as required.
- 1.4 By agreeing to use the RSign Service you agree to the following conditions of this Policy.

2. Data Controller

- 2.1 The controller of personal data is Jungheinrich UK Limited and/or Jungheinrich Financial Services Limited (as applicable)
- 2.2 Please address any questions regarding the processing of personal data or requests to exercise your rights detailed in section 7 below to our Data Protection Officer as follows:

Name: Daniel Sherratt
Email: data.protection@jungheinrich.co.uk
Phone: 01908 363100
Address: Jungheinrich UK Limited, Sherbourne House, Sherbourne Drive, Tilbrook, Milton Keynes, MK7 8HX

3. Data Processing Information

- 3.1 We process personal data in accordance with the General Data Protection Regulation (2016/679) ('GDPR'), Data Protection Act 2018, and any other applicable data protection laws and regulations that replaces or amends any of these from time to time ('Data Protection Law').

3.2 Visiting the website

The following data is collected when you visit the website of the RSign Service:

- 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 data is collected and stored in order to enable the use of the RSign Service and to detect, eliminate and track any technical errors or misuse of the RSign Service.

3.3 When using the RSign Service

When using the RSign Service, the following personal data will also be processed:

- First name and last name
- Email address
- Signature

In order to be able to view transactions in the RSign Service and to process and sign Documents, the recipient of a transaction will receive access to the transaction via a link that will be provided by e-mail, whereupon the recipient will be required to opt-in to the terms of the RSign Service. Access is limited in time and is automatically set to inactive after 30 days.

3.4 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 personal data processed for this purpose as referred to in Section 3.3 must also be taken into account. The use of the "Change signer" forward function lies in the discretion of the original recipient.

3.5 How and why we use your personal data

In order to utilise the RSign Service we may process the personal data above in the following ways:-

- where it is necessary for us to perform a contract with you or for you to enter into it;
- where we have a legitimate interest - where it is necessary for us to pursue our legitimate interests as a business to enter into and/or perform a contract we have with you;
- where you have provided consent - where you have given us your consent (via an opt-in consent process), we will use and process your personal data to enter into and/or perform a contract we have with you. You have the right to withdraw your consent at any time (see section 7 below).
- where required by law - we may also use and process your personal data in order to comply with other legal and regulatory obligations.

4. Measures To Protect Personal Data

- 4.1 We ensure that appropriate technical and organizational security measures are implemented in accordance with the requirements of Data Protection Law and to protect the security of personal data processed by the RSign Service against accidental or intentional manipulation, loss, destruction or access by unauthorized persons.

4.2 All communication in connection with the visit and use of the RSign Service which takes place via the browser is encrypted using TLS (Transport Layer Security). All personal data transmitted by you is transferred using SSL (Secure Socket Layer). 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.

5. Transmission of Data to Third Parties

5.1 Subject to 5.2 below to the extent that Jungheinrich process any personal data it shall not transfer, or otherwise directly or indirectly disclose, any personal data to a third party or to a country or territory outside the European Economic Area ("EEA") without the prior written consent of you except where Jungheinrich are required to transfer the personal data by law.

5.2 For the purpose of providing and using the RSign Service Jungheinrich shall be permitted to transfer personal data to countries outside of the EEA in accordance with the requirements of Data Protection Law, including by any approved international framework, contractual clauses, certification mechanism or any other mechanism permitted pursuant to Data Protection Law from time to time, and to the extent that the transfer may be to an entity located in the United States of America, such entity participates in these or such other mechanism(s) that may replace or supersede them from time to time. In order for us to provide and use the RSign Service, and by you using the RSign Service, you agree to the use of the following processors:-

- a) RPost UK Limited, The Glades, Festival Way, Festival Park, Stoke-on-Trent, United Kingdom
- b) Frama AG, Dorfstrasse 6, CH-3438, Lauperswill, Switzerland.

5.3 Jungheinrich shall impose on such processors terms that protect personal data to the same extent provided for under this Policy. Jungheinrich shall not be responsible for any loss, destruction, alteration or disclosure of any personal data caused by any third party (except those processors engaged by

Jungheinrich to perform processing of personal data under this Policy).

6. Duration of Storage

6.1 We only store personal data for as long as it is necessary for the purpose for which the personal data was 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

7.1 You have a number of rights in relation to your personal data under Data Protection Law:-

- right to be informed - which is what this privacy notice is for.
- right to access to your personal data and to request a copy of the personal data we hold about you. We may not provide you with a copy of your personal data if it concerns other individuals or we have another lawful reason to withhold that data.
- right to object to processing where we rely on our legitimate interests as the legal basis for processing your personal data. Except for the purposes for which we are sure we can continue to process your personal data, we will temporarily stop processing your personal data in line with your objection until we have investigated the matter. If we agree that your objection is justified in accordance with your rights under Data Protection Law, we will permanently stop using your personal data for those purposes. Otherwise, we will provide you with our justification as to why we need to continue using your personal data.
- right to have your personal data rectified if its inaccurate.
- right to request that your personal data is erased. Provided we do not have any continuing lawful reason to continue processing or holding your personal data, we will make reasonable efforts to comply with your request.

- right to request that your personal data is transferred to another organisation.
- right to have any automated decision making or profiling explained, and manually reviewed.
- right to have your personal data restricted or blocked from processing. You may also ask us to restrict processing your personal data where you believe our processing is unlawful, you contest its accuracy, you have objected to its use and our investigation is pending, or you require us to keep it in connection with legal proceedings. We may only process your personal data whilst its processing is restricted if we have your consent or are legally permitted to do so, for example for storage purposes, to protect the rights of another individual or company or in connection with legal proceedings.

7.2 Please direct all enquiries regarding assertion of any of the above rights in writing to our Data Protection Officer in 2.2 above. We will take steps to verify your identity first before progressing with any request, and then aim to complete your request within 30 days following satisfactory verification of your identity.

7.3 You have the right to complain to the Information Commissioner's Office (ICO) if you are concerned about the way we have processed your personal data. Please visit the ICO's website for further details.

8. Links to other websites

8.1 The links contained in the RSign Service may refer to other Jungheinrich or RPost Communications websites. The Privacy Policy provided for this purpose and shown on the corresponding web pages apply expressly. The same applies to any links to websites of third parties.

9. Updates to this Privacy Policy

9.1 We reserve the right to update this Privacy Notice at any time. If there is a major change to the Privacy Notice we will notify affected individuals directly by email.