

Privacy Notice

In this Privacy Notice, we would like to explain how we process your **personal data** when you use the Services and its functions.

The Services mentioned in this Privacy Notice are: **Help Center**.

Introduction

What is personal data?

The General Data Protection Regulation (hereinafter **GDPR**) defines in Article 4 Paragraph 1 GDPR in its definitions what is meant by personal data:

“any information relating to an identified or identifiable natural person (hereinafter referred to as the “data subject”); an identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person; [...]”

1. Name and contact details of the controller and data protection officer

This privacy notice applies to data processing by the controller:

Transporeon GmbH
Heidenheimer Straße 55/1
89075 Ulm
Germany
+49 731169060
info@transporeon.com

Data protection officer of the controller

Data protection queries can be sent to the data protection officer at Transporeon via e-mail to transporeon_dataprotection@trimble.com or you can send your request by post to the following address:

Transporeon GmbH
Data Protection Officer
Heidenheimer Straße 55/1
89075 Ulm
Germany

2. Collection and storage of personal data and the nature and purpose of its use

2.1. When visiting Services

When you visit our Services, the browser used on your device automatically sends information to the server of our Services. This information is temporarily stored in what is referred to as a log file. The following information will be collected without your intervention and stored until automated deletion at the latest 1 calendar year after the last login:

- IP address of the requesting computer,

- userID (including corresponding e-mail address upon incorrect login),
- Date and time of access,
- Name of the accessed URL,
- Website from which access is made (referrer URL),
- Browser used and, if applicable, the operating system of your computer as well as the name of your internet service provider.

The data given is processed by us for the following purposes:

- Ensuring smooth connection to Services,
- Ensuring convenient use of our Services (e.g. by optimizing the presentation),
- Prevention of fraud and misuse of Services (e.g. through account sharing),
- Evaluation of system security and stability.

The legal basis for data processing here is Art. 6 Para. 1 clause 1 lit. f GDPR. Our legitimate interest arises from the data collection purposes listed above.

In addition, we use cookies relating to visits to our Services. Further details can be found in section 4 (Cookies) of this Privacy Notice.

2.2. When using Services

Services are a Help Center that enables customers to get in contact with Transporeon and our affiliated companies listed in 3 (Disclosure of data).

2.2.1. Which data do we process?

In order to support you with your request, we process the following personal data:

- E-mail address

This is necessary in order to provide you with an answer to your request or optional if you subscribed to our status page, informing you about the current real-time status of our products.

Additionally, the personal data you forward alongside with your request is processed. While this is completely optional and not necessary to receive an answer, e-mails might usually contain the personal data of your e-mail signature, e.g. first name, last name, business contact details, etc. and any content that you select. The same applies if you decide to upload an avatar on the services, e.g. a picture of yourself or use the customer satisfaction rating. For the latter option, please refrain from using any personal data in the optional comment section of our customer satisfaction rating.

When interacting with our self-developed Generative AI agent for Customer Care the following personal data may be processed: first name, last name, and e-mail address. You will always be made aware when you are communicating with our AI agent.

2.2.2. Why do we process your personal data?

We process the requests you make via the Services to ensure transparency, a better overview and a better response / solution time for your requests.

The processing of your e-mail address is necessary to provide you with an answer, get access to the Services and receive information on updates and troubleshooting.

Additionally, your personal data, including first name, last name, and e-mail address, may be processed when interacting with our self-developed Customer Care AI Agent for the purpose of providing you with comprehensive Customer Care support, improving the development and offer you quicker, more accurate, and personalized assistance, thus making your interactions with us smoother and more efficient.

The legal basis for this data processing is Art. 6 Para. 1 clause 1 lit. f GDPR and results from our legitimate interest in operating the Services.

The legal basis for processing any other personal data than your e-mail address is your voluntary, expressed consent of forwarding this data to us, Art. 6 Para. 1 clause 1 lit. a GDPR. If you subscribed to our optional status page, the same legal basis applies also for your e-mail address.

2.2.3. For what period of time will your personal data be saved?

Your personal data will be deleted from the database of Services at the latest after 3 calendar years after your last activity. After the expiry of this period we will lock the data and, after the expiry of the statutory retention periods applicable to us, we will completely delete it.

Additionally, you can delete your personal data at any time, by using the "delete function" in your profile settings.

Personal data processed in connection with our self-developed Customer Care AI Agent will be used solely for the purposes outlined above and will be deleted or anonymized as soon as these purposes have been served, and in any event, no later than 3 calendar years from the collection date.

3. Disclosure of data

We pass your personal data on to our affiliate companies, which are named in the following address: https://legal.transporeon.com/transporeon_entities.pdf

In addition, depending on the use of our Services, we currently provide your personal data to the following service providers, which are named at the following address: https://legal.transporeon.com/transporeon_service_providers_helpcenter.pdf

Please note, that the content and an overview of your created requests (including e-mail address / user name) might be shared with the respective key-users, managing directors, CEO and main contacts of your company in order to allow internal troubleshooting and answering your questions even faster.

Please also note, that your request (including e-mail address / user name) might be shared with the respective factoring provider, if you chose to use such services and we need to involve the respective factoring provider in order for them to provide you with the solution.

We process your personal data on servers based in Germany, if not otherwise stated. If you work with users from countries outside the European Union or the European Economic Area, they can view your above-mentioned personal data on our Services.

The European affiliated companies of Transporeon and the affiliated companies outside of the European Union or the European Economic Area have implemented and transcribed the EU standard contractual clauses in order to ensure an adequate level of data protection and to ensure compliance with the legal requirements of Art. 44 ff. GDPR.

The legal basis for data transmission is Art. 6 Para. 1 clause 1 lit. f GDPR. Our legitimate interest results from the possibility to support your use of our Services worldwide and in a multitude of languages.

4. Cookies

4.1. Session and Setting Cookies

We use session cookies on our services. These are small files that your browser automatically creates and that are stored on your device (laptop, tablet, smartphone, etc.) when you visit our services. Cookies do not harm your device, do not contain viruses, trojans or other malicious software. The cookie stores information resulting in connection with the specific terminal used. However, this does not mean that we are immediately aware of your identity. The use of cookies serves to make using our online services more pleasant for you. And so we set so-called cookies to authenticate you. In addition, we also use temporary cookies that are stored on your device for a specified period of time. If you visit our services again to use them, we automatically recognize that you were already on our site and note what language you chose, so you will not have to enter it again. These cookies are automatically deleted after a defined time. The data processed by cookies is required for the mentioned purposes of safeguarding our legitimate interests as well as those of third parties pursuant to Art. 6 Para. 1 clause 1 lit. f General Data Protection Regulation.

4.2. Acceleration of the services through Cloudflare

We use delivery, security, and analysis services from Cloudflare Inc., 101 Townsend St., San Francisco, CA 94107, USA ("Cloudflare"). These services use cookies, text files, beacons, and browser interfaces that generate log files that permit Cloudflare (i) to deliver the platform quickly, reliably, and securely (ii), perform analyses on the performance of the platform and the related user experience (iii), conduct security analyses (iv) and prevent unallowed access to the platform (v), and create reports about (i) to (iv) for its customers. The log files that are generated can contain personal data in the form of IP address, activities on the platform and evaluation of your use of the platform. Cloudflare can pass these data on to third parties if Cloudflare is legally required to do this or if the third parties process these data on assignment from Cloudflare. Cloudflare can transfer the data to its server as well as store and process it there. The Cloudflare

servers are located mainly in the USA. Cloudflare makes sure that the transfer of personal data of EU citizens outside the European Economic Area meets the requirements of the relevant data privacy laws. For this purpose, Cloudflare has implemented legally recognized transfer mechanisms: the EU standard contractual clauses. Additionally, an adequacy decision from the European Commission is in place for the USA and Cloudflare Inc. complies with the EU-U.S. Data Privacy Framework (DPF). To learn more about the DPF program and to view the certification, please visit <https://www.dataprivacyframework.gov/>. Cloudflare does not use the data to identify natural persons or for profiling of natural persons.

The legal basis for data processing is Art. 6 Para. 1 clause 1 lit. f GDPR and results from our legitimate interest in a platform that can be reached quickly worldwide along with the related security analyses.

More information on the terms of use for processing personal data by Cloudflare and on the Cloudflare data privacy guidelines can be found at <https://www.cloudflare.com/privacypolicy/>.

5. Rights of the data subject

Given below is information on your rights in connection with your personal data:

- According to Art. 15 GDPR, you may request information about your personal data processed by us. In particular, you can request information on the processing purposes, the category of personal data, the categories of recipients to whom your data has been disclosed, the planned retention period, the rights to rectification, deletion, limitation of processing, or objection, the existence of a right to complain, the source of the data, if not collected from us, and the existence of automated decision-making including profiling and, where appropriate, meaningful information about the details;
- According to Art. 16 GDPR, you may immediately demand the correction of incorrect or completion of incomplete personal data stored by us;
- According to Art. 17 GDPR, you may also request the deletion of your personal data stored by us, unless processing such data is required for the exercise of the right to freedom of expression and information, for the fulfilment of a legal obligation, for reasons of public interest, or for assertion, exercise or defence of legal claims;
- According to Art. 18 GDPR, you may request the limitation of processing of your personal data if the accuracy of your data is disputed, the processing is unlawful, but if you decline the deletion of such data and we no longer require the data, however you require the data for the assertion, exercise, or defence of legal claims, or if you have objected to the data processing in accordance with Art. 21 GDPR (see section 6 (Right to object));
- According to Art. 20 GDPR, you may receive your personal data provided to us in a structured, standard and machine-readable format or require it to be forwarded to another controller;
- According to Art. 7 Para. 3 GDPR, you may revoke your consent previously given to us at any time. As a result, we are not permitted to continue the data processing based on this consent for the future and
- According to Art. 77 GDPR, you may complain to a supervisory authority. You are normally permitted to contact the supervisory authority of your usual place of residence or workplace or our registered office (see https://www.bfdi.bund.de/DE/Service/Anschriften/anschriften_table.html (only available in German)).

6. Right to object

If your personal data is processed based on legitimate interests in accordance with Art. 6 Para. 1 clause 1 lit. f GDPR, you have the right to file an objection against the processing of your personal data in accordance with Art. 21 GDPR provided that there are reasons for this arising from your particular situation, or the objection relates to direct advertising. In the latter case, you have a general right of objection, which is implemented by us with no requirement to give a specific reason. If you would like to exercise your right of revocation or objection, please send an e-mail to transporeon_dataprotection@trimble.com.

7. Singapore “Personal Data Protection Act 2012”

This Privacy Notice is based on the GDPR. This Privacy Notice may continue to apply for all personal data collected, used, transferred or otherwise processed in Singapore in the framework of the “Personal Data Protection Act 2012 (“PDPA”)”. In this case, the following supplement is applied: https://legal.transporeon.com/DP/SGP/Singapore_Privacy_Policy.pdf

8. Other questions

If you have further questions about your personal data that were not answered here, please contact us at transporeon_dataprotection@trimble.com.