

# Data Privacy Statement

## PTV Drive&Arrive

# Content

- Data Privacy Statement PTV Drive&Arrive ..... 3**
- 1. Use of PTV Drive&Arrive ..... 3**
  - 1.1. Primary function of PTV Drive&Arrive ..... 3
  - 1.2. Registering for the service ..... 4
- 2. Data security ..... 4**
- 3. Data processing by third parties ..... 4**
- 4. Deleting data ..... 4**
- 5. Your right to information ..... 5**

Shorttitle	Data Privacy Statement PTV Drive&Arrive
Template history	V2.0.1 dated 2024-01-10

# Data Privacy Statement PTV Drive&Arrive

This Data Privacy Statement applies specifically to the use of our PTV Drive&Arrive service and the associated tools.

When using our web pages, our [Data Privacy Statement PTV Logistics GmbH](https://www.ptvlogistics.com/en/Data_Privacy_Statement_PTV_Logistics_GmbH_EN.pdf?inlinene), available at [https://www.ptvlogistics.com/en/Data\\_Privacy\\_Statement\\_PTV\\_Logistics\\_GmbH\\_EN.pdf?inlinene](https://www.ptvlogistics.com/en/Data_Privacy_Statement_PTV_Logistics_GmbH_EN.pdf?inlinene), applies. If you have registered as a user for PTV Drive&Arrive, this Data Privacy Statement takes precedence.

When you use the PTV Drive&Arrive service, various personal data will be collected. Personal data is data which can be used to identify you. The present Data Privacy Statement explains which data we collect and what we use it for. It also explains how and for which purpose we do so.

## Note on responsible authority

The responsible authority for data processing relating to the PTV Drive&Arrive service is:

PTV Logistics GmbH  
Stumpfstraße 1  
76131 Karlsruhe, Germany  
Email: [info@ptvlogistics.com](mailto:info@ptvlogistics.com)

We have appointed an external data protection officer for our company. You can reach our external data protection officer at

Email: [data-protection@ptvlogistics.com](mailto:data-protection@ptvlogistics.com)

## 1. Use of PTV Drive&Arrive

### 1.1. Primary function of PTV Drive&Arrive

With PTV Drive&Arrive, real-time route planning can be performed, which also makes it possible to calculate the arrival time at the destination. We only process personal data if and insofar as this is necessary for the use of PTV Drive&Arrive.

Real-time data from the trip can be transmitted to PTV Drive&Arrive via an app, the driver's smartphone or a telematics box in the vehicle. In the PTV Driver app, the driver can explicitly allow the usability of Real-time data for visualization on a map via the "Tracing on" setting; tracing is deactivated in the default setting. This real-time data is collected and stored in an anonymized form using an ID number. In principle, it is therefore not possible to assign this to a person. However, the location can be displayed with connected applications, for example using a PTV cloud service.

PTV and other third parties which are granted access to the route planned with PTV Drive&Arrive consequently cannot identify the driver due to this lack of allocation.

They can use the trip to process additional information that may include personal information. Please bear in mind that, in the event that you use PTV Drive&Arrive to process personal data yourself outside of the context of the Service, you are responsible for ensuring that each of the persons concerned in such processing has agreed to the processing of their data or has granted legal authorization.

### 1.1.1 Analysis of user behavior

The use of the PTV Drive&Arrive service may be statistically analyzed. This primarily takes place through the use of cookies and analytics programs. The analysis of your use takes place anonymously and cannot be linked back to you. A consolidation of this data with other data or data from third parties does not take place.

You can object to this analysis or prevent it by not using certain tools. You can find more details in the "Analytics tools" section in our [Data Privacy Statement PTV Logistics GmbH](#). You can also find details of how to object here.

## 1.2. Registering for the service

If you use our service as a TripCreator or TripViewer on our website, we need details from you, including your name and email address, as well as other trip details. Your name and email address are only required to email you a user token for the trip, which you can use to access further information about the trip and which serves as the ID number for the trip. Your name and email address will not be stored.

If you use our service as a PTV customer, you will have received a user token from us, which you can use to access all of our service offers. This user token is also used for billing our service within the scope of your contract. Every time you log in to our service, we process the user token, the login time and your IP address.

The basis for data processing is Article 6 (1) (b) GDPR, which permits the processing of data in order to fulfil a contract or take steps prior to entering into a contract. The IP address is saved in order to clarify or prevent technical problems or misuse of PTV Drive&Arrive.

A consolidation of this data with other data sources does not take place.

## 2. Data security

PTV guarantees a suitable level of data security and adheres to the provisions of Article 32 of the GDPR.

## 3. Data processing by third parties

The service is operated via the Azure platform. This platform is provided by Microsoft Ireland Operations Ltd., Carmenhall Road, Sandyford, Dublin 18, Ireland ("Microsoft Ireland"). An agreement exists between PTV and Microsoft Ireland on commissioned data processing in accordance with Article 28 of the GDPR. In line with this agreement, data stored on the Azure platform may only be processed by Microsoft Ireland within the European Union and European Economic Area.

Some of the associated tools, such as Arrival Board and TripCreator, are hosted via the cloud service of Amazon Web Services, Inc.; 410 Terry Avenue North; Seattle WA 98109; United States (AWS Cloud). The AWS Cloud is available in 54 Availability Zones in 18 geographical regions and one local region worldwide. The European Union is defined as the hosting region for our service. Amazon AWS has committed to comply with the Code of Conduct on data protection of the CISPE (Cloud Infrastructure Services Providers in Europe), an association of cloud infrastructure providers in Europe.

## 4. Deleting data

We delete IP addresses saved during registration within a week after login.

We also delete all of your data within eight weeks after termination of the User Agreement for PTV Drive&Arrive at the latest. Please bear in mind that this does not apply to the anonymized data you provide to the service.

We are also obliged to inform you that we block data which we must retain due to statutory retention obligations (e.g. account and contractual data).

## 5. Your right to information

Should you, your employees or other concerned persons desire, those affected can of course request information about the personal data we have recorded about them or saved under their pseudonym at any time, in accordance with legal requirements. Please send any requests to:

**PTV Logistics GmbH**

Stumpfstraße 1

76131 Karlsruhe, Germany

Email: [data-protection@ptvlogistics.com](mailto:data-protection@ptvlogistics.com)