

# Data Privacy Statement

## PTV Navigator

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# Data Privacy Statement PTV Navigator

This Data Privacy Statement applies to the use of our Android navigation application PTV Navigator (hereinafter "App").

Our [Data Privacy Statement PTV Logistics GmbH](https://www.ptvlogistics.com/en/Data_Privacy_Statement_PTV_Logistics_GmbH), available at [https://www.ptvlogistics.com/en/Data Privacy Statement PTV DriveAndArrive EN.pdf?inline](https://www.ptvlogistics.com/en/Data_Privacy_Statement_PTV_DriveAndArrive_EN.pdf?inline), applies to the use of our website. This Data Privacy Statement takes precedence if you have registered as a user for our navigation application.

When you use PTV Navigator, 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.

## 1. Responsible Authority

The responsible authority for the data processing relating to the Service is:

**PTV Logistics GmbH**

Stumpfstraße 1

76131 Karlsruhe, Germany

Email: [info@ptvlogistics.com](mailto:info@ptvlogistics.com)

The responsible authority is the natural or legal entity which either on its own or jointly with others decides on the purpose and means of processing personal data (such as names, email addresses, etc.).

**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)

## 2. Login data

You require a user account in order to use our App. We either generate such an account automatically based on a Google account provided by you (in this case the user account would be john.smith@googlemail.com, for example) or customer data if you purchase licences directly from PTV or from one of our resellers.

As part of this user account, we generate a device ID which will be used to uniquely identify your device and therefore ensure that several licences cannot be activated on each device. No other personal data will be processed within the App or licence management system.

We will only use the user account data for the use of the service. Use of your data beyond this extent will only occur with your explicit consent.

## 3. Use of the App

When using our App, previous search requests as well as previous destinations are stored on your device. This information is only present on your end device and will not be forwarded or logged on a PTV storage system.

## 4. Use of location data

Our App collects your location in order to provide you with navigation as a location-based service. You can deactivate access to location data in the device settings.

If you use the Arrival Board feature in our App, location and time data will be sent to the PTV service PTV Drive&Arrive to establish the estimated time of arrival. The PTV Drive&Arrive service currently runs on the Azure platform. This platform is provided by Microsoft Ireland Operations Ltd., Carmanhall 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.

## 5. Use of interfaces to other systems

PTV Navigator offers an interface to other systems, such as an in-house fleet management system, through which various information, such as the current location data of the vehicle, can be transferred. In such a case, it is the user of the interface offered by us who is responsible for the security of the data transmitted. Communication via the interface takes place in an unencrypted manner, as only the parties communicating over the interface can exchange information.

The user of the interface must therefore ensure that their acceptance of the data privacy statement also refers to data processing by third parties as mentioned above.

## 6. Use of external software

### 6.1. Use of Firebase Crashlytics

We use the analytics service Firebase Crashlytics from Google Ireland Limited, Gordon House, Barrow Street, Dublin 4, Ireland., to obtain technical information on crashes in our App. Firebase Crashlytics collects data on App usage only in relation to system crashes and errors by transmitting the so-called "stack trace". This includes your PTV Navigator user account, the type of mobile device (including the operating system version) used by you, the storage space occupied on the device at the time of the crash as well as information regarding the settings for our App as chosen by you. These conclusions will only be used for quality assurance. User input is not tracked and no behavioral analysis is performed. Further personal data from your mobile device, such as your phone number, will not be forwarded. Deviating from this, an IMEI number is transmitted up to the Android 10 version, which is only used by PTV to process the licensing.

Further information on privacy and security in Firebase Crashlytics can be found at <https://firebase.google.com/support/privacy>.

## 7. Managing and invoicing your licences

We use an in-house management system to store and manage your licences. Our resellers and the Google Play Store also use this system to activate licences for their customers. Such customer data will only be used for the purpose of invoicing licences.

If you are a direct customer of PTV, we collect certain information such as the company, surname, first name, address, VAT ID, etc. for executing contracts. This information will only be used for the purpose of executing contracts. Use of your data beyond this extent will only occur with your explicit consent.

## 8. Data security

We take the appropriate technical and organisational measures to protect the personal data that we hold against loss, misuse, unauthorised access and unauthorised disclosure or alteration. Should you have questions on this subject, please feel free to contact us.

## 9. User's right to information

If you, your employees or other affected parties so wish, the relevant persons can of course request information about the personal data that we store about them at any time, in accordance with the statutory provisions.

Please send your request for information to:

**PTV Logistics GmbH**

Stumpfstraße 1

76131 Karlsruhe, Germany

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