

Data Privacy Statement

PTV Route Optimiser CL

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Shorttitle	Data Privacy Statement PTV Route Optimiser CL
Template history	V3.0.0 dated 2023-08-22

Data Privacy Statement PTV Route Optimiser CL

This privacy statement applies to the use of our online route optimisation service ("**Service**").

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 privacy statement takes precedence if you have logged in to use our online route optimisation service.

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

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

2. Login data

You require a user account to use our service. We create this from the login data that you provide us with. The login data includes certain professional and personal details about you. By logging in, you consent to your data being processed electronically. You can change this login data yourself within the service.

We would like to explicitly state that we will only use your personal data if, and to the extent that, this is necessary for use of the service or if you have consented to your data being used for other purposes.

3. Use of the service

Each time that the user logs in, we save the login data and the time of the login. Furthermore, the user's IP address is saved at each login. The IP address is only saved in order to clarify or prevent technical issues and misuse of the service (see item 5).

If the user saves information within the service (e.g. addresses for route optimisation, stop-off point lists, settings, collectively known as the "user's usage data"), PTV saves this data along with the user's login data.

You can change and delete this data yourself within the service. The usage data will only be processed or used to the extent required to provide the service in accordance with the terms of the licence agreement.

3.1. Special regulations for the use of PTV Route Optimiser CL WebAPI

If you use our WebAPI service, you will have received user tokens from us, which you can use to access to our WebAPI service offers. User tokens are also used for billing our service within the scope of your contract. Every time you log in to our service, we process information like user tokens, user name, project, profile, the login time and 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 Information are saved in order to clarify or prevent technical problems or misuse of PTV Route Optimiser CL.

4. Data analysis

The IP addresses saved at the point of login are automatically saved until the next login.

We would like to make you aware that we run and save certain queries made to the service for analysis of general user behaviour and to ensure the design of the service meets requirements.

The data used for this are fully anonymised at the point of use. This data is not collated with other data for that user or third parties.

Exception of test logins:

If you have logged into our service as a test login, we record the intensity of your use during the test login for organisational reasons.

The data saved during the duration of the test login is deleted three months after the test period ends at the latest.

5. 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. If you have any questions about this, please feel free to contact us.

6. Data processing by third parties

As part of our service, we also use the storage systems of external third parties to store and process your data. Furthermore, your data is also processed within other services and applications by us, associated companies and partners, insofar as this is necessary for use of the service. In these cases we guarantee the security of your data by concluding order processing agreements which meet high legal standards with the relevant service providers.

6.1. Operation of the Service

The Service currently runs on 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 data processing on behalf of others in accordance with Article 28 of the GDPR. Under that agreement, data saved on the Azure platform may be processed by Microsoft Ireland only within the European Union and the European Economic Area.

Please note that your consent provided above and the consent of your employees or other persons also relates to data processing by third parties, as laid out here.

7. Deletion of data

We delete your data eight weeks after the licence agreement is terminated, at the latest. We must also draw your attention to the fact that we block data which we are required to retain due to statutory retention obligations (e.g. invoice and agreement data).

8. 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