

Data Privacy Statement PTV Route Optimiser ST, hosted Version & Variants

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Data Privacy Statement Route Optimiser ST, hosted Version & Variants

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 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

In order to use our service, you as a user have been provided with access data (login data), with which you must log in to use the service. You have also been provided with access data so that you can access your customer-specific transfer database,

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.

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. Any processing or use of the usage data is exclusively within the scope of the service.

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 purpose is used completely anonymously. This data is not merged with other data of the user or third parties.

4. 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.

5. Data processing by third parties / Operation of the Service

The service is operated in a hosting environment via one of our hosting partners. You can find the hosting partner of your service in the document [Subprocessors PTV](#). PTV has an agreement on order processing in accordance with Art. 28 GDPR with every hosting partner. According to this agreement, data stored in the Service may only be processed within the European Union and the European Economic Area.

6. 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).

7. User's Right to Information

Should you, or your employees or other affected parties, wish to do so, an affected party may request information on their personal data stored by us at any time in accordance with legal requirements.

Please send your request for information to:

PTV Logistics GmbH

Stumpfstraße 1

76131 Karlsruhe, Germany

Email: data-protection@ptvlogistics.com