

Data Privacy Statement Interested Parties & Customers

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Data Privacy Statement Customers and interested parties

This privacy policy provides information about the data processing procedures with regard to the personal data of interested parties, new and/or existing customers who contact us or are contacted by us via a sales call, a proactive inquiry about our services and products or similar measures or via webinars, existing customer support, by email or other contact channels, chatbots, by telephone or in any other way.

1. Information about us and our data protection officer

1.1. Person responsible

Responsible within the meaning of data protection law for the collection and use of personal data is

PTV Logistics GmbH

Stumpfstraße 1

76131 Karlsruhe, Deutschland

Mail: info@ptvlogistics.com

1.2. Data Protection Officer of the controller

You can contact our data protection officer directly via

Email: data-protection@ptvlogistics.com

2. General data processing

2.1. Data processing regarding interested parties and potential new customers

We collect and process personal data from interested parties and potential new customers for the purpose of establishing contact, communication and to present and offer them our products and services.

Data collection and data processing generally takes place through a conversation, the receipt of a business card, by requesting data from the interested party or potential new customer in order to prepare an offer, by the interested party or potential new customer proactively contacting us by email, telephone or other means of communication or communication channels and/or by the interested party or potential new customer filling out an order form or a contact form or web form.

2.2. Data processing regarding existing customers

We collect and process our customers' personal data for the purpose of fulfilling our contractual obligations, in order to offer customers further, similar services in addition to the services already purchased, as well as to offer our customers services and further services and to be able to carry out corresponding measures (e.g. support measures, product improvements, etc.).

Data collection and further data processing take place, for example, as part of contract and order processing by our customer service.

2.2.1 The personal data collected includes the following data in particular:

- Name and address of the interested party/customer,
- First name and surname of the contact person(s) in the company of the interested party/customer,
- Position of the contact person(s) in the customer's company,
- if applicable, the name(s) of the customer's management or authorized representative(s),
- Other business contact details of the contact person in the company of the interested party/customer (telephone extension, e-mail address, etc.).

Depending on the duration and type of customer relationship, further data may be added, such as billing data, order history, license information and similar. However, this information is generally not personal data.

We may process the date of birth of contact persons and/or members of our clients' management for the purpose of wishing them a happy birthday.

2.2.2 Purposes of the data processing

We process the personal data of interested parties, potential new customers and existing customers in general for the purpose of preparing (e.g. for contract initiation, preparation and negotiation of offers, sending of information material) or implementing (e.g. in the context of service provision or billing) a contractual relationship or for the purpose of communication and exchange even if no contractual relationship exists or is established.

2.2.3 Legal basis for data processing

Data processing is always carried out if a contractual relationship exists between us and the interested party/customer or could exist in the future (for the implementation of pre-contractual measures) on the legal basis of Art. 6 (1) (b) GDPR, insofar as the specific data processing is actually necessary for the fulfillment of the contract or for the implementation of pre-contractual measures.

If data processing is not required to fulfill a contract or to carry out pre-contractual measures, our data processing is carried out on the basis of consent granted in accordance with the legal basis of Art. 6 (1) (a) GDPR (consent).

If data processing is not necessary for the performance of a contract or for the implementation of pre-contractual measures and no consent has been given, we process the data because this is necessary to safeguard our legitimate interests, unless the interests or fundamental rights and freedoms of the data subject, which require the protection of personal data, prevail, in accordance with the legal basis of Art. 6 (1) (f) GDPR (legitimate interests).

Our legitimate interests in this case are to be able to contact potential customers who are not yet in contact with us or who proactively show interest in our services and to be able to enter into an exchange in order to present and offer our services.

2.2.4 Disclosure of data, third-party providers, service providers, subcontractors (software, tools, applications used)

If necessary, personal data of interested parties/customers will be passed on to third parties. This may include, in particular, disclosure to

- Cloud providers, SaaS providers and other service providers that we use for data processing, data storage, preparation of offers, processing of orders/contracts, agreements, accounting, storage and management of data/information, etc,
- our tax advisor for the purpose of bookkeeping and tax returns,
- lawyers or debt collection agencies to process and enforce any existing claims,
- the provider of our CRM system, which we use to manage and support prospects and customers, and comparable tools and systems that are required to properly manage and process prospect and customer data.

In connection with the (future) customer relationship, in particular for customer acquisition, customer language, customer loyalty and ultimately to enable the fulfillment of our contractual services, we use software, tools and applications from service providers where personal data of interested parties and customers are inevitably processed. These are processors (Art. 28 GDPR) or joint controllers with us (Art. 26 GDPR).

These are:

Software, tool, app	Provider	Place of data processing	Purposes pursued	Legal basis and appropriate guarantees / transfer mechanism
Outlook	Microsoft Corp.	EU USA, worldwide if applicable	External and internal e-mail communication	Legitimate interests SCC EU-U.S. Data Privacy Framework (DPF)
Chargebee	Chargebee Inc.	EU	Subscription management, invoicing, payment processing	Contract fulfilment
Zuora	Zuora Inc.	EU	Subscription billing, invoicing, contract management	Contract fulfilment
Dynamics	Microsoft Corp.	EU USA, worldwide if applicable	Customer relationship management (CRM), communication, offer and order processing	Legitimate Interests SCC EU-U.S. Data Privacy Framework (DPF)
SAP	SAP SE	EU	ERP, accounting, order processing, financial processes	Legitimate Interests
Hubspot	HubSpot Inc.	USA	Lead generation, marketing, CRM, customer communication	Legitimate Interests
Qlink	QlinkSense	EU	Platform Reporting	Legitimate Interests
Zendesk	Zendesk Inc.	USA	Processing support requests, internal administration and documentation of customer communication	Legitimate Interests
PRM Allbound	Allbound, Inc.	USA	Partner Relationship Management (PRM) Plattform	Legitimate Interests SCC

Insofar as the data processing is order processing, we have concluded an order processing contract with the respective provider in accordance with Art. 28 GDPR, which not only gives us rights of instruction and imposes deletion obligations on the third party, but also stipulates that the data is processed by the third party for a specific purpose only. Insofar as there is joint responsibility in accordance with Art. 26 GDPR, we have concluded a corresponding agreement to regulate this joint responsibility. We have always ensured that the respective provider has taken sufficient protective measures for the data subjects.

Otherwise, no data will be passed on to third parties. The only exception is if there is a legal obligation to pass on data.

2.2.5 Duration of storage

The data will be deleted as soon as it is no longer required to achieve the purpose for which it was collected.

In the case of data processing on the basis of a concluded contract or a pre-contractual measure, this is the case when the data is no longer required for the fulfillment of the contract. As a general rule, we store all data collected in connection with the initiation or conclusion of the contract until the end of the contract and until no further claims can be asserted under the contract, i.e. until the statute of limitations expires. The general limitation period according to § 195 BGB is 3 years. However, certain claims, such as claims for damages, only become time-barred after 30 years. If there is justified reason to assume that this is relevant in individual cases (e.g. imminent claims against us), we store the personal data for this period. The aforementioned limitation periods begin at the end of the year (i.e. on December 31) in which the claim arose and the creditor becomes aware of the circumstances giving rise to the claim and the identity of the debtor or should have become aware of them without gross negligence. We would like to point out that we are also subject to statutory retention obligations for tax and accounting reasons. These oblige us to retain certain data, which may also include personal data, for a period of 6 to 10 years as proof of our bookkeeping. These retention periods take precedence over the aforementioned deletion obligations. The retention periods also begin at the end of the relevant year, i.e. on December 31.

Data processing that takes place on the basis of consent that has been granted will generally take place until the need for data processing no longer exists, at the longest until the data subject has declared to us that they wish to withdraw their consent (see the information under C. below).

We store the data collected on the basis of a legitimate interest until the legitimate interest no longer exists, the assessment comes to a different conclusion or the data subject has effectively lodged an objection in accordance with Art. 21 GDPR (see information on the right to object under C.). Our legitimate interest no longer exists at the latest if a pre-contractual measure does not result in the conclusion of a contract or if the contractual relationship has ended and the final failure to conclude a contract or the end of the concluded contract is more than three years in the past.

If we are obliged to store certain data for a longer period of time due to retention and documentation obligations under tax and commercial law (this applies in particular to invoices and documents accompanying invoices, but also correspondence of a business nature), we store this data for the duration of the statutory periods on the basis of Article 6 (1) (c) GDPR.

3. Description of individual special data processing operations

In addition to the general data processing described above, we describe below individual special data processing operations, insofar as the type of data processed, the purposes of the data processing, their legal basis and/or their storage period differ.

3.1. Data processing based on internal guidelines

In order to fulfill its responsibility to the law, employees, customers and business partners, the controller has issued various internal guidelines that must be complied with by all employees as binding work instructions. Personal data may be processed as part of compliance with these guidelines.

This is possible, for example, when reporting a conflict of interest in accordance with the internal "Conflicts of Interest Policy". According to this internal guideline, (potential) conflicts of interest must be reported in writing to the respective superior. The report must include the names of all persons involved. Employees and third parties must disclose any relationship, activity, role or position if a potential, actual or perceived conflict of interest arises in relation to an employee or business partner and respond promptly and fully to any request for further information from Human Resources or managers.

The same applies according to the internal "Guideline on Combating Bribery and Corruption, Gifts and Invitations, Donations and the Use of Third Parties". A due diligence review of business partners must also be carried out on the basis of this guideline. Conducting due diligence on business partners ensures that the business partner exists, that its identity and ultimate beneficial owners are verified and that possible links to government officials are identified. The same applies to third parties with whom the controller wishes to work. Based on this policy, reports can be made via the ticket system JIRA on the topics of (a) Offering and giving Gifts and Entertainment, (b) Receiving Gifts and Entertainment and (c) Social and Charitable Donations. The JIRA ticket system is operated by Atlassian Pty Ltd, Level 6, 341 George Street, Sydney NSW 2000, Australia.

Other internal guidelines may provide for comparable data processing procedures.

In the future, further internal guidelines may be issued which contain further comparable data processing due to compliance requirements of the controller.

Suspected cases of violations of the internal guidelines must be reported to the Compliance Officer of the person responsible.

Within the scope of these guidelines - depending on the specific incident/suspicion or the specific report - both names and business contact details, circumstances relating to the persons concerned from their business environment or private behavior/environment with reference to business-relevant circumstances may be the subject of data processing.

3.1.1 Purpose of data processing

The purpose of data processing, which may be carried out through reports based on internal guidelines, is always to investigate reported suspicions of unethical, dubious, illegal behavior or behavior that violates internal compliance rules by employees or partners of the controller

and to be able to remedy and prevent such abuses in the future. If necessary, this data processing also serves to initiate or support investigations by the competent authorities.

3.1.2 Legal basis for data processing

Data processing is based on the legitimate interests of the controller pursuant to Art. 6 (1) (f) GDPR.

The legitimate interests consist specifically in the fact that the controller is threatened with criminal or administrative sanctions in addition to significant damage to its image due to conflicts of interest or unethical or even criminal conduct on the part of its employees. The controller can be held liable for actions carried out by persons acting on its behalf, including the actions of third parties. The controller therefore has a legitimate interest in identifying such conflicts of interest or unethical or criminal behavior, eliminating their causes and preventing their recurrence through preventive measures.

3.1.3 Storage duration

The controller will retain the records required to adequately manage the risk associated with the conflict of interest or to process the reports on gifts and invitations or which are otherwise required or necessary due to other internal guidelines to comply with legal requirements for the period required for the respective processing purpose and then delete the personal data. If there are no legal obligations to store the data for a longer period, it will be stored for a maximum of 2 years.

3.1.4 Data recipient

The circle of persons who may come into contact with such personal data is always kept as small as possible.

In the event of a conflict of interest, the relevant superior, the Compliance Officer and/or Human Resources will generally receive such data. If a conflict of interest is material and the situation is considered unmanageable, Human Resources will inform the third party or the employee and his/her direct supervisor, the senior manager and the person who holds the position of Vice President of the department concerned.

Voluntary nature of the information / consequences of refusal

The internal guidelines are designed as binding work instructions for employees, meaning that they must be observed and complied with by employees by way of the right to issue instructions under labor law. Therefore, reporting (potential) conflicts of interest or violations of the guidelines on corruption, bribery, gifts, etc. is not voluntary. Instead, failure to make a report that is actually required can lead to disciplinary or labor law consequences.

3.1.5 Possibility of objection or removal

Due to the binding nature of the requirements of the internal guidelines for the controller's employees under labor law, as well as due to the external legal framework to which the controller is subject, it is unfortunately not possible to object to or avoid the data processing described here.

3.2. Scope of the processing of personal data for the provision of the MyPTV platform

The controller provides a web platform called MyPTV for customers. Customers or interested parties can view and order the Controller's services here after registering for a MyPTV ID (see

the terms and conditions for MyPTV ID registration at <https://legaldocs.myptv.com/en/myptv-legal-documents>).

3.2.1 Purpose of data processing

The data processing on the myPTV platform is carried out in order to provide interested parties and customers of the controller with an easy way to view the controller's services and products online and to be able to order and use them directly.

3.2.2 Legal basis for data processing

The myPTV platform is made available to registered interested parties or customers as a pre-contractual or contractual measure in accordance with Art. 6 (1) (a) GDPR.

3.2.3 Storage duration

Personal data in connection with the registration of a MyPTV ID and the associated possibility to use and access the MyPTV web platform shall be stored for at least as long as the customer/user maintains the registration of the MyPTV ID. Upon termination of the customer relationship and expiry of the statutory limitation period for the assertion of any claims arising from the customer relationship, the personal data will generally be deleted, unless there are other legal grounds or statutory retention obligations that prevent deletion.

3.2.4 Possibility of objection or removal

The processing of personal data in connection with the use of the MyPTV platform can be terminated by terminating the registration for the platform vis-à-vis the controller; - Data processing can be avoided altogether by not registering for a MyPTV ID.

3.3. Scope of the processing of personal data for the provision of our products and services

The controller processes various personal data of customers and users in connection with the ordering and provision of its products and services. Details on this can be found in the [respective product-related data protection declarations](#), to which we hereby refer.

3.4. Scope of the processing of personal data for the collection of usage data

The controller processes information about the use of platform products in order to improve the product. This data processing is pseudonymized with regard to the specific user, as information about the user is not required for this purpose. In this context, the controller only becomes aware of the organization of the customer who has concluded the usage contract.

In this context, the controller does not learn which user is behind a specific use of the product, but only receives data on how the product is used by the customer. This serves the purpose of gaining knowledge to maintain the functionality, as well as to improve and optimize the product.

This data processing includes in particular

- The collection of usage data per product instance to recognize how many commands or requests users have triggered per day or week within the product instance (without collecting information about what exactly was done).
- Information on how much storage space/dashboards/calculation time or similar is used in a subscription (e.g. to forward this information to PTV's sales department so that they can ask the ID holder whether more storage space/dashboards/calculation time is required).
- Information about how many viewers have accessed a public link and how much time they have spent on the link or how many team links are visited (e.g. to know how links are used for dashboards and to recognize whether the use of public links and team links is recognized).

- Information on the extent of use of the license granted, workspace usage, etc. (e.g. to identify the utilization of licenses), in particular
 - Information about the number of individual users accessing a license within the ID holder's organization in a given period (e.g. to prevent license misuse).
 - Scope of use of licenses within certain geographical regions (e.g. also to provide customers with a report showing the use in the "regions" of an organization).

3.4.1 Purposes of data processing

Data processing is carried out for the purpose of optimizing and improving our products and services and to evaluate this based on the specific use of customers and users.

3.4.2 Legal basis for data processing

Data processing is carried out in accordance with Art. 6 (1) (b) GDPR for the performance of the contract. This is because the proper fulfillment of the contract also requires constant product monitoring and product improvement with regard to errors and malfunctions. These are only recognizable and comprehensible for PTV if the specific use of the products is known. Furthermore, it is necessary, not least in the interests of the customer, that the products are subject to the maintenance of their functionality and to constant improvement and optimization.

If, in exceptional cases, the data processing does not directly serve the fulfillment of the contract, it is carried out on the basis of our legitimate interests, i.e. in accordance with Art. 6 (1) (f) GDPR. Our legitimate interests here lie in being able to optimize and improve the products by evaluating corresponding telemetry data, as this is the only way to understand the specific use of the products and draw conclusions for improvements, which ultimately benefits all users, so that our consideration has not revealed any overriding interests of users or customers.

3.4.3 Duration of storage

Personal data is stored for as long as is necessary to identify and carry out measures for analysis/evaluation in order to maintain the functionality and improve the product and is then deleted or anonymized.

3.4.4 Possibility of objection or removal

This data processing is related to the concluded user/license agreement between the controller and the customer and serves the specific use and operation of the products and services, so that the customer cannot prevent the data processing.

3.5. Scope of the processing of personal data for the organization of events (webinars), training and education

The controller organizes various events for interested parties and customers, such as webinars to present the products and services or training courses to explain the scope of use or specific functionalities of the products and services. As part of these events, personal data of the participants is processed, in particular the e-mail address and, if voluntarily provided, the name of the participants. If the event is subject to a fee, billing data will also be processed for billing purposes, as specified. Finally, as part of the online event, the provider of the video conferencing tool used processes the IP address and any other metadata of the participants, but exclusively for the purpose of technically enabling participation in the event.

3.5.1 Purposes of data processing

Data processing is carried out for the above-mentioned purposes of enabling the event to take place, participant management and, if applicable, billing.

3.5.2 Legal basis for data processing

Data processing is carried out in accordance with Art. 6 (1) (b) GDPR for the fulfillment of the participation contract for the specific event. The proper fulfillment of the contract requires the processing of the aforementioned data in order to enable participation and to be able to carry out the event.

3.5.3 Duration of storage

The personal data will be stored for as long as is necessary to organize, carry out and, if necessary, bill the event.

3.5.4 Possibility of objection or removal

This data processing is in connection with the registration of the respective participant for participation in the respective event and can be prevented by waiving the registration and participation.

3.6. Scope of the processing of personal data for the performance of the contractual relationship (in particular communication, billing, support)

As part of a customer relationship, a wide range of personal data is naturally processed, particularly in the area of communication, billing and support. In addition to the usual contact and master data of interested parties and customers, this also includes payment and billing data and, if applicable, their usage and metadata via customer support requests.

With regard to customer communication, we also refer to the "Communication privacy policy", which can be found at <https://www.ptvlogistics.com/de/agb-datenschutz>.

3.6.1 Purposes of data processing

All data processing in connection with the customer relationship is carried out for the purpose of processing the contractual agreement with the customer and maintaining the customer relationship.

3.6.2 Legal basis for data processing

The data processing is carried out in accordance with Art. 6 (1) (b) GDPR to fulfill the concluded contract or to carry out pre-contractual measures. The proper fulfillment of the contract requires the processing of customer data.

3.6.3 Duration of storage

The personal data will be stored for as long as is necessary to process and fulfill the agreement(s) concluded and, if applicable, for as long as is necessary to defend against or assert claims after termination of the customer relationship, i.e. for the duration of the statutory limitation period.

3.6.4 Possibility of objection or removal

The data processing is related to the upcoming or existing customer relationship and can only be avoided by not entering into a contract with the controller or by terminating the contractual relationship(s) with the controller.

3.7. Scope of the processing of personal data for conducting customer satisfaction surveys

The controller may conduct customer satisfaction surveys. Participation in these surveys is always voluntary. The personal data provided by the customer in this way is part of the data processing described here.

3.7.1 Purposes of data processing

All data processing is carried out for the purpose of gaining knowledge of the person responsible for the satisfaction of customers with the services and services and thus indirectly to improve and optimize these services and services.

3.7.2 Legal basis for data processing

The data processing is carried out in accordance with Art. 6 (1) (f) GDPR on the basis of the legitimate interests of the controller. The legitimate interests consist of the aforementioned purposes.

3.7.3 Duration of storage

The personal data is stored for as long as is necessary to gain further insights for the improvement of our own services and is then immediately deleted or anonymized.

3.7.4 Possibility of objection or removal

Data processing can be avoided by not participating in the surveys. Even after participation, the subsequent termination of data processing is possible by objecting in accordance with Art. 21 GDPR (see below on the rights of data subjects).

3.8. Scope of the processing of personal data to ensure the integrity of our information technology systems

We have taken various measures to protect our information technology systems. This is necessary both for legal reasons and for reasons of corporate due diligence. Under certain circumstances, this may also involve the processing of personal data, primarily the IP addresses or identifiers (Globally Unique Identifier, GUID) of users, and possibly metadata on the use of our services and websites.

3.8.1 Purposes of data processing

All data processing in connection with the protection of our information technology systems is carried out for our protection, for fraud prevention and to prevent criminal offenses and attacks against our data or the data of our interested parties, customers, employees, business partners, etc.

3.8.2 Legal basis for data processing

The data processing is carried out in accordance with Art. 6 (1) (f) GDPR on the basis of the legitimate interests of the controller. The legitimate interests consist of the aforementioned purposes.

3.8.3 Duration of storage

The personal data is stored for as long as is necessary to fulfill the stated purposes.

3.8.4 Possibility of objection or removal

The data processing is related to the general protection of the controller's company and cannot be avoided. However, objection is possible in accordance with Art. 21 GDPR (see below on the rights of data subjects).

4. Data processing/data transfer to EEA third countries

Personal data may also be processed outside the EEA (European Economic Area) and thus in so-called third countries.

You can see which providers may transfer and process data in third countries in Part B. of this Privacy Policy when naming the data processing and the respective tools.

In principle, this may also be a country for which there is currently no EU adequacy decision, i.e. in which the level of data protection is not recognized as equivalent to that of the EU, whereby we always strive to transfer data only to secure third countries.

For the USA, there is an adequacy decision by the EU pursuant to Art. 45 (1) GDPR, which certifies that the USA has an adequate level of data protection, which means that data transfers to the USA are generally permitted. The prerequisite for this is that the third-party providers from the USA have each certified themselves under the EU-U.S. Data Privacy Framework (DPF). This is generally the case with the US providers selected by us. This means that data transfers to these third-party providers are permitted without further ado.

All companies for which a third country transfer is considered and which (could) transfer personal data to a third country for which there is no EU adequacy decision or US companies that have not certified themselves under the EU-U.S. Data Privacy Framework (DPF) have provided sufficient guarantees for data transfer in accordance with the GDPR and the European Court of Justice (ECJ) by binding agreement of the EU Standard Contractual Clauses (SCC, cf. Article 46(2)(c) GDPR) with us and by agreeing additional data security measures, they have provided sufficient guarantees for data transmission in accordance with the GDPR and the European Court of Justice (ECJ) and have submitted to a level of regulation that is fundamentally comparable to the EU level of data protection. The transfer of data to these companies is therefore generally permitted (see Art. 44 et seq. GDPR).

Furthermore, in the case of order processing, corresponding order processing contracts have been concluded with these companies to secure the data and our rights to issue instructions or, in the case of joint responsibility, corresponding agreements on this.

5. Your rights as a data subject

If your personal data is processed, you are the "data subject" and you have the following rights vis-à-vis us as the controller:

5.1. Right to information

You have the right to obtain confirmation from us free of charge as to whether we are processing personal data concerning you. If this is the case, you have a right to information about this personal data and to further information, which you can find in Art. 15 GDPR. You can contact us by post or email for this purpose.

5.2. Right to rectification

You have the right to obtain from us without undue delay the rectification of inaccurate personal data concerning you. You also have the right - taking into account the above-mentioned purposes of processing - to request the completion of incomplete personal data, including by means of a supplementary declaration. You can contact us by post or e-mail for this purpose.

5.3. Right to erasure

You have the right to demand the immediate deletion of personal data concerning you if one of the conditions of Art. 17 GDPR is met. You can contact us by post or email to exercise this right.

5.4. Right to restriction of processing

You have the right to demand that we restrict processing if one of the requirements of Art. 18 GDPR applies. You can contact us by post or email to do this.

5.5. Right to information

If you have asserted the right to rectification, erasure or restriction of processing against the controller, the controller is obliged to notify all recipients to whom the personal data concerning you have been disclosed of this rectification or erasure of the data or restriction of processing, unless this proves impossible or involves a disproportionate effort.

You have the right to be informed about these recipients by the controller.

5.6. Right to data portability

You have the right to receive the personal data concerning you, which you have provided to us, in a structured, commonly used and machine-readable format and you have the right to transmit those data to another controller without hindrance from us, where the requirements of Art. 20 GDPR are met. You can contact us by post or email for this purpose.

5.7. Right to object to processing based on legitimate interest and for direct marketing purposes

Insofar as we process personal data on the basis of Art. 6 (1) (f) GDPR (i.e. on the basis of legitimate interests), you have the right to **object to** the processing of your personal data by us **at any time** for reasons arising from your particular situation. If we cannot demonstrate compelling legitimate grounds for further processing which override your interests, rights and freedoms, or if we process your data for direct marketing purposes, we will no longer process your data (see Art. 21 GDPR). You can contact us by post or by e-mail for this purpose.

Where personal data are processed for direct marketing purposes, you have the right to object at any time to processing of personal data concerning you for such marketing, which includes profiling to the extent that it is related to such direct marketing.

5.8. Right of revocation if consent has been granted

You have the right to revoke your consent to the collection and use of personal data at any time with effect for the future. To do so, you can contact us by post or e-mail. This does not affect the lawfulness of the processing carried out on the basis of the consent until revocation.

5.9. Automated decision-making including profiling

You have the right not to be subject to a decision based solely on automated processing, including profiling, which produces legal effects concerning you or similarly significantly affects you. Unless the decision is necessary for entering into, or performance of, a contract between you and us, it is authorized by Union or Member State law to which we are subject and which also lays down suitable measures to safeguard your rights and freedoms and legitimate interests, or the decision is based on your explicit consent. We do not carry out such automated decision-making.

5.10. Voluntary nature of the provision of data

If the provision of personal data is required by law or contract, we will always point this out when collecting the data. In some cases, the data collected by us is required for the conclusion of a contract, namely if we would otherwise not be able to fulfill our contractual obligation to you, or not sufficiently. You are under no obligation to provide the personal data. However, failure to provide it may mean that we are unable to perform or offer a service, action, measure or similar requested by you or that it is not possible to conclude a contract with you.

5.11. Right to lodge a complaint with a supervisory authority

Without prejudice to any other rights, you have the right to lodge a complaint with a data protection supervisory authority at any time, in particular in the Member State of your habitual residence, place of work or place of the alleged infringement if you consider that the processing of personal data relating to you infringes data protection law.

To exercise any of the aforementioned rights, simply send an e-mail to data-protection@ptvlogistics.com.