

Data protection information Survey Compass Software Suite

Introduction

Survey Compass GmbH (“Survey Compass” or “SC”), Am Mühlgraben 1, 04617 Treben, Germany, ensures compliance with legal standards and internal company guidelines within the Survey Compass Software Suite (hereinafter „SCSS“, „we“, „us“). Accordingly, we would like to inform you in accordance with Art. 13, 14 of the General Data Protection Regulation (GDPR) about the collection, processing and use of personal data in the context of the use of our application (SCSS). We process personal data only in accordance with the applicable legal and data protection regulations, which result in particular from the GDPR and the Federal Data Protection Act (BDSG).

Survey Compass has set itself the goal combined in one solution of simplifying your day-to-day work and at the same time increasing the security of our contractual partners (operators of logistics locations and assets). In doing so, we focus on an efficient user experience and the protection of your data, because this is extremely important to us.

SC has taken extensive data security precautions to protect your data. Compliance with applicable data protection mechanisms is a matter of course for us.

We only process, store, and share the information and data with our partners that is necessary for the provision of our services.

This information applies to the processing of personal data in the SCSS.

Contents

1. Controller, contact Data Protection Officer
2. Categories of personal data
3. Legal basis and purposes of data processing at SC
 - 3.1. Downloading, installing and general use of the SCSS
 - 3.2. Setting up an SC account
 - 3.3. Validation of identity when using the SCSS
 - 3.4. Technical data
4. Categories of recipients
5. Duration of storage
6. Automated decision making and profiling
7. Information about your rights
8. Updates to the policy

1. Responsible person, contact data protection officer

Survey Compass GmbH, Am Mühlgraben 1, 04617 Treben, Germany, is responsible for processing your data in the SCSS. You can also contact us at any time with any questions relating to data protection at the following e-mail address: t.albrecht@survey-compass.com (Thomas Albrecht).

Our data protection officer can be contacted via Survey Compass GmbH or the above e-mail address.

2. Categories of personal data

The following categories of personal data may be processed by us in connection with our services:

- Master data:

First name, last name, self-created password and password changes (not visible to SC), identification number/user ID (hereinafter only "ID"), employee number, master cost unit, truck license plate, user blocking notices if certain conditions are met (not visible to SC)

- Communication data:

E-mail address, telephone number, fax number, mobile phone number, communication content (in particular from e-mails/contact forms including submitted support requests in the SCSS),

- Billing information:

Invoice recipient, invoice address, tax ID if applicable

- SCSS usage data:

Timestamp for certain actions (e.g. time of check)

- Technical data:

Operating system version, IMEI, terminal model number

- Voluntary information:

This includes personal data that you provide to us on a voluntary basis without us explicitly asking for it, such as suggestions for improvement or responses to a survey or change request

3. Legal basis and purposes of data processing at SC

3.1 Downloading, installing and general use of the SCSS

Purposes of the processing

In order to download and install or use our SCSS, you must first register for a user account with us. When downloading and installing or using the SCSS, the necessary information is transmitted to us. As a registered user, you can use our SCSS.

Legal basis for the above processing: Art. 6 para. 1 sentence 1 lit. b) GDPR. The processing of the data is necessary for the fulfilment of the contract (provision and use of the SCSS).

3.2 Setting up an SC account

Purposes of the processing

In order to obtain the status of a registered user and thus have the possibility to use SC's services, the creation of a SC account in the SCSS is required („Registration“).

Surname, first name, e-mail address are mandatory for registration. The data is stored in the user account. The phone number, company you work for, employee number and master cost unit, mobile phone, fax number, may also be collected for internal use of your company.

When you register, we check whether there are already registrations with the registration information provided (e-mail address).

After successful registration, relevant data (e.g. surname, first name) is stored in the SCSS user account.

Legal basis for the above processing: Art. 6 para. 1 sentence 1 lit. b) GDPR. The processing of the data is necessary for the fulfilment of the contract (provision and use of the SCSS) and enables users to obtain a limited overview of the SCSS. Furthermore, we ensure that multiple registrations of users are avoided.

3.3 Validation of identity when using the SCSS

Purposes of the processing

Access to the SCSS after registration includes password protection. Password may be stored encrypted and used by SCSS

Legal basis of the above processing: Art. 6 para. 1 sentence 1 lit. c), 32 GDPR. The processing of the data is necessary for the fulfilment of legal, technical, and organizational protection obligations in order to protect critical infrastructures from criminal acts and to increase security for the operators of logistics locations and assets and users.

3.4 Technical data

When you access our SCSS, we process data that your device sends to enable you to use the SCSS. This is a technically necessary process during which data is transmitted. In the event of malfunctions, the data is used to analyze and rectify errors in order to optimize the SCSS. The data is stored for a limited period of time in so-called protocols or log files until the data is completely anonymized. In the case of anonymization, the data is changed in such a way that information relating to identified or identifiable persons can no longer be assigned to a person or only with a disproportionate amount of time, cost and manpower.

Legal basis for the above processing: Art. 6 para. 1 sentence 1 lit. b) GDPR. The processing of the data is necessary for the performance of the contract (provision and use of the SCSS) in order to keep our SCSS available (i.e. stable and secure), to optimize it, to develop it further and thus to offer our customers the best possible services and to increase customer satisfaction.

4. Categories of recipients

Logistics site or assets operator (“operator”)

There is a contractual relationship with the respective operators to which you (can) request access, in which we act as a processor for the operator. As processors of the operators, we are subject to confidentiality and are contractually obliged to store and transfer your personal data to the respective operators for a specific purpose and to comply with data protection regulations.

Service provider / processor

To process your data, we sometimes use specialized service providers who in turn work for us (e.g., IT service providers, hosting providers, data centers, etc.). Our service providers are carefully selected and regularly monitored by us. They only process personal data on our behalf and strictly in accordance with our instructions on the basis of corresponding order processing contracts. The data passed on may only be processed by the respective processor on the basis of agreements in accordance with Art. 28 para. 3 sentence 1 GDPR. The processors are subject to confidentiality and are contractually obliged to maintain data protection through the order processing contract.

Other

In addition, there may be further legal obligations to transfer data in individual cases, but these may only arise in specific individual cases and not in general. This also includes cooperation with investigating authorities and the transfer of data in this context in compliance with data protection law. Data processing generally takes place in the EU/EEA. Processing of data outside the EU/EEA is permitted under the conditions of Art. 44 et seq. of the GDPR. As we develop our business, we may change the structure of our company by changing its legal form, founding, buying or selling subsidiaries, divisions or components. In such transactions, customer data may be transferred together with the part of the company to be transferred. If we disclose personal data to third parties to the extent described above, we will ensure that this is done in accordance with this privacy policy and applicable data protection law.

5. Duration of storage

We only process your data until the purposes for which the data was collected have been fulfilled. Thereafter, your data will be deleted or anonymized, unless the processing or storage of your data is necessary for the assertion, exercise or defence of legal claims. In the case of statutory or contractual retention obligations, erasure or anonymization will only be considered after the respective retention obligation has expired. Until deletion or anonymization, the data will be stored in blocked form.

User account (inactive)

- After one year of inactivity, the user is informed of the inactivity and informed that a lack of interaction leads to the deletion or anonymization of the data
- Without interaction, the user account is automatically deleted or anonymized after 3 years at the latest

Request for deletion of the user account

- If the deletion of the user account is requested, the account will be blocked
- Personal data will be anonymized after the request for deletion of the user account within a one month time period

6. Automated Decision-Making and Profiling

- SC has no automated decision making nor any profiling implemented based on the collected personal data

7. Information about your rights

The following rights are available to you under the applicable data protection laws:

- Right to information about your personal data stored by us;
- Right to rectification, erasure or restriction of processing of your personal data;
- Right to object to processing which serves our legitimate interest, a public interest or profiling, unless we can demonstrate compelling legitimate grounds for the processing which override your interests, rights and freedoms, or the processing serves the establishment, exercise or defense of legal claims;
- Right to data portability;
- Right to complain to a supervisory authority
(https://www.bfdi.bund.de/EN/Service/Kontakt/kontakt_node.html) ;
- You can revoke your consent to the collection, processing and use of your personal data at any time with effect for the future. You can find more information on this in the respective sections above, where data processing based on your consent is described.
- If you wish to exercise your rights, please address your request to:

Survey Compass GmbH, Am Mühlgraben 1, 04617 Treben, or to the e-mail address: t.albrecht@survey-compass.de (Thomas Albrecht)

8. Updates to the Policy

- The latest version of the current document is to be found on our website (www.survey-compass.com)