

## Privacy Statement KION Central User ID

The KION Information Management Services GmbH ("we") pays attention to the security of personal data ("data"). In the following, we inform you about the processing of your personal data when using our online offer "KION Central User ID" (hereinafter referred to as "KCID"). In addition, we inform you by means of this data protection notice about the rights to which you are entitled and how you can contact us if you have any questions about the use of your data. This information is based on the General Data Protection Regulation ("GDPR") and the Federal Data Protection Act ("BDSG"). In case of doubt, the terms used should be interpreted according to the definitions outlined in the GDPR.

This Privacy Notice applies to any information we receive through or in connection with our KCID. Personal data is any information relating to you as an identified or identifiable natural person, which means - in simple terms - by which you can be identified.

For certain processing purposes, we need your consent. This is voluntary, however, if you do not consent, we will not be able to offer you the functions of KCID or only to a limited extent.

### 1. Who is the data controller and whom can I contact?

The responsible party for data processing is

KION Information Management Services GmbH  
Thea-Rasche-Str. 8  
60549 Frankfurt am Main  
Germany  
<https://www.kiongroup.com>

You can contact our data protection officer at

KION Information Management Services GmbH  
Konzerndatenschutzbeauftragter  
Thea-Rasche-Str. 8  
60549 Frankfurt am Main  
Germany  
E-mail: [dataprotection@kiongroup.com](mailto:dataprotection@kiongroup.com)

### 2. What data is being processed?

Depending on your requirements, we process the data you provide to different extents. This also includes that we share data with third parties. We inform you below which data this is and on what legal basis this is done:

#### Login screen

Each time you access KCID, data and information is transmitted to our website servers by the web browser used on your terminal device. As part of this process, we collect the following categories of personal data:

- Communication data (e.g. name, telephone number, email address, address, IP address).

This data is also temporarily stored in log files on our system. We do not store this data together with other personal data relating to you.

Your IP address must be temporarily - for the duration of your visit - stored by the system in order to provide you with the KCID.

The data listed above is stored in log files in order to

- render the contents of the KCID correctly and to optimize them;
- ensure the long-term functionality of our IT systems and
- identify your technology, especially with regard to ensuring the security and stability of our web sites;
- provide prosecutors with the information they need in the event of a cyber-attack.

Where the processing of personal data is necessary for the purpose of providing the KCID, Article 6(1) sentence 1 lit. b) of the GDPR provides the legal basis for such processing activities. Where the processing of personal data is necessary for the purpose of assessing the security and stability of our systems, Article 6(1) sentence 1 lit. f) GDPR provides the legal basis for such processing activities. The legitimate interest in processing personal data stems from the above-mentioned purpose of ensuring the security and stability of the systems. We will never use the data we collect to draw conclusions about your person.

The data is automatically deleted as soon as it is no longer needed for the purpose for which it was collected.

The data processing activities described above are essential for the operation of KCID. It is therefore not possible for users to object to this type of data processing.

### Registration

In order to use the KCID, you must first log in and register as a user. In order to create your personal account, the following personal data must be entered:

- Master data (e.g. name, ....)
- Contact data (e.g. email address, ....)

We need this data to be able to fulfill the service contract on the provision of KCID, if you become a contractual partner (Art. 6 (1) sentence 1 lit b) GDPR), or the processing serves our legitimate interest to be able to provide the service to your employees (Art. 6 (1) sentence 1 lit f) GDPR).

### Contacting

In connection with our online offering, you have the opportunity to contact us through the provided email addresses or by phone. In these cases, we will store the transmitted data.

The processing of your data serves to address your inquiry and is based on our legitimate interest. Additional data processing in the context of the inquiry is intended to prevent abuse and ensure the security of the system.

The legal basis for processing the transmitted data is Article 6(1) sentence 1 lit. f) GDPR. If the contact is aimed at concluding a contract, the additional legal basis is Article 6(1) sentence 1 lit. b) GDPR.

These processes apply to all individuals who contact us through the aforementioned communication channels. Data transfer to a third country is not intended.

The data will be deleted as soon as the conversation is concluded, and no other legal basis allows for further processing. A conversation is considered concluded when the matter in question has been fully resolved.

### Contract fulfillment

If you book services via KCID, it is necessary for us to use the data you provided during registration. The processing of this contractual data is based on Art. 6 (1) sentence 1 lit. b) GDPR, as well as it is used for the fulfillment of legal obligations according to Art. 6 (1) sentence 1 lit. c) GDPR.

In addition, the contact data resulting from the contract data will be used for

- customer information about new products and services,
- customer satisfaction measures including surveys,
- quality management and identification of improvements,
- internal administration.

The aforementioned purposes are motivated by our legitimate interest under Article 6 (1) sentence 1 lit. f) GDPR.

### Legal obligations and compliance

Where appropriate, it may be necessary to use your personal data to process and resolve legal disputes, for regulatory investigations and compliance, to enforce our claims, or to comply with lawful requests from law enforcement or administrative authorities.

The processing of personal data is based on Art. 6 (1) sentence 1 lit b) as well as lit c) and lit e) GDPR.

### Storage and deletion

We will delete your data when it is no longer necessary for the purposes for which it was processed (e.g., the execution of contracts) and no legal retention obligations or legal justifications exist. The retention periods regulated in the Commercial Code (HGB) and the Tax Code (AO) amount to six to ten years. Furthermore, statutory limitation periods also affect the duration of storage. According to Sections 195 et seq. of the German Civil Code (BGB), the regular limitation period is three years, although in certain cases, the limitation period can also extend to thirty years.

### Anonymization

In order to evaluate and improve the KCID, we are also free to anonymize your Personal Data, i.e. to permanently remove the personal reference from the data. The legal basis for this is Art. 6 (1) sentence 1 lit f) GDPR.

## 3. Cookies

In order to operate the KCID, it is necessary for us to use cookies ("Necessary Cookies"). The cookies and similar technologies described in this section are used solely to provide the technical functionalities of our KCID. Some features of the KCID would not be available without the use of cookies. Therefore, it is necessary for the browser to be recognized on a subsequent visit to our online offering.

For example, a cookie contains a distinctive string of characters that allows for the unique identification of the browser when the website is accessed again. We use this for cross-site user identification, which represents our legitimate interest.

Cookies are small files that are stored on the devices used to access the online offerings (computers, mobile phones, tablets, etc.). These files store information related to the use of the online offering and the device used for access.

There are "permanent cookies" that store data for a specified period even after visiting the online offering. "Non-permanent cookies" or "session cookies," on the other hand, are deleted immediately after the visit ends. User data processed by technically necessary cookies will not be used for advertising purposes or for creating user profiles without the consent of the affected person.

The legal basis for processing data using technically necessary cookies is Article 6(1) sentence 1 lit. f) GDPR, based on the aforementioned interests. The following technically necessary cookies are used as part of our online offering:

- After logging in, a session cookie is set, which recognizes the browser and automatically executes a new login.
- If the user logs into KCID using social IDPs (Microsoft, Amazon, Google or LinkedIn), cookies are set by these third-party providers over which KGA has no control and which cannot be prevented by KGA.

For non-essential cookies, we will ask for your consent to processing before setting the cookie (Art. 6 (1) sentence 1 lit a) GDPR).

Users can delete cookies at any time through their browser. If you do not wish to have cookies stored on your devices, we ask you to disable the storage of cookies in your browser settings and block the use of cookies. Browsers also offer the option to delete already stored cookies and data from websites. Please note that this may impair the functionality of our online offering if you choose to refuse cookies.

#### **4. To whom is data transferred?**

If and to the extent that it is necessary for the performance of a contract, we or the receiving party have a legitimate interest in the transfer of data, or you have given your consent to the transfer, we may transfer your personal data to other responsible parties. The legal basis for such transfer can be found in section 3. Third parties may also be affiliated companies of the KION GROUP AG as defined in §§ 15 ff. AktG (German Stock Corporation Law). In addition, your Personal Data may also be transferred to other responsible parties if we are required to do so by law or by an enforceable official or court order.

When transferring Personal Data to third parties, we have selected these recipients with the utmost care and monitor them regularly, particularly with regard to the careful handling and protection of the data they store. All recipients are obligated by us to maintain confidentiality and to comply with legal requirements.

#### **5. Are automated decisions made?**

We do not make automated decisions, only about automated processing, including profiling, that has legal implications for you.

#### **6. How long is data stored?**

Subject to your consent to a longer storage of your personal data, we store your data as long as necessary to fulfill a legal or contractual purpose, but no longer than six months.

#### **7. What rights do you have?**

As a "data subject" pursuant to Art. 4 No. 1 GDPR, you are entitled to the following rights vis-à-vis the controller:

- You have the right to revoke your consent given to us at any time (Art. 7 (3) p. 1 GDPR). The revocation of consent does not affect the lawfulness based on the consent until the revocation. - Right to obtain confirmation of the processing of your personal data from the controller, and - Right to receive, in principle free of charge, information about your personal data processed by us in written form or, at your request, in electronic form in accordance with Art. 15 GDPR; - Right to rectify without delay any inaccurate personal data concerning you or to complete any incomplete correct personal data - also by means of a supplementary declaration - pursuant to Art. 16 GDPR;
- Right to immediate erasure of your personal data processed by us pursuant to Art. 17 GDPR, provided that no legal or contractual retention periods or other legal obligations or rights to further storage are to be complied with;
- Right to restrict the processing of your data according to Art. 18 GDPR;
- Right to data portability according to Art. 20 GDPR;

- In doing so, you are entitled to receive the personal data concerning you that you have provided to us in a structured, common and machine-readable format Transfer to another controller.
- Right to lodge a complaint with a supervisory authority. As a rule, you can contact the supervisory authority of your usual place of residence or workplace or our company headquarters for this purpose.
- Affected individuals may object at any time to data processing that we carry out based on Article 6(1) sentence 1 lit. e) (public interest) and f) GDPR (legitimate interest) for reasons arising from their particular situation, according to Article 21(1) GDPR. Affected individuals may especially object to the use of their data for the purposes of direct marketing at any time, with effect for the future. Unless the objection concerns direct marketing, we request that you provide the reasons for your objection, explaining why we should not process the data as we have been doing. In the case of your justified objection, we will examine the matter and either cease or adjust the data processing or demonstrate to you our compelling legitimate grounds for continuing the processing. For this purpose, it is sufficient to send a corresponding email to [dataprotection@kiongroup.com](mailto:dataprotection@kiongroup.com).

We reserve the right to request further proof of identity from claimants who assert the rights mentioned here, if there are doubts regarding their status as the actual affected party making these claims.

## **8. Links**

Some areas of our online offerings contain links to third-party websites. These websites have their own privacy policies, for which we assume no responsibility, including their handling of data. Before you send any information that can be associated with you to or through such third-party websites, you should carefully review their privacy statements.

## **9. Changes to the Privacy Statement**

We reserve the right to adjust our security and privacy measures. In such cases, we will update our privacy policy accordingly and announce the changes on this page.

Effective March 2025