

## Privacy Statement KION Central User ID

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 (see sections 5, 6 and 7) and how you can contact us if you have any questions about the use of your data.

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 GROUP AG  
Thea-Rasche-Str. 8  
60549 Frankfurt am Main  
Germany  
<https://www.kiongroup.com>

You can contact our data protection officer at

KION GROUP AG  
Norbert Moeren  
Thea-Rasche-Str. 8  
60549 Frankfurt am Main  
Germany  
Email: [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)(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)(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) lit b) GDPR), or the processing serves our legitimate interest to be able to provide the service to your employees (Art. 6 (1) lit f) GDPR).

#### Contacting

If you contact our company by e-mail, we receive and store the data you provide, depending on the type of contact this may be:

- Your email address and
- other information, including any personal data you provide in this context, such as contact details.

This data is processed by us in accordance with Article 6 (1) lit f.) GDPR. The purpose of this data processing is to handle your request.

If you contact us via e-mail, you can object to the processing of your personal data at any time by sending an e-mail to [kcid@kiongroup.com]. In this case, our correspondence with you will be terminated and all personal data stored in connection with your request will be deleted immediately.

#### 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) lit. b) GDPR, as well as it is used for the fulfillment of legal obligations according to Art. 6 (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) (f) GDPR, as the processing of personal data for direct marketing purposes can be considered to be carried out for a legitimate interest.

#### 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) lit b) as well as lit c) and lit e) GDPR.

#### Storage and deletion

We are free to store your personal data for the period for which we have a legitimate purpose. Legitimate purposes in this regard can be found in the relevant sections. In general, we will delete your Personal Data, except for those data that we are obliged to keep for legal reasons, Art. 6 (1) lit c and lit f) GDPR.

#### 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) lit f) GDPR.

### 3 How do third parties access personal data?

Various third-party tools are embedded on our website to help us analyze and permanently improve the user's use of KCID. For information on how your Personal Data is processed, please refer to the privacy information provided by the respective provider.

#### Cookies

In order to operate the KCID, it is necessary for us to use cookies ("Necessary Cookies"). 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 the use of Necessary Cookies, there is a legitimate interest on our part (Art. 6 (1) lit f) GDPR), as we want to make KCID available in an optimal way. For non-essential cookies, we will ask for your consent to processing before setting the cookie (Art. 6 (1) lit a) GDPR).

### 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.

## 8. Right of objection

If your personal data is processed by us on the basis of legitimate interests pursuant to Art. 6 (1) f) GDPR, you have the right to object to the processing of your personal data pursuant to Art. 21 GDPR, provided that there are grounds for doing so that arise from your particular situation or the objection is directed against direct advertising. In the latter case, you have a general right of objection, which is implemented by us without specifying a particular situation. For this purpose, it is sufficient to send a corresponding email to [datenschutz@kiongroup.com](mailto:datenschutz@kiongroup.com).