

Privacy policy for the Connect customer platform (as of: 05/10/2023)

We appreciate your interest in our customer platform id-zpe.zeppelin.com (hereinafter referred to as “Zeppelin Connect”). Zeppelin Connect enables you to easily access your systems or products purchased from Zeppelin on our customer platform in order to view detailed information and documents.

The operator of Zeppelin Connect and the responsible party for processing your personal data as part of Zeppelin Connect usage is

Zeppelin Systems GmbH
Graf-Zeppelin-Platz 1
88045 Friedrichshafen
Germany, Tel.: +49 7541 202 02
Email: datenschutz@zeppelin.com

Alongside easy, efficient operability, we consider the protection of your personal data to be a top priority. The protection of your privacy is a key concern for us when processing personal data and we take this into account in all our business processes.

We always process personal data that is collected as part of Zeppelin Connect usage in accordance with the respective provisions governing data protection.

With this privacy policy, we inform you about which personal data is collected from you and stored when you

access id-zpe.zeppelin.com or use Zeppelin Connect. You will also receive information on how your data are used and on what legal basis; what rights you have with regard to the use of your data; and which contact methods are available to you.

1. Processing of personal data and purposes of the processing

1.1 What is personal data?

Personal data refers to all information relating to an identified or identifiable natural person, Art. 4 (1) GDPR. This includes information such as your name, address, phone number, e-mail address and date of birth. Data which cannot be traced to you, such as statistical or anonymous data, are not personal data.

1.2 Which data do we collect?

With the exception of your IP address, when you access the id-zpe.zeppelin.com website, personal data is only processed if you provide it to us yourself as part of a registration process or when using Zeppelin Connect. Usage of Zeppelin Connect is only possible after registration. The following specific personal data are collected:

1.2.1 Accessing the website id-zpe.zeppelin.com

You can access id-zpe.zeppelin.com without disclosing information regarding your identity. When you open our Website, your browser information will however be automatically sent to our Website servers, and temporarily stored in a log file. Your identity is not revealed by this information.

The following information is recorded without your consent, and is retained until it is automatically erased after six months:

- The IP address of the requesting computer,
- the date and time of the visit,
- the name and URL of the accessed file,
- the browser that you have used and if applicable, your computer's operating system,
- websites from which the user's system has reached our website (referrer),
- websites which are opened through our website from the user's system.

The collection and processing of this data is done for the purpose of enabling access to our website (connection establishment). This data is retained exclusively for technical reasons, and is not attributed to a specific person at any point. Usage of Zeppelin Connect is only possible after successful registration.

The legal basis for the processing of your personal data is in this respect Art. 6 para. 1 lit. b of the German Data Protection Regulation (DS-GVO). The collection of these data serves to ensure system security and stability, as well as technical administration of the network infrastructure. The legal basis in this respect is Art. 6 para. 1 lit. f of the General Data Protection Regulation (GDPR). Our legitimate interest in data processing lies in ensuring that our website functions properly, and that communication through the website is properly handled.

We do not draw conclusions about you as an individual in this context.

We also use cookies and web analysis services for our website (see clause 2).

1.2.2 When creating a customer account

We offer you the option to register with Zeppelin Connect and create a customer account. The administrator can also create a customer account for you, which you must confirm.

The following information is required for this:

- first name, last name, contact person,
- a valid email address,

The purpose of retaining your personal data in the customer account is to make it possible for you to access and use Zeppelin Connect.

We process the data you provide during registration for the purpose of checking your access credentials. The legal basis for the aforementioned purpose is point (b) of Article 6(1) GDPR.

Insofar as we process your data for the purposes of providing the functions of our Website as described above, you shall be contractually obliged to provide us with these data. Without these data, we are unable to provide you with the functionality of a customer account.

You obtain access to your customer account through your email address, in combination with the password you have chosen.

2. Cookies

2.1 Cookies

We use cookies on our website. These are small files which your browser automatically creates and which are stored on your terminal (PC, laptop, tablet, smartphone, etc.) when you visit our Website.

Cookies are used to make your visit to our Website easier and more enjoyable. This is why we use session cookies to detect that you have already visited individual pages on our Website, or that you have already signed into your customer account. They are automatically deleted after you leave our Website.

We also use temporary cookies to enhance user-friendliness. These are stored on your terminal for a specific period. If you visit our site again to use our services, the system automatically detects that you have visited us previously, as well as recalling your input and settings so that you do not need to enter them again.

The legal basis is Article 6(1)(f) GDPR. Our legitimate interest in using these cookies is found, as described, in optimizing Website settings for the terminal you are using, and in adapting the user interface.

Most browsers automatically accept cookies. You can configure your browser in such a way that no cookies are stored on your computer, or so that a prompt appears before a new cookie is created. Completely disabling cookies may, however, lead to some of the functions of our Website being lost.

3. Data security

All data transferred by you are transferred using the generally accepted and secure SSL (Secure Socket Layer) standard. SSL is a reliable and proven standard which is used, for example, in online banking. A secure SSL connection can be identified by the “s” suffixed to the http (i.e., https://...) in the address bar of your browser or by the lock icon in the lower pane of your browser.

We also take suitable technical and organizational security measures to protect your retained personal data against destruction, loss, alteration or unauthorized disclosure or access. Our security measures are continuously improved in line with technological development.

4. Validity and amendment of this data protection policy

You can access, save and print the current data protection policy at any time on our website at <https://www.zeppelin.com/de-de/systems/datenschutz/>. This data protection statement is currently valid, and can be amended by us at any time and updated on this Website. We therefore recommend that you visit our website from time to time to keep abreast of any updates to our data protection statement.

5. Rights of data subjects

As a data subject in the sense of the GDPR, you are entitled to the following rights. To assert these rights, please contact us on:

datenschutz@zeppelin.com or in writing to the above address of

Zeppelin Systems GmbH
Graf-Zeppelin-Platz 1
88045 Friedrichshafen
Germany
Tel.: +49 7541 202 02
Fax +49 7541 202 - 1491
Email: datenschutz@zeppelin.com

5.1 Right of access

Pursuant to Article 15 GDPR, you have the right to obtain confirmation as to whether we process personal data concerning you. If this is the case, you can also request that we provide the further information listed in points (a) to (h) of Article 15(1) and Article 15(2) GDPR.

5.2 Right to rectification

Pursuant to Article 16 GDPR, you have the right to rectification and/or completion, provided that the processed personal data which concerns you are incorrect or incomplete.

5.3 Right to restriction of processing

Under the provisions set out in Article 18 GDPR, as the data subject you have the right to demand restriction of processing of personal data. This right shall apply in particular if the accuracy of your personal data is disputed between you and us, for a period that enables the controller to verify the data accuracy, and in the case that you have an existing right to erasure and you request the restriction of their use instead of erasure; furthermore in the case that the data are no longer required for our pursued purpose, but that they are required by you for the establishment, exercise or defense of legal claims, and if a successful objection to processing is still in dispute between you and us.

5.4 Right to erasure

Under the provisions set out in Article 17 GDPR, as the data subject you have the right to demand the erasure of personal data without undue delay. These provisions in particular provide for the right of erasure if the personal data are no longer necessary in relation to the purposes for which they were collected or otherwise processed, and in cases of unlawful processing, the presence of an objection, or for compliance with a legal obligation which requires processing by Union or member state law to which we are subject. You also have the option of deleting your personal data by deleting your account yourself or having the administrator of your organization do so. This will delete all your data. It is no longer possible to produce the data.

5.5 Right to data portability

Pursuant to Article 20 GDPR, you have the right to receive personal data concerning you and which you have provided to us, in a structured, commonly used and machine-readable format. Within the limits of Article 20(1) GDPR, you also have the right to transfer those data to another controller nominated by you.

5.6 Right to object

You have the right to object at any time, on grounds relating to your particular situation, to the processing of personal data relating to you which is carried out on the basis of Article 6(1)(E) or (f) of the GDPR, in accordance with Article 21 of the GDPR. We will cease processing your personal data unless we can demonstrate compelling legitimate grounds for the processing which override your interests, rights and freedoms, or if the processing assists in the establishment, exercise or defense of legal claims.

5.7 Withdrawal of consent

You also have the right at any time to withdraw the provided declaration of consent with regard to data protection with immediate effect. The withdrawal of consent does not affect the legality of any processing based on the consent which took place up to the withdrawal thereof.

5.8 Automated individual decision-making or profiling measures

We do not use automated processing methods for decision-making – including profiling.

5.9 Right to lodge a complaint with a supervisory authority

If you believe that the processing of your personal data infringes data protection law, in accordance with Article 77 (1) GDPR, you have the right to lodge a complaint with a supervisory data protection authority of your choice. This also includes the data protection supervisory authority responsible for the controller:

The Baden-Württemberg State Commissioner for Data Protection and Freedom of Information, based in Stuttgart. You can use the following email address for email communication with the supervisory authority: poststelle@ldi.bwl.de.

6. Storage period for personal data/erasure of personal data

In general, we will delete your personal data as soon as it is no longer required for the purposes for which we collected or used it in accordance with the above paragraphs, unless the continued storage of your personal data is required due to a legal obligation.

Specifically, we retain different categories of data for the periods listed below (we will retain your data for a longer period if we are obliged to do in light of statutory retention periods).

The personal data we collect to create a customer account are retained for the duration of the customer account. You may demand the erasure of your customer account and the personal data saved therein at any time. You can either do this yourself in the Settings menu of your customer account, or send us an email to datenschutz@zeppelin.com with an appropriate request for erasure. If no login takes place for two years, your customer account will be deleted automatically as well. After erasing your customer account, your data are blocked for further use and then automatically erased, unless you have consented to their continued retention.

7. Change of purpose

Your personal data will only be used for purposes other than those described insofar as this is permitted by law, or if you have consented to a change of data processing purpose. In the case that data are processed for purposes other than those for which the data were originally

collected, we shall inform you of this different purpose prior to processing, and shall provide you with all information relevant thereto.

8. Disclosure of data to third parties/recipients of data

The personal data that we collect and retain shall never be used by us for sale, trade or loan, and we shall not disclose your personal data to third parties, unless we are have a statutory obligation to do so. Data may be disclosed e.g. to assert a claim, in the exercise or defense of legal claims, to investigate unlawful use of our website or products, or for prosecution of a claim (insofar as there are reasonable grounds to suspect unlawful or improper conduct). Data may also be disclosed for the enforcement of Terms and Conditions of Use or other agreements. We are also obliged to grant access to certain public bodies on request. These include law enforcement authorities, authorities which prosecute administrative offenses, and tax authorities. This data is disclosed on the basis of our legitimate interest in combating misuse, the prosecution of offenses, and the securing, assertion and enforcement of claims. The legal basis is Article 6(1)(f) GDPR.

We rely on contractually bound third-party companies and external service providers (“processors”) to supply our range of products and services. In such cases, personal data are disclosed to these processors to enable further processing thereof. These processors are carefully selected and regularly checked to ensure that your privacy remains protected. The processors may only use the data for the purposes we specify, and are also contractually obliged by us to handle your data exclusively in compliance with this data protection statement and German data protection laws.

Specifically, we use the following processors:

- Service provider who operated our website and in particular the web application made available through it for us.

The transfer of data to processors is based on Art. 28 (1) of the GDPR, alternatively on our legitimate interest in the economic and technical benefits associated with the use of specialized processors, and the fact that your rights and interests in the protection of your personal data do not override, Art. 6 (1) lit.f of the GDPR. Insofar as necessary, we obtain your consent for the transfer of your personal data to processors, so that in this case Art. 6 (1) lit. a of the GDPR is the legal basis.

Some of the listed recipients shall also process your data in countries outside the European Economic Area (“EEA”).

Contact options / Data protection officer

You can contact us through our data protection officer as follows with regard to access to your personal data, to have inaccurate data corrected, blocked or erased, or if you have further questions regarding the use of your personal data.

Zeppelin GmbH
Group Data Protection Officer
Graf-Zeppelin-Platz 1
85748 Garching near Munich
Tel: +49 89 32 000-0
Fax: +49 89 32 000-482

Email: datenschutz@zeppelin.com

Please note that information can only be provided if you give us your full first and last name, your current and, if applicable, old address, your date of birth and your e-mail address. This information is used exclusively for alignment purposes, which in turn ensures that no unauthorized third party can obtain your personal data. Any product, operation, and/or contract numbers which we have sent to you are also useful and helpful, but not necessary, in enabling us to identify the relevant data quicker.