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<https://www.rhenus.group/data-protection-policy/>

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Name and address of the controller

The controller in the sense of the General Data Protection Regulation and other national data protection laws in the member states as well as other data protection law provisions is:

Rhenus SE & Co. KG  
Rhenus-Platz 1  
59439 Holzwickede  
Germany  
Phone: +49 (0)2301 29-0  
Email: [info\[at\]rhenus.com](mailto:info[at]rhenus.com)  
Website: [www.rhenus.group](http://www.rhenus.group)

Address and contact data of the data protection officer

Data Protection Officer  
Rhenus-Platz 1  
59439 Holzwickede  
Germany  
Email: [dataprotection@rhenus.com](mailto:dataprotection@rhenus.com)  
Website: [www.rhenus.group](http://www.rhenus.group)

We would like to provide you with the following notes and information regarding the way that we carefully protect your private details and the extensive level of confidentiality when handling your data:

Making available the website and generating log files

### **1. Anonymous data collection**

In principle, you can use our websites without informing us who you are. We only learn about technical data like the name of your Internet service provider, the website from which you come and the corporate websites that you visit. This information is assessed with the date and time details for internal statistical purposes related to advertising, website analysis and for designing our websites to meet needs. You remain completely anonymous as a user in this process. No pseudonymised user profiles are generated.

### **2. The purpose and legal basis of data processing**

The temporary storage of the IP address by the system is necessary in order to enable the website to be sent to the user's computer. The user's IP address must be stored for the

duration of the session. The legal basis for temporarily storing the data is found in Article 6 Para. 1 f) of the GDPR.

### **3. The length of time that data is stored**

The data is deleted as soon as it is no longer necessary to achieve the purpose for which it was gathered. When gathering data to make available the website, deletion occurs once the session in question has ended.

### **4. Opportunity to object and to have the data removed**

The logging of data for making available the website and storing data in log files is absolutely necessary to operate the Internet site. There is therefore no opportunity for the user to object to this.

Using cookies

#### **1. Description and scope of the data processing**

We make use of cookies to improve the quality of establishing the link with and the content of our website and to provide user-oriented navigation that is as smooth as possible. We make use of so-called session cookies that are restricted to the time of your visit to the website. They are used to determine which content is viewed from your PC while you continue to surf and they also play a role in increasing your security when surfing. Once you leave our website or do not click on it for a certain time, these short-term cookies are deleted again.

Cookies cannot do any damage to your PC. They do not cause any security risk in the sense of viruses or spying on your PC. You control how cookies are handled yourself. Please use the help function in your browser to allow, reject, view and delete them.

We make use of cookies in order to make our website more user-friendly. Some elements on our website require us to identify the browser making the request after you move from one site to another. The following data is therefore stored and transmitted in the cookies:

- language settings

We also use cookies that enable an analysis of the surfing behaviour of users. The following data can be transmitted in this way:

- search terms that are entered

#### **2. The purpose and legal basis of data processing**

The purpose of using absolutely necessary cookies (technically necessary cookies) is to enable the use of websites for the users. The legal basis for the processing of personal data using absolutely necessary cookies is Article 6 Para. 1 f) of the GDPR.

Some functions of our website are not available without using cookies. It is essential for them that the browser is recognised again after a change of site. We need cookies for the following applications:

- to take over language settings

The user data collected through the cookies required for technical purposes is not used to draw up any user profiles.

Analysis cookies are used for the purpose of improving the quality of our website and its content. The analysis cookies enable us to see how the website is being used and we are then able to continually optimise our services. The following analysis cookies are used:

- to note search terms

The legal basis for the processing of personal data using non-technically necessary cookies (performance cookies) is Article 6 Para. 1 a) of the GDPR (consent).

### **3. The length of time that data is stored and the opportunity to object and to have the data removed**

Cookies are stored on the user's computer and are transmitted to our site by the latter. As a user, you therefore have full control over the use of cookies. By making changes to the settings in your Internet browser, you can deactivate or restrict the sending of cookies. Any cookies already stored can be deleted at any time. This can take place automatically too. If cookies are deactivated for our website, it may not be possible for you to make full use of all the functions available on the website.

#### Newsletter

You can subscribe to our free newsletter on our website. There are three ways to register:

1. Directly via the newsletter form on the website.
2. At the invitation of a sales representative - If a contact expresses an interest in the newsletter, they will receive a registration link via our CRM system that refers to the newsletter form on the website.
3. Via the contact form - Detailed information can be found in the "Contact form" section.

The following data is processed as part of the registration via the newsletter form:

- First name and surname
- E-mail address
- Company (optional)
- Location (required to determine the applicable SOI or DOI procedures)

In addition, we store the IP addresses you use and the times of registration and confirmation. The data collected is hosted securely in the Rhenus data centre. The data collected is used exclusively for sending the newsletter within the scope of your consent given in accordance with Art. 6 para. 1 lit. a GDPR. You can revoke your consent at any time. The legality of the data processing operations that have already taken place remains unaffected by the cancellation.

To confirm your enquiry and e-mail address, we use the double or single opt-in procedure depending on the location. The purpose of processing as part of the double opt-in procedure is to verify your registration and to prevent possible misuse of the services or unauthorised use of your data. Data processing in connection with the sending of the confirmation e-mail

for your registration and the associated data logging (in the DOI procedure) is carried out in accordance with Art. 6 para. 1 lit. f GDPR due to our legitimate interest in proving your proper registration, as well as due to our legal obligations of proof in accordance with Art. 6 para. 1 lit. c GDPR.

Rhenus Assets & Services GmbH & Co KG supports us as a processor in carrying out the processing. The newsletter is sent with the help of Microsoft Dynamics 365, which is installed on Rhenus' own servers. All data is hosted in Rhenus' own databases.

The stored data is deleted as soon as it is no longer required for the original purpose of collection. The user's email address remains stored as long as the newsletter subscription is active. The newsletter subscription can be cancelled by the user at any time. There is a corresponding unsubscribe link in every newsletter.

If you purchase goods or services via our website and provide your e-mail address, this may be used to send you our newsletter. In this case, you will only receive direct advertising for similar own products or services. The legal basis for sending newsletters in connection with the purchase of goods or services is Section 7 para. 3 UWG or Art. 6 para. 1 lit. f GDPR. Pursuant to Section 7 (3) No. 3 UWG, customers whose email address was disclosed in the context of a sale of goods or services and is used for direct advertising have a right to object. The objection can be declared at any time.

After you unsubscribe from the newsletter distribution list, your e-mail address will be stored in a blacklist to prevent future mailings. The data from the blacklist will only be used for this purpose and will not be merged with other data. This serves both your interest and our interest in complying with the legal requirements when sending newsletters (legitimate interest within the meaning of Art. 6 para. 1 lit. f GDPR). Storage in the blacklist is not limited in time. You can object to the storage if your interests outweigh our legitimate interest.

## Registration

On our website you have several options for jumping to different tools of the Rhenus Group. Some of these require logins / registrations. The respective data protection regulations can be found on the start pages of the tools.

## Contact form and email contact

There is a contact form on our website, which can be used for electronic contact. If a user makes use of this option, the data entered in the input mask will be transmitted to us and stored. In the contact form there is the possibility to make a business or a private request.

In the case of a business enquiry, the following data is processed: subject, salutation, first name, last name, e-mail address, name and address of the company, telephone number (optional), free text, time of the enquiry, IP address.

In the case of a private enquiry, the following data is processed: subject, salutation, first name, last name, e-mail address, telephone number (optional), free text, time of the enquiry, IP address.

Alternatively, it is possible to contact us via the e-mail address provided. In this case, the user's personal data transmitted with the e-mail will be stored.

The processing of the personal data from the contact form or your e-mail serves us solely to process the contact and in the event of follow-up questions. The legal basis for the

processing of the data is our legitimate interest in answering your request in accordance with Art. 6 (1) (f) GDPR and, if applicable, Art. 6 (1) (b) GDPR, provided that your request is aimed at concluding a contract. The other personal data processed during the submission process serves to prevent misuse of the contact form and to ensure the security of our information technology systems. The legal basis for the processing of personal data is Art. 6 (1) (f) GDPR.

The data will be deleted as soon as they are no longer required to achieve the purpose for which they were collected and there are no statutory retention obligations to the contrary. For the personal data from the input mask of the contact form and those sent by e-mail, this is the case when the respective conversation with the user has ended. The conversation is ended when it can be inferred from the circumstances that the facts in question have been conclusively clarified. The additional personal data collected during the sending process will be deleted after a period of seven days at the latest.

The personal data from the contact formula is stored in the Customer Relationship Management ("CRM") system Microsoft Dynamics 365 in order to be able to manage contact requests as efficiently as possible. The provider is Microsoft Ireland Operations Limited, One Microsoft Place, South County Business Park, Leopardstown, Dublin 18, Ireland.

The enquiries are processed by the central specialist department of Rhenus Assets & Services GmbH & Co. KG, Rhenus-Platz 1, 59439 Holzwickede, Germany. If necessary, we will forward your request to the responsible Rhenus company for internal processing. The latter processes the data you provide in order to contact you about the enquiry.

In the case of Art. 6 (1) (f) GDPR, you can object to the processing of your personal data at any time. We would like to point out that in this case your request cannot be processed further. You can declare your objection by sending an e-mail to the e-mail address specified in the privacy policy.

#### Data transfer to third parties

Google reCAPTCHA, Google Maps API). If you give your consent through our cookie banner, we will transfer the necessary data to the respective provider (e.g. your IP address).

If you consent to the activation of these services through our cookie banner, it cannot be ruled out that personal data will be transmitted to providers in countries outside the European Economic Area (EEA) which, from the point of view of the European Union ("EU"), do not ensure an "appropriate level of protection" for the processing of personal data in accordance with EU standards. Possible risks that cannot currently be ruled out are in particular:

- Your personal data could possibly be passed on to other third parties beyond the actual purpose (for example: use your data for advertising purposes.)
- You may not be able to sustainably assert or enforce your right to information toward the third-party provider.
- There is possibly a higher probability that incorrect data processing can occur, as the technical and organizational measures taken by third-party providers to protect personal data do not fully meet the requirements of the GDPR in terms of quantity and quality.

- The risk of data transmission to the USA is basically the relatively easy access to data by US authorities, as well as the fact that EU citizens do not have effective legal remedies against the extensive access rights of US authorities to personal data.

Please take this fact into account before you give your consent and thus allow your data to be transmitted.

For more information, please refer to our cookie banner.

The same applies to the social media profiles we operate when you visit our pages at the respective social media provider (Facebook, Instagram, LinkedIn).

#### Google Analytics 4

This website uses Google Analytics 4, a web analytics service provided by Google LLC. The controller is Google Ireland Limited, Google Building Gordon House, 4 Barrow St, Dublin, D04 E5W5, Ireland ("Google").

Google Analytics 4 uses cookies that enable an analysis of your use of our websites. The information collected by means of the cookies about your use of this website is generally transferred to a Google server in the USA and stored there.

Google Analytics 4 has IP anonymisation enabled by default. Due to IP anonymisation, your IP address will be shortened by Google within Member States of the European Union or in other states party to the Agreement on the European Economic Area. Only in exceptional cases will the full IP address be transferred to a Google server in the USA and shortened there. According to Google, the IP address transferred by your browser as part of Google Analytics will not be merged with other Google data.

The following visitor data, which is not assigned to a person, can be collected:

- Acquisition (= source of visitors, e.g. Google search, direct entry);
- User behaviour (pages visited, bounce rate, links clicked);
- Geographical data (country, region, city, language);
- Technology (browser, device category mobile / desktop, screen resolution, device model, operating system).

We use Google Analytics 4 for the following purposes: tracking user behaviour in order to derive optimisation potential (ROI maximisation), reporting website performance, monitoring the success of campaigns. The legal basis is your consent pursuant to Art.6 para.1 p.1 lit.a GDPR and § 25 para. 1 p.1 TDDDG.

In addition, Google Analytics 4 is integrated via server-side tag management, i.e. the visitor data is not transferred directly to Google Analytics 4. The data is first transmitted to a so-called tagging server (via Google Cloud) in Germany and from there transferred to Google Analytics 4 in a controlled manner (i.e. no personal/demographic data).

Recipients of the data may be

- Google Ireland Limited, Gordon House, Barrow Street, Dublin 4, Ireland (as processor under Art. 28 GDPR).;

- Google LLC, 1600 Amphitheatre Parkway Mountain View, CA 94043, USA;
- Alphabet Inc, 1600 Amphitheatre Parkway Mountain View, CA 94043, USA:

For the USA, the European Commission adopted a news adequacy decision on 10 July 2023. Google LLC is certified under the EU-US Privacy Framework. Since Google servers are distributed worldwide and a transfer to third countries (for example to Singapore) cannot be completely ruled out, we have also concluded the EU standard contractual clauses with the provider to establish an appropriate level of data protection in those countries.

The data sent by us and linked to cookies are automatically deleted after 14 months. The maximum lifespan of Google Analytics cookies is 2 years. The deletion of data whose retention period has been reached occurs automatically once a month.

You can withdraw your consent at any time with effect for the future by accessing the cookie settings and changing your selection there. The lawfulness of the processing carried out on the basis of the consent until revocation remains unaffected.

You can also prevent the storage of cookies from the outset by setting your browser software accordingly. However, if you configure your browser to reject all cookies, this may result in a restriction of functionalities on this and other websites. You can also prevent the collection of data generated by the cookie and relating to your use of the website (including your IP address) by Google, and the processing of this data by Google, by not giving your consent to the setting of the cookie or downloading and installing the browser add-on to deactivate Google Analytics [HERE](#).

For more information on Google Analytics' terms of use and Google's privacy policy, please visit <https://marketingplatform.google.com/about/analytics/terms/us/> and at <https://policies.google.com/?hl=en>.

#### Hotjar

We use Hotjar on our website. This is a web analytics service provided by Hotjar Ltd, Level 2, St Julians Business Centre, 3, Elia Zammit Street, St Julians STJ 3155, Malta, Europe, Tel: +1(855)464-6788 We use Hotjar to better understand the needs of our users and to improve our services and user experience on this website. Hotjar is technology services that help us better understand our users' experiences. For example, it is possible to see how much time users spend on which of our pages, which links users click on, what they like and what they don't like. This allows us to tailor our offerings to the feedback we receive from our users. The data processing is carried out on the basis of your consent (Article 6 Para. 1 a) GDPR). You can withdraw this consent at any time.

Hotjar uses cookies and other technologies to collect data on our users' behavior and their devices. This includes a device's IP address (processed during your session and stored in a de-identified form), device screen size, device type (unique device identifiers), browser information, geographic location (country only), and the preferred language used to display our website. Hotjar stores this information on our behalf in a pseudonymized user profile. We have concluded a data processing agreement with Hotjar. Hotjar is contractually forbidden to sell any of the data collected on our behalf.

You can prevent Hotjar from collecting the data. Please note that this setting will be deleted if you delete your cookies.

#### SalesViewer

This website uses SalesViewer® technology from SalesViewer® GmbH on the basis of the website operator's legitimate interests (Section 6 paragraph 1 lit.f GDPR) in order to collect and save data on marketing, market research and optimisation purposes.

In order to do this, a javascript based code, which serves to capture company-related data and according website usage. The data captured using this technology are encrypted in a non-retrievable one-way function (so-called hashing). The data is immediately pseudonymised and is not used to identify website visitors personally

The data stored by Salesviewer will be deleted as soon as they are no longer required for their intended purpose and there are no legal obligations to retain them.

The data recording and storage can be repealed at any time with immediate effect for the future, by clicking on <https://www.salesviewer.com/opt-out> in order to prevent SalesViewer® from recording your data. In this case, an opt-out cookie for this website is saved on your device. If you delete the cookies in the browser, you will need to click on this link again.

#### Facebook fanpages

On our website we use a link to our Facebook fan page. The joint data controller for the operation of our Facebook fan pages is Meta Platforms Ireland Limited, 4 Grand Canal Square, Dublin 2, Ireland (hereinafter "Meta"). The data protection officer can be contacted via the contact form or by post at the above address. Meta Platforms, Inc. is the American parent company of Meta Platforms Ireland Limited.

#### 1. purpose and legal basis for data processing

You can regularly access our social media fan pages on the internet at any time, regardless of whether you have created a user account on the corresponding platform yourself or not. If you are logged into your Facebook account, Meta can assign this to your Facebook account. In both cases, however, your data will be processed by the internet platforms of the social network. Every time you call up the social media platform, your IP address is recorded and stored. Furthermore, a cookie is usually set on your page, which stores your visit and other data about your visit to the social media platform. Please note that Rhenus has no influence on the collection of data and its further use by the social networks. Thus, there is no knowledge about the extent to which, where and for how long the data is stored, to what extent the networks comply with existing deletion obligations, what evaluations and links are made with the data and to whom the data is passed on. When calling up our Facebook fan pages, your data will be forwarded to the USA.

#### a) Analysis

There is a joint responsibility between Rhenus and Meta to process this personal data into events for page insights ("Insights Data"), as well as data such as comments, likes and the like. The joint responsibility includes the creation of these events and their aggregation into Page Insights, which are then made available to us.

We use "Facebook Insights" to obtain a presentation of statistically processed data without personal reference. The statistical processing is generated and provided by Meta. As the fan page operator, Rhenus has no influence on the generation and provision of this data. The data processing carried out by us is limited in scope. This enables us to determine the behaviour of our users and use it to optimise our posts. Through the "Insights" we can learn, for example, about the following static data: the views of the fan page, activity of its visitors, the reach of posts, views, as well as average duration of video playbacks, data on which country and which city our visitors come from, as well as statistics on the gender ratios of our visitors. The personal data processing associated with this takes place exclusively at Meta. In addition, personal data may be processed when visiting our fan pages.

The legal basis for the storage of insights data on our part is the balancing of interests pursuant to Art. 6 Para. 1 lit. f DSGVO, so that the fan page is optimised and designed attractively for visitors.

#### b) Contact requests and visitor activity

If you contact us through Facebook Messenger to find out about our services or to share your feedback, we process your personal data based on our legitimate interest in responding to your request pursuant to Art. 6 (1) lit. f DSGVO and, where applicable, Art. 6 (1) lit. b DSGVO if your request is aimed at concluding a contract.

As a rule, we receive the following data from you:

Name, first name,

gender;

age, place of residence (if they are public);

Information you provide to us in your message or comment;

If you have responded to our post and type of response, or you have shared or commented on it.

Followers: Number of people who follow Rhenus - including growth and development over a defined time frame.

Reach: Number of people who see a specific post. Number of interactions on a post.

Ad performance: How many people were reached and interacted with a post or paid ad.

The data is deleted as soon as it is no longer required to achieve the purpose for which it was collected and there are no legal obligations to retain it. For personal data from messages, this is the case when the respective conversation with the user has ended. The conversation is ended when the circumstances indicate that the matter in question has been conclusively clarified.

## 2. data subject rights

Within the scope of joint responsibility with Meta, you can exercise your data subject rights pursuant to Art. 15, 16, 17, 18, 20, 21 DSGVO both with Meta and with us. Meta assumes the fulfilment of the obligations under the GDPR for the processing of Insights data, in particular the safeguarding of data subject rights. If you wish to make use of your data subject rights, please contact Meta directly. If you do not want Meta to be able to assign your visit to our pages to your Facebook user account, please log out of your user account.

For further information on the scope and processing of your personal data, please refer to Facebook's privacy policy and terms of use.

### Meta Pixel (formerly Facebook Pixel)

We use Meta Pixel (formerly Facebook Pixel) on our website. The joint controller (Art. 26 GDPR) for this service is Meta Platforms Ireland Limited, 4 Grand Canal Square, Dublin 2, Ireland (hereinafter "Meta"). Meta's data protection officer can be contacted via the contact form or by post at the above address. The joint responsibility is limited exclusively to the collection of data and its transfer to Facebook. The processing carried out by Facebook after forwarding is not part of the joint responsibility. The obligations incumbent on us jointly have been set out in an agreement on joint processing.

We use the meta pixel to measure the effectiveness of the advertising measures we place on the Facebook platform. This allows us to analyze the behavior of site visitors after they have been redirected to our website by clicking on our Facebook ad. This allows future advertising measures to be optimized.

The following data may be processed Usage data (e.g. websites visited, interactions with content, access times), meta/communication data (e.g. device information, browser data, IP addresses), location data (data indicating the location of an end user's end device). The data collected is deleted after 90 days. If you are registered/logged in to a Facebook service, Facebook can assign the visit to your account.

The use of meta pixels is based on your consent in accordance with Art. 6 para. 1 a) GDPR and § 25 para. 1 TDDDG (german law). You can withdraw your consent at any time with effect for the future by accessing the cookie settings under "Cookie preferences" and changing your selection there. This does not affect the lawfulness of the processing carried out on the basis of the consent until revocation.

Meta Platforms, Inc. is the American holding company of Meta Platforms Ireland Limited. The data transfer to the USA is based on the adequacy decision of the EU Commission (announced in July 2023). The adequacy decision states that the USA (compared to the EU) ensures an adequate level of data protection for personal data transferred from the EU to companies in the USA that are certified under the DPF. Meta Platforms, Inc. is certified under the EU-US Privacy Framework. You can find more information here.

Within the scope of joint responsibility with Meta, you can exercise your data subject rights pursuant to Art. 15, 16, 17, 18, 20, 21 GDPR both with Meta and with us. Meta assumes the fulfilment of the obligations under the GDPR for the processing of Insights data, in particular the safeguarding of data subject rights. If you wish to make use of your data subject rights, please contact Meta directly. If you do not want Meta to be able to assign your visit to our pages to your Facebook user account, please log out of your user account.

For further information on the scope and processing of your personal data, please refer to Facebook's privacy policy and terms of use.

## LinkedIn

Our website uses functions of the LinkedIn network. The provider is LinkedIn Ireland Unlimited Company (hereinafter "LinkedIn"), Wilton Plaza, Wilton Place, Dublin 2, Ireland. We are jointly responsible for the processing of data with LinkedIn. The agreement pursuant to Art. 26 DSGVO can be found here: <https://legal.linkedin.com/pages-joint-controller-addendum>. The data protection officer of LinkedIn can be contacted via the following link: <https://www.linkedin.com/help/linkedin/ask/ppq>. The contact details of our data protection officer can be found in point II of this privacy policy.

Personal data is processed and stored on LinkedIn platform if you do not have a LinkedIn account yourself. Even if you are only a temporary visitor, personal data such as the IP address, the browser type, the operating system, information on previously

accessed websites, the location, the mobile phone provider, the end device used, the search terms used and cookie information are processed. In addition, LinkedIn transmits data to third countries, in particular the USA. This data transfer is secured by standard contractual clauses of the EU Commission.

## 1. company profile on LinkedIn

We have a LinkedIn company profile. You can regularly access our company profile on the internet at any time, regardless of whether or not you have created a user account on the corresponding platform yourself. If you are logged into your LinkedIn account, LinkedIn can assign this to your user account. In both cases, however, your data will be processed by LinkedIn. We would like to point out that we, as the provider of the pages, have no knowledge of the content of the transmitted data or its use by LinkedIn. If you post your data publicly on our LinkedIn profile or comment on it, it can be viewed worldwide by other registered and non-registered visitors to our LinkedIn profile.

On our LinkedIn company profile, you also have the possibility to react to our posts, write comments, create a post on our page yourself or send us private messages. Any data you provide in this context will be processed by us. We process your personal data based on our legitimate interest in responding to your request pursuant to Art. 6 (1) lit. f DSGVO and, if applicable, Art. 6 (1) lit. b DSGVO if your request is aimed at concluding a contract.

As a rule, we receive the following data from you:

Information about the user's profile;

Information you provide to us in your message or comment;

If you have responded to our post and type of response, or you have shared or commented on it;

Type and manner of interaction.

The data will be deleted as soon as it is no longer required to achieve the purpose for which it was collected and there are no legal retention obligations to the contrary. For personal data from messages, this is the case when the respective conversation with the user has ended. The conversation is ended when the circumstances indicate that the matter in question has been conclusively clarified.

## 2. LinkedIn Insight Tag

The LinkedIn Insight Tag is a small JavaScript code snippet that we deploy on our website. The LinkedIn Insight Tag allows us to collect data about visits to our website, including URL, referrer URL, IP address, device and browser properties, timestamps and page views. LinkedIn does not share any personal data with us. We are only provided with aggregated data as page insights, which does not allow us to draw conclusions

about individuals or members. We may receive the following information such as industry, job title, company size, career level and location of the website visitors.

The processing of the data via the page insights is carried out by LinkedIn and us as joint controllers within the meaning of the DSGVO. The purpose of this data processing is solely to evaluate and analyse the actions and activities on our LinkedIn company profile and to make improvements based on this data. The legal basis for the processing of personal data is Art. 6 (1) lit. a DSGVO.

This data is encrypted, anonymised within 7 days and the anonymised data is deleted within 90 days.

### 3. LinkedIn Ads

We have integrated LinkedIn Ads on our website. LinkedIn Ads uses cookies and other browser technologies to analyse user behaviour and thus display targeted advertisements on LinkedIn. LinkedIn Ads collects information about visitor behaviour on various websites. This information is used to optimise the relevance of the advertising. Furthermore, LinkedIn Ads delivers targeted advertising based on behavioural profiling and geographic location. Your IP address and other identifiers such as your user agent are transmitted to the provider. In this case, your data is transferred to LinkedIn, possibly also to the USA. The use of LinkedIn Ads is based on your consent in accordance with Art. 6 para. 1 lit. a DSGVO.

The data will be deleted as soon as it is no longer required to achieve the purpose for which it was collected and there are no statutory retention obligations to the contrary. The specific storage period of the processed data cannot be influenced by us, but is determined by LinkedIn.

### 4. objection options and data subject rights

LinkedIn members can also control the use of their personal data for advertising purposes in their account settings. If you are a LinkedIn member and do not want LinkedIn to collect data about you via our website and link it to your membership data stored on LinkedIn, you can log out of LinkedIn before visiting our website.

In addition, you can deactivate the cookies independently of a LinkedIn membership here: [Opt-Out](#).

In the context of joint responsibility with LinkedIn, you can exercise your data subject rights pursuant to Art. 15, 16, 17, 18, 20, 21 DSGVO with both LinkedIn and us. LinkedIn assumes the fulfilment of the obligations under the GDPR for the processing of Insights data, in particular the safeguarding of data subject rights. If you wish to make use of your data protection rights, please contact LinkedIn directly.

<https://www.rhenus.group/data-protection-policy/>

You can find more information on this in LinkedIn's privacy policy at:  
<https://www.linkedin.com/legal/privacy-policy>

Youtube (incl. Google Fonts)

We embed YouTube videos on some of our websites. The operator is YouTube, LLC, 901 Cherry Ave, San Bruno, CA 94066, USA, a subsidiary of Google Ireland Limited, Gordon House, Barrow Street, Dublin 4, Ireland (hereinafter referred to as "Google").

We use YouTube in extended data protection mode. According to YouTube, this mode means that YouTube does not store any information about website visitors before they watch the video. However, the disclosure of data to YouTube partners is not necessarily excluded by the extended data protection mode. Thus, YouTube establishes a connection to the Google DoubleClick network - regardless of whether you watch a video.

As soon as you start a YouTube video on our website, a connection to the YouTube servers is established. This tells the YouTube server which of our pages you have visited. If you are logged into your YouTube account, you enable YouTube to assign your surfing behaviour directly to your personal profile. You can prevent this by logging out of your YouTube account. Furthermore, YouTube can save various cookies on your end device after starting a video. With the help of these cookies, YouTube can obtain information about visitors to our website. This information is used, among other things, to collect video statistics, improve the user experience and prevent fraud attempts. Cookies remain on your device until you delete them. If necessary, further data processing processes may be triggered after the start of a YouTube video, over which we have no influence.

YouTube uses Google Fonts, which are provided by Google Ireland Limited, Gordon House, Barrow Street, Dublin 4, Ireland, for the uniform display of fonts. When you call up a page, your browser loads the required Google Fonts into your browser cache in order to display texts and fonts correctly. For this purpose, the browser you are using must connect to Google's servers. This informs Google that our website has been accessed via your IP address. Google Fonts are used in the interest of a uniform and appealing presentation of YouTube. These processing operations are only carried out after you have given your express consent in accordance with Art. 6 (1) lit. a DSGVO when you activate the YouTube video on our website. You can revoke your consent in the cookie settings at any time.

Further information on Google Fonts can be found at  
<https://developers.google.com/fonts/faq>.

For more information on the handling of user data, please visit <https://www.google.de/intl/de/policies/privacy>. Information on how to change your privacy settings at Google can be found at [https://privacy.google.com/take-control.html?categories\\_activeEI=sign-in](https://privacy.google.com/take-control.html?categories_activeEI=sign-in).

## Twitter

We are present in the social network Twitter. These functions are offered by the Twitter International Company, One Cumberland Place, Fenian Street, Dublin 2, D02 AX07 Ireland.

When you interact with our Twitter profile, we receive the following categories of personal information:

your username and other information you have posted on your profile;

when you follow or stop following our channel;

mark a post with "I like" or "I no longer like";

comment, retweet or respond to a post or comment.

You can prevent this by logging out of your Twitter account. The purpose for processing your personal data is our legitimate interest in exchanging information with our fans (Article 6 Para. 1 f) GDPR).

By using Twitter and the "Re-Tweet" function, the websites you visit are linked to your Twitter account and made known to other users. Data is also transferred to Twitter in the process. We would like to point out that we, as the provider of the sites, have no knowledge of the content of the transmitted data or its use by Twitter. For further information, please refer to the Twitter privacy policy at: <https://twitter.com/privacy>.

## Instagram fanpages

On our website, we use a link to our Instagram fan page. The joint data controller for the operation of our Instagram fanpages is Meta Platforms Ireland Limited, 4 Grand Canal Square, Dublin 2, Ireland (hereinafter "Meta"). The data protection officer can be contacted via the contact form or by post at the above address. Meta Platforms, Inc. is the American parent company of Meta Platforms Ireland Limited.

### 1. Purpose and legal basis for data processing

You can regularly access our social media fanpages on the internet at any time, regardless of whether you have created a user account on the corresponding platform yourself or not. If you are logged into your Instagram account, then Meta can assign this

to your Instagram account. In both cases, however, your data will be processed by the internet platforms of the social network.

Every time you call up the social media platform, your IP address is recorded and stored. Furthermore, a cookie is usually set on your page that stores your visit and other data about your visit to the social media platform. Please note that Rhenus has no influence on the collection of data and its further use by the social networks. Thus, there is no knowledge of the extent to which, where and for how long the data is stored, to what extent the networks comply with existing deletion obligations, what evaluations and links are made with the data and to whom the data is passed on. When calling up our Instagram fan pages, your data will be forwarded to the USA.

#### a) Analysis

There is a joint responsibility under Article 26 of the GDPR between us and Meta to be responsible for the processing of personal data in events for page insights ("Insights Data"), as well as for data such as comments, likes and the like. The joint responsibility includes the creation of these events and their aggregation into page insights, which are then made available to us. According to the requirement of Art. 26 DSGVO, an agreement for joint responsibility has been concluded. The agreement can be found here: [m.facebook.com/legal/terms/Privacy](https://m.facebook.com/legal/terms/Privacy).

We use "Insights" for Instagram to obtain a presentation of statistically processed data without personal reference. The statistical processing is generated and provided by Meta. As fan page operators, we have no influence on the generation and provision of this data. The data processing carried out by us is limited in scope. This allows us to determine the behaviour of our users and use it to optimise our posts. Through the "Insights" we can learn, for example, about the following static data: the views of the fan page, activity of its visitors, the reach of posts, views, as well as average duration of video playbacks, data on which country and which city our visitors come from, as well as statistics on the gender ratios of our visitors. The personal data processing associated with this takes place exclusively at Meta. In addition, personal data may be processed when visiting our fan page.

The legal basis for the storage of insights data on our part is the balancing of interests pursuant to Art. 6 para. 1 lit. f DSGVO, so that the fan page is optimised and designed attractively for visitors.

#### b) Contact requests and visitor activity

If you contact us through Instagram chat to inquire about our services or share your feedback, we process your personal data based on our legitimate interest in responding to your request pursuant to Art. 6(1)(f) DSGVO and, where applicable, Art. 6(1)(b) DSGVO if your request is aimed at concluding a contract.

As a rule, we receive the following data from you:

Name, first name,

gender;

age, place of residence (if they are public);

Information you provide to us in your message or comment;

If you have responded to our post and type of response, or you have shared or commented on it.

Followers: Number of people who follow Rhenus - including growth and development over a defined time frame.

Reach: Number of people who see a specific post. Number of interactions on a post.

Ad performance: How many people were reached and interacted with a post or paid ad.

The data is deleted as soon as it is no longer required to achieve the purpose for which it was collected and there are no legal obligations to retain it. For personal data from messages, this is the case when the respective conversation with the user has ended. The conversation is ended when the circumstances indicate that the matter in question has been conclusively clarified.

## 2. data subject rights

Within the scope of joint responsibility with Meta, you can exercise your data subject rights pursuant to Art. 15, 16, 17, 18, 20, 21 DSGVO both with Meta and with us. Meta assumes the fulfilment of the obligations under the GDPR for the processing of Insights data, in particular the safeguarding of data subject rights. If you wish to make use of your data subject rights, please contact Meta directly. If you do not want Meta to be able to assign your visit to our pages to your Instagram user account, please log out of your user account.

For more information on the scope and processing of your personal data, please refer to Instagram's data policy and terms of use.

## Privacy Policy for TikTok Business Account

We operate a TikTok company account using the technical platform and services of TikTok Technology Limited, 10 Earlsfort Terrace, Dublin, D02 T380, Ireland (hereinafter: "TikTok").

### 1. Controller and Data Protection Officer

The controller for the processing of your personal data described below in accordance with Art. 4 No. 7 GDPR is:

Rhenus SE & Co. KG

Rhenus-Platz 1

59439 Holzwickede

E-Mail: info[at]rhenus.com

Insofar as TikTok processes personal data when visiting the information service (e.g. your IP address and other information stored on your device, e.g. in the form of cookies), TikTok is the sole controller under data protection law (see section 4 below).

In addition, there is joint responsibility for the use of the TikTok analytics functions within the meaning of Art. 26 GDPR (see section 5 below).

You can reach our data protection officer by e-mail to dataprotection[at]rhenus.com or by post at the above address of the controller with the addition "To the data protection officer".

## 2. Purpose and legal basis for data processing

We operate a TikTok-company account to provide information about our company, represent our company culture, and communicate career opportunities and open positions.

Personal data is processed for the purpose of presenting the company, providing information about the corporate culture and everyday working life, and strengthening the employer brand (employer branding). In addition, the TikTokAccount is used to provide information about career opportunities and vacancies, especially for student activities, internships and entry-level positions, as well as to communicate with interested users via the interaction functions provided by TikTok. In addition, aggregated statistics and reach data are used to analyze the effectiveness of the published content and to further develop corporate communications in a targeted manner.

The processing is carried out on the basis of Art. 6 (1) (f) GDPR, as the company has a legitimate interest in up-to-date public relations, corporate presentation and personnel recruitment. If employees are depicted in image or video formats, the processing is carried out on the basis of voluntarily given consent in accordance with Art. 6 (1) (a) GDPR. If inquiries are made via the TikTok account in connection with a possible

employment relationship, the processing is also carried out on the basis of Art. 6 (1) (b) GDPR within the framework of pre-contractual measures.

### 3. Contact requests and visitor activity

If you comment, share or otherwise react to one of the posts on TikTok, we process personal data. This includes your TikTok user data (in particular display name, username, profile picture), the content of the comments you have made and the related metadata (in particular the date on which you posted the respective comment). If you also follow our account on TikTok, we also process this information.

If you contact us via TikTok chat to find out more about our services or To share your feedback, we process your personal data on the basis of our legitimate interest in answering your request in accordance with Art. 6 (1) (f) GDPR and, if applicable, Art. 6 (1) (b) GDPR, if your request is aimed at concluding a contract (e.g. on employment).

As a rule, we receive the following data from you:

Last name, first name,

gender;

age, place of residence (if they are public);

information that you provide to us in your message or comment;

If you have reacted to our post and type of reaction, or you have shared or commented on it.

Followers: Number of people who follow Rhenus - including growth and development over a defined time frame.

Reach: Number of people who see a specific post. Number of interactions on a post.

Ad performance: How many people were reached and engaged with a post or paid ad?

The data will be deleted as soon as it is no longer required to achieve the purpose for which it was collected and there are no statutory retention obligations to the contrary. For personal data from messages, this is the case when the respective conversation with the user has ended. The conversation is terminated when it can be inferred from the circumstances that the relevant facts have been conclusively clarified.

In addition, we may store the above data if and for as long as this is necessary for legal proceedings or to fulfil retention obligations.

#### 4. Processing of personal data by TikTok

You can access our social media fan pages regularly on the Internet at any time, regardless of whether you have created a user account on the respective platform yourself or not. If you are logged into your TikTok account, TikTok can assign this to your TikTok account. In both cases, however, your data will be processed by the social network's internet platforms.

When you visit this information service, TikTok collects, among other things: Your IP address and other information that is available on your device, for example in the form of cookies. The data collected about you in this context will be processed by TikTok and, if necessary, transferred to countries outside the European Economic Area. TikTok is the sole controller of this data processing under data protection law.

TikTok describes more detailed information on data processing by TikTok in its privacy policy. There you will also find information about contact options for TikTok, how you can assert your rights against TikTok and links to, among other things, TikTok's cookie policy. The privacy policy and further information are available at the following link: <https://www.tiktok.com/legal/page/eea/privacy-policy/en> .

In its cookie policy, TikTok explains how it uses and uses cookies. TikTok uses cookies for both registered and unregistered users. The German Federal Office for Information Security (BSI) provides information on how to limit cookies on your device: [https://www.bsi.bund.de/DE/Themen/Verbraucherinnen-und-Verbraucher/Informationen-und-Empfehlungen/Cyber-Sicherheitsempfehlungen/Updates-Browser-Open-Source-Software/Der-Browser/JavaScript-Cookies-Fingerprints/javascript-cookies-fingerprints\\_node.html](https://www.bsi.bund.de/DE/Themen/Verbraucherinnen-und-Verbraucher/Informationen-und-Empfehlungen/Cyber-Sicherheitsempfehlungen/Updates-Browser-Open-Source-Software/Der-Browser/JavaScript-Cookies-Fingerprints/javascript-cookies-fingerprints_node.html).

For information on how to manage your privacy settings on TikTok or delete your account, please visit the following TikTok support pages: <https://support.tiktok.com/en/account-and-privacy>.

According to TikTok, it stores data for as long as it is necessary to provide the platform and for the other purposes mentioned in TikTok's privacy policy. According to TikTok, it also retains the data if it is necessary to comply with contractual and legal obligations, if TikTok has a legitimate business interest in doing so, and for the assertion or defense of legal claims.

#### 5. TikTok Analytics Features

For our TikTok page, we receive evaluations, so-called "page insights", via TikTok's "TikTok Analytics" function, which enable us to analyze reach and interaction, but not to identify individual users. This is aggregated anonymous data (reports) that tells us how people interact with our page. Page insights may be based on personal data collected in connection with a visit or interaction on our TikTok page. They include aggregated usage statistics with, for example, the following information, see in detail here:

Reach: Number and development of people who view a certain content, post, ad, etc.;  
Number and development of interactions (likes, shares, etc.) of users with a certain content, post; from this, it can be deduced, for example, which content or posts are better received than others.

Followers: Number and development of people who follow our page over a certain period of time

TikTok compiles the statistics on the basis of usage data, to which we have no access. We use the statistical information to learn what content is well received by our users and what interests our users have. This allows us to adapt the offers and posts on our site to the needs of our users and to continuously improve our page in a way that is tailored to the target group.

We cannot assign the statistical usage data to a specific profile or user or draw other conclusions about an individual user. You can use your TikTok settings to decide in which form targeted advertising is displayed to you. Under Advertising Settings, you can adjust your advertising preferences independently in your user account.

There is joint responsibility for the processing of Page Insights data in accordance with Art. 26 GDPR between us and TikTok, as TikTok also collects personal data about user interactions with our company account. According to the requirement of Art. 26 GDPR, an agreement for joint responsibility has been concluded. The agreement can be found here: TikTok Analytics Joint Controller Addendum

The legal basis for the storage of the insights data on our part is the balancing of interests in accordance with Art. 6 para. 1 lit. f GDPR, so that the fan page is optimized and designed to be attractive for visitors.

## 6. Data recipients and transfers to third countries

TikTok transmits some of the information collected to partners or group companies in unsafe third countries. TikTok bases the transfer on the EU Commission's standard contractual clauses to ensure an adequate level of data protection. TikTok undertakes to comply with the European level of data protection through the standard contractual clauses, even if the data is processed in unsafe third countries.

## 7. Rights of data subjects

You have the right to request information about the data stored about you (Art. 15 GDPR). In addition, you can request the correction or deletion of your data (Art. 16, 17 GDPR). You may have a right to restriction of the processing of your data as well as a right to the release of the data you have provided in a structured, commonly used and machine-readable format, provided that this does not impair the rights and freedoms of other persons (Art. 18, 20 GDPR). In addition, you also have the option of contacting a data protection supervisory authority with a complaint, Art. 77 GDPR.

If you have given us consent to the processing of your personal data, you can revoke this consent at any time. This does not affect the lawfulness of the processing carried out on the basis of the consent before its withdrawal.

You have the right to object at any time, on grounds relating to your particular situation, to the processing of personal data concerning you that is carried out on the basis of Art. 6 (1) (e) or (f) GDPR; this also applies to profiling based on these provisions. In this case, we will no longer process your data. The latter does not apply if we can demonstrate compelling legitimate grounds for the processing that outweigh your interests or we need your data to assert, exercise or defend legal claims

To exercise these rights, please contact the above-mentioned responsible body or data protection officer.

As part of the joint responsibility with TikTok (regarding TikTok analytics functions), you can assert your rights as a data subject in accordance with Art. 15, 16, 17, 18, 20, 21 GDPR both with TikTok and with us. Since only TikTok has direct access to user data, it is recommended to contact TikTok directly for data protection requests. In cases where TikTok is responsible for data processing (see under 4.), please contact TikTok directly to assert your rights as a data subject. For more information on the scope and processing of your personal data, please refer to TikTok's Data Policy and Terms of Service .

Xing and Kununu

a) Xing

Rhenus maintains a profile on the social network XING, which is operated by XING SE, Dammtorstraße 30, 20354 Hamburg, Germany. We have no knowledge of the content of the transmitted data or its use by XING.

We may learn the following categories of data when you interact with our site:

first and last name

gender

email addresses

phone numbers

job title and company

place: City and country

information that you send us in your message

if you like our contributions or if you have commented or shared them.

To prevent XING from collecting the above-mentioned data, please log out of XING. We process your personal data on the basis of our legitimate interest in responding to your request in accordance with Article 6 Para. 1 f) GDPR and, if applicable, Article 6 Para. 1 b) GDPR, provided that your request is aimed at concluding a contract.

For the purpose and scope of data collection and the further processing and use of data by XING, as well as your rights in this regard and setting options for protecting your privacy, please refer to the XING data protection information <https://www.xing.com/privacy>.

#### b) Kununu

We run a profile at kununu. kununu is an application of the XING service. This site is managed by Kununu (kununu GmbH represented by XING SE, Dammtorstraße 30, 20354 Hamburg, Germany). The current data protection information for XING and its application kununu can be found at <https://www.kununu.com/de/info/datenschutz>.

#### Google Maps (incl. Google Fonts)

Our website uses Google Maps to visually display geographical information. The provider is Google Ireland Limited, Gordon House, Barrow Street, Dublin 4, Ireland (hereinafter: "Google"). By integrating Google Maps, a direct connection is established between Google's servers and your browser. This enables Google Maps to be displayed. By integrating and using Google Maps, your IP address as well as information on the use of the maps is transmitted to Google. In addition, Google processes the search terms you enter on the Google Maps map as well as your current location, provided you have

granted your express consent via the Google Maps application. Moreover, Google Maps embeds Google Fonts. These are fonts from Google. To display Google Fonts on the Google Maps map, a connection is also established from your browser to the Google server. Your IP address is transmitted to Google in this process.

The legal basis for processing of the personal data is your consent according to Article 6 para. 1 lit. a) GDPR. You can revoke your consent for the future at any time by deselecting the corresponding category in the cookie banner. You can find the "Cookie settings" at the bottom of the footer on this website.

For detailed information on data processing by Google refer to Google's privacy policy: <http://www.google.com/privacypolicy.html>. The additional Terms of Use for Google Maps/Google Earth also apply.

## Cloudflare

### 1. Description and scope of managing the data

Our pages use features of Cloudflare. Provider is Cloudflare, Inc., 101 Townsend St, San Francisco, CA 94107, USA. CloudFlare offers a worldwide distributed content delivery network with DNS. We have concluded a corresponding agreement with Cloudflare based on the GDPR for order processing as well as EU standard contract clauses.

A Content Delivery Network (CDN), as provided by Cloudflare, is nothing more than a network of servers connected via the Internet. Cloudflare has distributed such servers around the world to bring web pages to your screen faster. Cloudflare makes copies of our website and places them on their own servers. When you visit our website, you will automatically be connected to Cloudflare's nearby servers which deliver the data. This way the loading time is significantly reduced.

We process your data when you access or use our domains, networks, websites, application programming interfaces and applications, or if you are authorized Cloudflare users for teams, such as our employees, agents or contractors. The information processed may include, but is not limited to, IP addresses, system configuration information and other information about traffic to and from our websites, devices, applications and/or networks (collectively, "Log Information").

In addition, Cloudflare stores server and network activity data, as well as observations and analysis collected by Cloudflare in the course of providing the Services (collectively, "Operational Metrics"). Examples of Operational Metrics include service availability and service availability metrics, request volumes, failure rates, cache rates, and IP threat

assessments. Cloudflare uses and processes end-user log data to fulfill its obligations under our agreement.

## 2. The purpose and legal basis of data processing

We use Cloudflare to increase the speed of our website while reducing latency and thus improving/optimizing the user experience. The data processing is based on our legitimate interest (Article 6 Para. 1 f) of the GDPR).

## 3. The length of time that data is stored

In general, Cloudflare stores user-level data for domains in the Free, Pro and Business versions for less than 24 hours. For Enterprise domains that have Cloudflare Logs (formerly Enterprise LogShare or ELS) enabled, data can be stored for up to 7 days. However, if IP addresses trigger security alerts during Cloudflare, exceptions to the above retention period may occur.

For more details on Cloudflare's privacy policy, please see the following link:

<https://www.cloudflare.com/de-de/privacypolicy/>

## Sprout social

Functions of the Sprout Social service are integrated within our website. These functions are offered by Sprout Social, Inc, 131 S. Dearborn St., Ste. 700, Chicago, IL 60603, USA. This is a tool for evaluating social media activities, which displays messages and posts from our social media pages for the benefit of clarity, effectiveness and response. Accordingly, the legal basis is Art. 6 para. 1 lit. f) DSGVO. Only data is collected that you send to our social media site through your messages or posts and are also directly visible to us on our social media site, as well as data that is collected by the operator of the social media platform. You can find out what these are from the respective operator's data protection information.

## Applications by using WhatsApp functionality

### 1. Name and address of the responsible person:

The responsible entity with regards to compliance to the General Data Protection Regulation and other national data protection laws of the member states as well as other data protection regulations is:

Rhenus Assets & Services GmbH & Co. KG

Service Center Human Resources

Rhenus-Platz 1

59439 Holzwickede

Phone: +49 (0)2301 29-0

E-mail: [recruiting@rhenus.com](mailto:recruiting@rhenus.com)

## 2. Purpose and legal basis of data processing:

This job advertisement offers the option of using the messenger WhatsApp for application purposes, in order to facilitate the establishment of contact. When using the WhatsApp application functionality ("service"), communication takes place via online chat. We process all data that you provide to us within this chat. The use of the service is voluntary. Alternatively, you can also submit your application in the traditional way (by post or e-mail) or via our online job board <https://www.rhenus.group/career/>.

How is the communication carried out in detail:

Only when you agree to the applicable terms of use for the service as well as to our privacy policy by responding with "Yes", you can start the online chat and submit data to us. You then start entering personal data. Up to this point, no data will be exchanged via WhatsApp, apart from technical data. If you do not agree or do not continue the communication, the contact details or your mobile number will be deleted within 24 hours after the last message. You can also end the communication independently at any time; even then, the data will be deleted within the before mentioned period.

Insofar as you use the service, the legal basis for the communication and the associated processing of your data is your consent, which can be revoked at any time with effect for the future (Art. 6 Para. 1 a GDPR in conjunction with Section 26 BDSG for the application process). By this the lawfulness of the data processing is not affected until the revocation. Please address the revocation to the contact specified in our privacy policy.

Recipients of the data:

The service called PitchYou is provided to us by an IT service provider (PitchYou GmbH), which processes your data for us as a data processor. You can find more information here: <https://www.pitchyou.de/datenschutz>. WhatsApp's data protection information, for

example on their processing or on exercising your data protection rights against WhatsApp, can be found here:  
<https://www.whatsapp.com/legal/privacy-policy-eea?lang=en>.

We would also like to point out that data processing by WhatsApp is associated with security risks; WhatsApp may access your private contacts. The USA is currently assessed as a country with an insufficient level of data protection according to EU standards. In particular, there is a risk that your data may be processed by US authorities for control and monitoring purposes without you being informed about this data processing and without you having the possibility to appeal against this data processing by the US authorities.

### 3. Storage period:

After completion of the WhatsApp application process, applicant data is transferred via an interface to the third-party system Workday and deleted immediately after transmission by PitchYou. Further processing and deletion will then take place exclusively in the third-party system and the following deletion periods apply: All application documents will be archived for a further 90 days and then automatically and completely deleted. Exception: Applications that are included in the applicant pool. These will only be deleted after 180 days, unless the candidate agrees otherwise with the responsible recruiter.

### 4. The rights of data subject:

For your rights as data subject, please refer to our privacy policy under point "The rights of data subject".

### 5. Right to complain to the supervisory authority:

Regardless of any other administrative or judicial remedy, you have the right to file a complaint with a supervisory authority, in particular in the EU member state of your residence, your place of work or the place of the alleged infringement, if you are of the opinion that the processing of personal data related to yourself infringes the GDPR.

### Change to the applicant management system

From November 1, 2024, we will introduce a new applicant management system in the Rhenus Group, which will gradually replace the applicant management systems already in use in the Rhenus Group. If the existing applicant management system is replaced

before the application process is completed, active candidates and their application history will be transferred to the new system.

The new applicant management system will be operated by a contractor as part of a contract agreement in accordance with Art. 28 GDPR. We use the tool Workday, a service of Workday Limited, The King's Building, May Lane, Dublin 7, Ireland. Your personal data is stored by this processor on a server in Germany. The Workday tool offers us the opportunity to improve the candidate experience in the application process and to speed up the recruitment process. In comparison to the system previously used, the Workday product offers candidates the opportunity to create a candidate account. This account can be used to view the status of applications and tasks to be completed. The account is not mandatory and is not automatically created for transferred candidates.

The transfer of data for active candidates will take place automatically from 01.11.2024. Until then, you can continue to apply via our career portal. If you do not agree with this procedure, you can object at any time.

#### Applicant management system Workday

The Rhenus Group takes the protection of your personal data very seriously. We would, therefore, like to let you know about the details of our Privacy Policy which we always adhere to during an application process.

#### What information is recorded?

You can apply for advertised positions or submit a speculative application via our careers page.

The following categories of your personal data may be processed:

Contact details: First and last name, title if applicable, address data, date of birth, language, e-mail address and telephone number (including mobile number);

Information on motivation questions, desired place of work;

Application documents: all data provided as part of the application process, in particular data from the cover letter, CV, certificates submitted or completed applicant questionnaires;

Data from job interviews and tests: All personal data that may have been provided during a job interview or as part of a test in the application process.

If you send us your application documents in person or by post, we will first digitize them and then also record them in our applicant management system. We will return the original documents to you immediately.

You can update or correct your documents at any time. To do so, contact the contact person for the respective job posting or contact us at [workday@rhenus.com](mailto:workday@rhenus.com) so we can forward your request to the appropriate department.

What is the personal data collected used for?

We process the data transmitted by you for the purpose of carrying out the application procedure. The processing of your personal data to carry out the application procedure is based on Art. 6 para. 1 lit. b GDPR in conjunction with § 26 para. 1 sentence 1 BDSG.

Furthermore, we may be subject to legal obligations in accordance with Art. 6 para. 1 lit. a GDPR and process data to protect our legitimate interests in accordance with Art. 6 para. 1 lit. f GDPR, for example to assert and defend claims and optimize applicant management.

If you have also given us your consent, e.g. for the applicant pool, we process this data based on Art. 6 para. 1 lit. a GDPR. You can revoke your consent at any time with effect for the future by contacting us as described above.

In the case of an application from a severely disabled person, we are also obliged under Section 164 of the German Social Security Code (SGB) IX to inform the representative body for severely disabled persons immediately after receiving the application. The representative body for severely disabled persons may inspect all necessary documents.

How do we guarantee the security of your data?

Your application documents and the personal data contained therein will be used exclusively for the respective application process and the associated company of the Rhenus Group for decision-making in the application process. All persons who need access to your personal data for the stated purposes and who are directly involved in the application process (HR departments, specialist departments, works councils) have access to your personal data.

The applicant management system is operated by a contractor as part of a contract agreement in accordance with Art. 28 GDPR. We use the tool Workday, a service of Workday Limited, The King's Building, May Lane, Dublin 7, Ireland ("Workday"). Your personal data is stored by this processor on a server in Germany. When your data is transferred to the Rhenus Group, it is automatically encrypted (SSL encryption). The precautions for data security always correspond to the current state of the art.

How long do we store your data?

After completion of the application process, your documents will be archived for 6 months and then automatically and completely deleted. You will receive confirmation of this by e-mail.

What does inclusion in the applicant pool mean?

Inclusion in the Rhenus Group applicant pool is voluntary and is by separate invitation. If you decide to join our applicant pool, your personal data may be viewed by the decision-makers of the Rhenus Group for the purpose of possible job placements. Your data will not be passed on to third parties outside the Rhenus Group.

The retention period in the applicant pool is initially 180 days. After that, you will receive an e-mail from us with an extension option. If you do not confirm this within 14 days, your data will be duly deleted.

If you would like to be removed from the applicant pool early, please send us a brief email to [workday@rhenus.com](mailto:workday@rhenus.com). We will then delete your data immediately.

What happens with parallel application procedures in the Rhenus Group?

If you have applied for several positions within the Rhenus Group at the same time, the departments in which you are taking part in the application process will become aware of this.

The same applies if you apply for another position in the Rhenus Group after a rejection within the 6-month retention period for your documents.

Selection for forwarding your data in the application form

When you apply, you can decide whether or not your data may be passed on to other Rhenus companies.

As a global company, we offer exciting job opportunities in various countries and business areas. With your consent, we will be happy to check whether your profile is also suitable for other job advertisements!

You have the following options to choose from:

If you select “national within the business unit”, your application may only be shared with employees in recruiting within the country and business unit in which the advertised position is located or which you selected in your unsolicited application.

If you select “national within the Rhenus Group”, your application may only be shared with employees of the Rhenus Group in recruiting within the country in which the advertised position is located or which you have indicated as your preferred country in an unsolicited application.

If you select “international within the business unit”, your application may be shared internationally with employees in recruiting within the business unit in which the advertised position is located or which you selected in your unsolicited application.

If you select “International within the Rhenus Group”, your application may be shared within the recruiting departments of the entire Rhenus Group.

If you select “None of the specified options”, your application will only be considered in the context of the vacancy for which you have applied.

You have the right to withdraw your consent at any time with effect for the future without giving reasons. The data will be deleted upon receipt of the declaration of revocation. The effectiveness of the data processing carried out prior to the withdrawal of consent remains unaffected.

Your rights as a data subject

Right of access by the data subject (Art. 15 DSGVO)

You have the right to request confirmation as to whether personal data concerning you is being processed; if this is the case, you have a right to information about this personal data and to the information listed in detail in Art. 15 GDPR.

#### Right to rectification (Art. 16 GDPR)

You have the right to obtain without undue delay the rectification of inaccurate personal data concerning you and, where applicable, to have incomplete personal data completed.

#### Right to erasure (Art. 17 GDPR)

You have the right to demand that personal data concerning you be deleted immediately if one of the reasons listed in Art. 17 GDPR applies.

#### Right to restriction of processing (Art. 18 GDPR)

You have the right to request the restriction of processing if one of the conditions listed in Art. 18 GDPR is met, e.g. if you have objected to the processing, for the duration of the examination by the controller.

#### Right to data portability (Art. 20 GDPR)

In certain cases, which are listed in detail in Art. 20 GDPR, you have the right to receive the personal data concerning you in a structured, commonly used and machine-readable format or to request the transmission of this data to a third party.

#### Right to object (Art. 21 GDPR)

If data is collected on the basis of Art. 6 para. 1 sentence 1 lit. f GDPR (data processing to protect legitimate interests) or on the basis of Art. 6 para. 1 sentence 1 lit. e GDPR (data processing to protect the public interest or in the exercise of official authority), you have the right to object to the processing at any time for reasons arising from your particular situation. We will then no longer process the personal data unless there are demonstrably 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 withdraw consent (Art. 7 GDPR)

If the processing of data is based on your consent, you are entitled to withdraw your consent to the use of your personal data at any time in accordance with Art. 7 para. 3 GDPR. Please note that the revocation only takes effect for the future. Processing that took place before the revocation is not affected.

#### Right to lodge a complaint with a supervisory authority (Art. 77 GDPR)

In accordance with Art. 77 GDPR, you have the right to lodge a complaint with a supervisory authority if you believe that the processing of data concerning you violates data protection regulations. The right to lodge a complaint can be exercised in particular with a supervisory authority in the Member State of your habitual residence, place of work or place of the alleged infringement.

#### Contact after career fairs

As part of a career fair campaign, we offer you the opportunity to leave your contact details (name and e-mail address) via a contact form. The provision of your data is voluntary. However, we cannot contact you without your consent.

We use this information to contact you by email after a career fair, thank you for visiting and provide you with a link to our careers website. There you can find suitable job offers and apply directly. After about 3 months, you will receive a reminder if you have not applied by then. In addition, we use the data for an internal performance measurement to be able to understand whether interested parties have applied and, if so, been hired. The clicks on the link are counted anonymously, and no personal data is stored.

The processing is carried out on the basis of your consent in accordance with Art. 6 (1) (a) GDPR. You can revoke your consent at any time with effect for the future.

Your data will be processed within our company. For the technical implementation, we use Workday, a service of Workday Limited, The King's Building, May Lane, Dublin 7, Ireland, and Short.io, a service of Short.cm Inc., 2093 Philadelphia Pike 1366, Claymont, Delaware 19703, USA. There are order processing agreements with both service providers. When using Short.io, data is transferred to the USA, secured by EU standard contractual clauses. The click measurement is anonymous, without personal evaluation.

Your data will be stored for a maximum of 6 months after the last contact and then deleted, unless there is a legal retention obligation.

You have the right to information, correction, deletion, restriction of processing, data portability, as well as to revoke your consent and to lodge a complaint with a data protection supervisory authority. The contact details of the responsible body and the data protection officer can be found at the beginning of the privacy policy.

Your consent will be sought in connection with any photographs or video recordings in which you participate. In the following sections, we explain in detail how your personal data is processed in this context.

#### Data controller and data protection officer

The Rhenus company named in the consent form provided to you is always responsible for the processing of your photographs and video recordings.

If you have any questions regarding data protection, please contact [dataprotection\[at\]rhenus.com](mailto:dataprotection[at]rhenus.com) directly or the relevant Rhenus company.

#### Purposes of processing

Your photographs and video recordings will be processed exclusively for the purposes to which you have expressly consented. This includes, in particular, use for internal communication purposes such as the intranet, for public company websites, for the Rhenus Group's social media channels such as Instagram, LinkedIn or YouTube, as well as for various marketing and communication materials. In addition, the recordings may be used for reporting on internal or external events and for documenting the specific purpose of the respective shoot.

#### Legal basis

The processing of your image and video recordings is carried out exclusively on the basis of your consent in accordance with Article 6(1)(a) of the GDPR and Section 22 of the German Artists' Rights Act (KUG).

#### Categories of personal data

Only personal data directly related to the photo or video recordings will be processed. This includes, in particular, image and video recordings of you, any accompanying audio

recordings, and contextual information such as the location, occasion or time of the recording. In addition, technical metadata generated automatically by the recording technology may be processed, e.g. file information or timestamps.

#### Recipients of your data

Your personal data may be disclosed within the responsible Rhenus company and to its affiliated companies within the meaning of Section 15 of the German Stock Corporation Act (AktG). Furthermore, your data may be passed on to internal departments such as Marketing or Communications and to external service providers commissioned, for example, for photo or video productions, the provision of technical platforms or the publication of content. If your recordings are published on social media platforms, they will also be processed independently by the respective platform operators, whose sphere of influence lies outside the control of the Rhenus Group.

#### Transfer to third countries

As the Rhenus Group operates worldwide, it may be necessary within the framework of internal group processes for your photographs and video recordings to be transferred to Rhenus companies located in countries outside the European Union or the European Economic Area . In such cases, the transfer takes place exclusively for the purposes to which you have consented and in compliance with the applicable legal requirements.

Furthermore, when content is published on social media platforms, your personal data may be transferred by the respective platform operators to third countries and processed there, in particular in the USA. This processing is carried out in accordance with the terms of use and privacy policies of the respective providers, over which the Rhenus Group has only limited influence.

#### Retention period

Your images and video recordings will be stored and used for as long as your consent remains valid or the purpose for which the recordings were made continues to exist. As soon as you withdraw your consent or the purpose for which the data is used ceases to apply, the recordings will no longer be used and – insofar as this is technically possible and reasonable – will be deleted or removed from publicly accessible areas.

#### Your rights as a data subject

As a data subject, you have the following rights under the GDPR:

#### Right of access (Art. 15 GDPR)

You have the right to request information about which personal data is stored about you, for what purpose it is processed, from which recipients it has been received or to whom it is disclosed, and for how long it is stored.

#### Right to rectification (Art. 16 GDPR)

You may request the immediate rectification of inaccurate personal data or the completion of incomplete personal data.

#### Right to erasure ('right to be forgotten') (Art. 17 GDPR)

Under certain conditions, you may request the erasure of your personal data, e.g. if it is no longer necessary for the purposes for which it was collected or if you have withdrawn your consent.

#### Google AdServices und Google AdWords Conversion

This website uses functions of the service "Google Ads" (formerly Google AdWords), a service of Google Ireland Limited, Google Building Gordon House, Barrow St, Dublin 4, Ireland (hereinafter referred to as "Google"). Google Ads enables us to draw attention to our attractive offers with the help of advertising media on external websites. This enables us to determine how successful individual advertising measures are. These advertising media are delivered by Google via so-called "AdServers". For this purpose, we use so-called AdServer cookies, which can be used to measure certain parameters for measuring success, such as display of the ads or clicks by users. If you access our website via a Google ad, Google Ads will store a cookie on your PC.

These cookies usually lose their validity after 30 days. They are not intended to identify you personally. The following information is usually stored as analysis values for this cookie: unique cookie ID, number of ad impressions per placement (frequency), last impression (relevant for post-view conversions), opt-out information (marking that the user no longer wishes to be addressed). These cookies allow Google to recognize your web browser. If a user visits certain pages of an Ads customer's website and the cookie stored on their computer has not yet expired, Google and the customer can recognize that the user clicked on the ad and was redirected to that page. A different cookie is assigned to each Ads customer. Cookies can therefore not be tracked across Ads

customers' websites. We ourselves do not collect and process any personal data in the aforementioned advertising measures. We only receive statistical evaluations from Google. Based on these evaluations, we can see which of the advertising measures used are particularly effective. We do not receive any further data from the use of the advertising tools; in particular, we cannot identify users on the basis of this information. Due to the marketing tools used, your browser automatically establishes a direct connection with Google's server. We have no influence on the scope and further use of the data collected by Google through the use of Google Ads. According to our knowledge, Google receives the information that you have called up the relevant part of our website or clicked on an ad from us. If you have a user account with Google and are registered, Google can assign the visit to your user account. Even if you are not registered with Google or have not logged in, there is the possibility that Google learns your IP address and stores it.

The legal basis for the processing is your consent pursuant to Art. 6 (1) lit. a GDPR. If you do not want Google Ads to collect and process the aforementioned data, you can refuse your consent or revoke it at any time with effect for the future.

In the context of processing by Google Ads, data may be transmitted to the USA. The following recipients may be, among others, Google LLC. and Alphabet Inc. The security of the transmission is secured via so-called standard contractual clauses, which ensure that the processing of personal data is subject to a level of security that corresponds to that of the GDPR.

For more information about data processing by Google, please refer to Google's privacy policy: <https://policies.google.com/privacy?hl=en>.

### Google Tag Manager

This website uses features of the service Google Tag Manager. Google Tag Manager is a tag management system that allows us to centrally integrate and manage website tags via a user interface. Tags are small code snippets that are used to track activities. Script codes from other tools are integrated through Google Tag Manager. The Tag Manager allows us to control when a specific tag is triggered. We have entered into a data processing agreement with Google.

### Purpose of Processing

The purpose of data processing is the simplified integration and management of website tags and tracking codes for analyzing user interactions.

## Legal Basis for Processing

Article 6(1)(a) GDPR in conjunction with Section 25(1) TDDDG (consent). You may withdraw your consent at any time.

## Data Collected

Your IP address, browser and device information, as well as information about your interaction with the website. Google Tag Manager itself does not set cookies but may trigger other services that set cookies.

## Data Recipients

For the European Economic Area, Google Ireland Limited (Gordon House, Barrow Street, Dublin 4, Ireland) is responsible for all Google services.

Further information about Google Tag Manager's privacy practices can be found at: <https://policies.google.com/privacy>

Information about cookies used can be found at: <https://policies.google.com/technologies/cookies>

You can prevent the processing of your data by clicking the following link: <https://tools.google.com/dlpage/gaoptout>

Data recipients may include:

Google Ireland Limited, Gordon House, Barrow Street, Dublin 4, Ireland (as a data processor pursuant to Article 28 GDPR);

Google LLC, 1600 Amphitheatre Parkway, Mountain View, CA 94043, USA;

Alphabet Inc., 1600 Amphitheatre Parkway, Mountain View, CA 94043, USA.

## Place of Processing and Third-Country Transfers

European Union. Since Google's servers are distributed worldwide and a transfer to third countries cannot be completely ruled out, we have concluded the EU Standard

Contractual Clauses with the provider. For the United States, the European Commission adopted an adequacy decision on July 10, 2023. Google LLC is certified under the EU-U.S. Data Privacy Framework.

#### Data Retention Period

The data will be deleted as soon as it is no longer required for the purposes of processing. The retention period corresponds to the time during which the collected data is stored for the processing purposes. Data must be deleted once it is no longer necessary for the stated processing purposes

#### Google Marketing Platform

This website uses functions of Google Marketing Platform. The provider is Google Ireland Limited ("Google"), Gordon House, Barrow Street, Dublin 4, Ireland.

Google Marketing Platform is used to show you interest-based ads across the Google advertising network. In order to be able to show users interest-based advertising, Google Marketing Platform must recognize the respective viewer and be able to assign the websites they have visited, clicks and other information on user behavior to them. For this purpose, Google Marketing Platform uses cookies or comparable recognition technologies (e.g. device fingerprinting). Google Marketing Platform uses a special cookie script. This draws among other things on:

the number of page views,  
the surfing behavior of users on the site,  
the IP address of the user,  
previously visited pages and  
for searching for used keywords.

The information collected is combined into a pseudonymous user profile in order to display interest-based advertising to the user concerned. If you have a Google account, the search engine associates the data obtained with the information available in the Google account.

As part of processing by Google, data may be transmitted to the USA. The following recipients may include Google LLC. and Alphabet Inc. The level of data protection in the USA is currently not equivalent to that in the EU. This is due in particular to far-reaching official access rights to personal data processed by companies and insufficient legal protection options for data subjects. The security of the transmission is secured by

so-called standard contractual clauses, which ensure that the processing of personal data is subject to a security level that corresponds to that of the GDPR.

Processing takes place exclusively on the basis of Article 6 (1) (b) GDPR. 6 paragraph 1 lit. a GDPR. You can revoke your consent at any time with effect for the future. For more information on how to object to the ads displayed by Google, please see <https://policies.google.com/technologies/ads?hl=en>.

#### Usercentrics cookie management platform

We use the cookie management platform Usercentrics on our website to obtain your consent for cookies and services requiring consent and to document these in compliance with data protection regulations. The provider is Usercentrics GmbH (hereinafter "Usercentrics"), Sendlinger Str. 7, 80331 Munich, Germany.

By integrating a JavaScript code, a banner is displayed to users when they access the page, giving them the option of granting or rejecting their consent for individual purposes or individual functions of our website. The tool blocks the setting of all cookies or services requiring consent until the respective user grants the corresponding consent. This ensures that cookies requiring consent are only set on the user's device or services requiring consent are only used if there is a legal basis for doing so.

The following personal data is processed:

#### Opt-in and opt-out data

Referrer URL

user agent

User settings

Consent ID

Time of consent

Type of consent

Template version

Banner language

IP address

Geographical location

Usercentrics is used to obtain the legally required consent for the use of cookies or services requiring consent. The legal basis is Art. 6 para. 1 lit. c GDPR.

We have concluded a data processing agreement with Usercentrics. This is an agreement required by data protection law, which ensures that Usercentrics processes the personal data of our website visitors only in accordance with our instructions and in compliance with the GDPR. The collected data is processed in the European Union.

The consent data (consent given and withdrawal of consent) is stored for one year and then deleted immediately. The statutory retention periods remain unaffected by this.

You can find more details about data processing by Usercentrics here: [How we protect your privacy | Usercentrics Privacy Policy](#).

#### Microsoft Advertising (formerly: Bing Ads)

This website uses the functions of the "Microsoft Advertising" service (formerly: Bing Ads). The provider is Microsoft Corporation, One Microsoft Way, Redmond, WA 98052-6399, USA (hereinafter "Microsoft"). Microsoft Advertising (hereinafter "MS Ads") enables us to draw the attention of as many people as possible to our products and services. For this purpose, a conversion tracking tag (Universal Event Tracking (UET)) is integrated on our website. This is used to learn more about user behavior when someone arrives at our website via Microsoft advertising. It allows us to learn which keyword or ad a user came to our website from, what they clicked on on that website, and how long they stay on our website. We can also see how many users have come to our website via the ads. However, we only process data and evaluations on web behavior here. At no time do we have the possibility to personally identify individual users.

Microsoft sets a cookie on your computer if you have accessed our website via a Microsoft Ads ad. MS Ads collects information about visitor behavior on various websites. As part of the use of MS Ads, the following data is collected and processed:

Employment metrics;

Number of visits;

Bounce rates;

Microsoft Click ID;

Digital Signature;

UET ID Tag;

URLs;

Referrer URL;

Page Titles;  
Conversions;  
Screen height;  
Screen width;  
Browser language setting;  
visit duration;  
Screen color depth;  
Page response times;  
Advertisements clicked on.

The use of MS Ads is based on your consent in accordance to Article 6 para. a GDPR. You can revoke your consent at any time with effect for the future under "Cookie preferences".

Microsoft uses the data to optimize its own advertising offer and other services. If you have a Microsoft account yourself, the collected data may be linked to your account. Thus, it may also be that Microsoft recognizes and stores your IP address. Microsoft stores your personal data as long as it is necessary for the provision of its own services or products or for legal purposes. When you search via Bing, Microsoft deletes your saved searches after 6 months by deleting your IP address. Cookie IDs are made unrecognizable after 18 months. In the context of processing via MS Ads, data may be transmitted to the USA. The security of the transmission is secured via so-called standard contractual clauses.

Further information can be found in the privacy policy:  
<https://privacy.microsoft.com/de-de/privacystatement>.

#### Microsoft Clarity

This website uses the functions of the "Microsoft Clarity" service. The provider is Microsoft Corporation, One Microsoft Way, Redmond, WA 98052-6399, USA (hereinafter referred to as "Microsoft"). Microsoft Clarity (hereinafter referred to as "MS Clarity") is a tool for analysing user behaviour on this website. In particular, Clarity records mouse movements and creates a graphical representation of which part of the website users scroll to most frequently (heat maps). Clarity can also record sessions so that we can view page usage in the form of videos. We also receive information about general user behaviour within our website. Recordings data is retained for 30 days. Any labeled or favorited sessions are retained for 13 months. Heatmaps data is retained for 13 months.

Microsoft places a cookie on your computer if you have reached our website via a Microsoft advertising advert. The following data is collected and processed as part of the use of MS Clarity:

IP address

Location

Browser information

Screen resolution

Language settings

Visited website/subpages

Date/time of access to the website

Clicks, scrolls, mouse movements

The use of MS Clarity is based on your consent in accordance with Art. 6 para. 1 lit. a GDPR and § 25 para. 1 TDDD. You can revoke your consent at any time with effect for the future under "Cookie preferences".

We would like to point out that Microsoft may transfer personal data to the USA. The European Commission adopted its adequacy decision for the USA on 10 July 2023. Microsoft Corporation is certified under the EU-US Privacy Framework. This certification confirms that the required data protection regulations and practices are complied with by the US company.

Microsoft uses the data to optimise its own advertising and other services. If you have a Microsoft account, the data collected can be linked to your account. Microsoft may also recognise and store your IP address. As part of processing via MS Clarity, data may be transferred to the USA. The security of the transfer is ensured by so-called standard contractual clauses.

Further information can be found in the privacy policy:  
<https://privacy.microsoft.com/en-us/privacystatement>.

#### Appointment booking with Microsoft Bookings

On our website, we use Microsoft Bookings (hereinafter "MS Bookings") to book online appointments. The provider is Microsoft Corporation (hereinafter "Microsoft"), One Microsoft Way, Redmond, WA 98052-6399, USA. MS Bookings includes a web-based booking calendar and integrates with Outlook to give customers the flexibility to book a time that works best for them. MS Bookings is a Microsoft 365 app, meaning all data is stored within the Microsoft 365 platform and Exchange.

On our website, you will see the available slots for an online appointment. You can select an appointment and book it by entering your data. You will then receive a confirmation email and a calendar invitation. Each Bookings calendar is a mailbox in Exchange Online. Storage and retrieval of the files is done via Exchange. Booked appointments are conducted virtually via Microsoft Teams (hereinafter "MS Teams"). Each appointment that is booked as an online appointment creates a unique meeting link that is sent to attendees so they can participate via a web browser, phone dial-in, or the Teams app.

As part of booking an appointment through MS Bookings, the following personal data is collected from you: Date and time of appointment, name, email address, phone number, notes (optional), company (optional), zip code (optional). We process the data to confirm the appointment and to contact you.

In the context of using MS Teams, the following data is processed: name, email address, profile picture (optional), preferred language, meeting metadata (e.g. date, time, meeting ID, phone number, location, text, audio and video data). You may have the option to use the chat function in an online meeting. In this case, the text entries you make are processed in order to display them in the online appointment. To enable the display of video and the playback of audio, the data from the microphone of your terminal device and from a video camera of the terminal device are processed during the online appointment. You can turn off or mute the camera or microphone yourself at any time via MS Teams.

The legal basis for the processing of your data is your consent pursuant to Art. 6 para. 1 lit. a GDPR. You have the option to revoke your consent at any time with effect for the future. In this case, the intended contact with the user is no longer possible or an already initiated communication can no longer be continued. You also have the option to cancel or rebook your bookings in the appointment invitation. We would like to point out that you are not obliged to use MS Bookings to book an appointment. If you do not wish to use the service, please use another of the contact options offered to make an appointment.

Personal data will be deleted as soon as it is no longer required to achieve the purpose for which it was collected and insofar as the deletion does not conflict with any retention obligations to which we are legally bound. A requirement may exist in particular if the data is still needed to fulfill contractual services. If it becomes apparent during the online appointment that there is no interest in working together, your personal data will be deleted after the appointment has taken place.

For the appointment arrangement your personal data will be transferred to Microsoft. Generally, the data is hosted in Germany. In the course of processing by Microsoft, data may be transferred to the USA. The level of data protection in the USA is currently not

equivalent to that in the EU. This is due in particular to far-reaching authority to access personal data processed by companies and to insufficient legal protection options for data subjects. The security of the transfer is safeguarded via so-called standard contractual clauses, which ensure that the processing of personal data is subject to a level of security equivalent to that of the GDPR. Further information on the handling of your data can be found in privacy policy.

#### Visual Website Optimizer (VWO)

This website uses features of the web analytics service Visual Website Optimizer (“VWO”). The provider is Wingify Software Pvt. Ltd (“Wingify”), KLJ TOWER, 1104, North, Netaji Subhash Place, Pitam Pura, Delhi, 110034, India. This is a tool for the statistical analysis of user behavior for optimization and marketing purposes.

We use VWO to conduct user tests for the optimization and further development of our website. VWO analyzes statistical data regarding the use of our website. Using an A/B testing tool, data such as the number of visitors, click behavior, and the average time spent on the website by users is assigned to the corresponding test variants. Based on user behavior—such as spending more time on the website or interacting more frequently with certain elements—we can determine which of these web pages or elements better meet the needs of users.

In addition to the functions described above, we also use VWO for so-called “Insights” functions. As part of the Insights functions, we use session recordings and heatmaps in particular. These serve to better understand user behavior on our website and to make our offering more user-friendly.

Session recordings capture anonymized session histories of individual users. This allows us to track mouse movements, clicks, scrolling behavior, and interactions with the website. By default, entries in form fields are masked so that no sensitive personal data is collected.

Heatmaps provide an aggregated view of how users interact with our website, such as which areas are clicked on or viewed particularly frequently. This data is evaluated exclusively in aggregated form and does not allow for any direct conclusions about individual persons.

The legal basis for the use of VWO is your consent pursuant to Art. 6(1)(a) GDPR. You may revoke your consent at any time with future effect.

VWO uses IP addresses to monitor traffic. However, the user's IP address is anonymized immediately after collection and before storage. By default, VWO replaces the last octet (digits after the fourth dot) of your visitor's IP address that passes through the VWO server with 0. The data collected by VWO from website visitors is stored in the data center in Belgium. The retention period is 30 days.

It cannot be ruled out that personal data may be transferred to non-EU countries (such as India) where data protection standards are lower than those in the EU. Wingify uses standard contractual clauses designed to ensure that your data complies with European data protection standards even when it is transferred to and stored in third countries. We have entered into a data processing agreement with Wingify that ensures that personal data is processed only in accordance with our instructions and in compliance with the GDPR.

To opt out of the collection and storage of your visitor data in the future, you can obtain an opt-out cookie from VWO via the link below; this ensures that VWO will not collect or store any visitor data from your browser in the future:

[https://vwo.com/opt-out/#locale\\_lang](https://vwo.com/opt-out/#locale_lang)

For more information on data protection, please visit: <https://vwo.com/privacy-policy/>

The rights of data subject

#### 1. Right of access

You can request confirmation from us as to whether personal data concerning you is being processed by us. If such processing has taken place, you can request information from us about the following:

(1) the purposes for which the personal data is being processed;

(2) the categories of personal data that are being processed;

(3) the recipients or the categories of recipients to whom the personal data related to you has been disclosed or is still being disclosed;

(4) the planned time span for storing the personal data related to you or, if specific details on this are not possible, the criteria for determining the time span for storage;

(5) the existence of any right to correct or delete the personal data related to you, a right to restrict the processing of the data by the controller or a right to object to this processing of data;

(6) the existence of a right to make a complaint to a supervisory authority;

(7) all the information that is available about the origin of the data, if the personal data is not being gathered from the person involved;

You can receive a free copy of your data from us. If you are interested in further copies, we reserve the right to charge you for the additional copies.

## 2. Right to rectification

You have the right to have the controller correct and/or complete any data, if the personal data that is being processed and concerns you is incorrect or incomplete. The controller must make the correction immediately.

## 3. Right to restriction of processing

You may demand restrictions on the processing of the personal data related to you in the following situations:

(1) if you dispute the correctness of the personal data related to you for a period that enables the controller to check the correctness of the personal data;

(2) if the processing of the data is illegal and you reject any deletion of your personal data and demand that restrictions are placed on the use of your personal data instead;

(3) if the controller no longer requires the personal data for the purposes of processing it, but you require it to assert, exercise or defend legal claims; or

(4) if you have lodged an objection to the processing according to Article 21 Para. 1 of the GDPR and it is not yet clear whether the legitimate reasons presented by the controller override your reasons.

#### 4. Right to erasure

You may demand from the controller that the personal data related to you is deleted immediately and the controller shall be obliged to delete this data immediately if one of the following reasons applies:

(1) the personal data related to you is no longer required for the purposes for which it was gathered or processed in some other way;

(2) you withdraw your consent, on which the processing of the data was based according to Article 6 Para. 1 a) or Article 9 Para. 2 a) of the GDPR, and there is no other legal basis for processing the data;

(3) you lodge an objection against any processing of the data according to Article 21 Para. 1 of the GDPR and there are no overriding legitimate reasons for the processing of the data or you lodge an objection to the processing of the data according to Article 21 Para. 2 of the GDPR;

(4) the personal data related to you has been processed illegally;

(5) the deletion of the personal data related to you is necessary to fulfil a legal obligation according to the laws of the Union or the law of the member states, to which the controller is subject;

(6) the personal data related to you was gathered in relation to information society services according to Article 8 Para. 1 of the GDPR.

##### a) Exceptions

There is no right to have the data deleted if the processing of the data is required:

(1) to exercise the right of free expression and information;

(2) to meet a legal obligation, which requires the processing of the data according to the laws of the Union or the member states, to which the controller is subject, or to perform a

task that is of public interest or takes place in connection with exercising any state authority that has been transferred to the controller;

(3) for reasons of public interest in the field of public health according to Article 9 Para. 2 h) and i) as well as Article 9 Para. 3 of the GDPR;

(4) for archiving purposes that are in the public interest, scientific or historical research purposes or for statistical purposes according to Article 89 Para. 1 of the GDPR, if the right cited in paragraph a) will probably make the achievement of the goals of this processing of data impossible or will seriously impair it; or

(5) to assert, exercise or defend legal claims.

## 5. Right to data portability

You have the right to receive the personal data related to you, which you have made available to the controller, in a structured, conventional and machine-readable format. You also have the right to transfer this data to a different controller without any obstruction by the first controller, to which the personal data was made available, if

(1) the processing of the data is based on consent in line with Article 6 Para. 1 a) of the GDPR or Article 9 Para. 2 a) of the GDPR or on a contract according to Article 6 Para. 1 b) of the GDPR and

(2) the processing of the data takes place using automated procedures.

When exercising this right, you also have the right to ensure that the personal data related to you is directly transferred from one controller to a different controller, if this is technically feasible. The freedoms and rights of other persons may not be impaired by this process.

The right to data portability shall not apply to any processing of personal data that is necessary to perform a task that is in the public interest or takes place in connection with exercising any state authority that has been transferred to the controller.

## 6. The right to object

You have the right to lodge an objection at any time to the processing of the personal data related to you, if this takes place according to Article 6 Para. 1 e) or f) of the GDPR, for reasons arising from your particular situation; this shall also apply to any profiling supported by these stipulations. In this case we will no longer process your data. The latter does not apply if we can prove that there are compelling reasons for processing worthy of protection which outweigh your interests or if we need your data to assert, exercise or defend legal claims.

If the personal data related to you is processed to provide direct marketing, you have the right to lodge an objection to the processing of the personal data related to you for the purpose of this kind of advertising at any time; this shall also apply to profiling, if it is connected to this kind of direct marketing. If you object to the processing of the data for the purposes of direct marketing, the personal data related to you will no longer be processed for these purposes.

#### 7. The right to cancel the declaration of consent under data protection law

You have the right to cancel your declaration of consent provided under data protection law at any time. By cancelling your consent, the legitimacy of the processing of the data that was performed on the basis of your consent until your cancellation shall not be affected.

#### 8. The right to lodge a complaint to a supervisory authority

Regardless of any different administrative law or judicial remedy, you have the right to lodge a complaint with a supervisory authority, particularly in the member state of your place of residence, your place of work or the place of the alleged breach, if you believe that the processing of the personal data related to you breaches the GDPR.