



Fette Compacting GmbH, September 2023

Privacy Policy for the OSDi “LiveGuide” Service

Controller

Fette Compacting GmbH (Fette Compacting) is responsible for the data collection and processing described below.

Data used

When you request support, we use your personal data (including your last name, first name and email address) to contact and invite you via browser or application to participate on the LiveGuide Service. The data are only used to prepare an invitation.

When you decide to use the app by downloading the app, the necessary informations are transmitted to the app store (e.g. Google Play Store or Apple App Store) selected by you. In particular, the username, email address, customer number of your account, the time of download as well as the individual device identification may be transmitted. We have no influence on this data collection by the relevant app store operator and we are not responsible for this collection.

The software can only be used by logged in users, so it particularly requires the collection and use of the login data to establish a connection and to access the information stored by the user. General information on the mobile device used to access the app's services as well as information on the date and time of access is also stored.

In particular, data on the date and time of access are stored when accessing the app as well as information on the operating system and browser used. The data collected are stored on our application server for the specific device for support purposes. Your contents transmitted on a service case (i.e. everything that you enter on the platform as part of the respective case as well as all texts, images, videos, and files) are permanently stored on this server. We only have access to data that have been transmitted or provided to us for inspection (e.g. as part of a service case).

We delete or anonymize your personal data as soon as they are no longer required for the purposes for which we collected or used these data, unless applicable law imposed upon us prevents it from deleting all or part of the personal data transferred.

In addition to the transmitted contents, the app exclusively stores your name, your email address, your company as well as the timestamp of the upload. These master data are required to further process the transmitted contents.

This storage of the transmitted data, especially the detailed information on a service case, is an integral part of the functions and services provided by the software.

Advertising

The personal data that we collect is not used for marketing purposes.

Purposes of the processing and legal bases

We use your personal data to assist with product support. We also process personal data to improve our software and its functions and services. We process your personal data on a legal basis set forth in Art. 6(1)(1)(f) GDPR, as we have a legitimate interest in providing support for our machines, systems, and services, as well as in the efficient and reliable performance of our software/app.

App authorizations

In order to use the video and upload functions in the software in particular, you need to grant the authorizations to access the relevant functions and data on your terminal. Specifically, the following access is required:

Internet: Enables a check of whether an internet connection exists and access to the internet for data retrieval or to upload new contents.

Camera: Enables access to the mobile device's photo and video functionalities for the purpose of recording and uploading pictures and videos as well as for video-based communication.

Memory: Access to the files located on the smartphone or tablet for the purpose of uploading and synchronizing data.

We use the authorizations provided exclusively for the aforementioned purposes. You can cancel any authorization in your device settings (depends on your device and the operating system over which we have no influence) at any time or with effect for the future use of the app.

Uninstallation

The app can be uninstalled at any time. But please note that uninstalling the app on your device does not automatically lead to the erasure of your account or your data on the servers.

Transfer of data

As part of processing operations in line with Art. 28 GDPR, we transfer your data to service providers that support us with the operation of the app and the associated processes. Our service providers are strictly bound to our instructions and have corresponding contractual obligations. We use the following service providers: ADVANCE GmbH & Co. KG. WHEN WE TRANSFER YOUR PERSONAL DATA OUTSIDE THE EEA WE DO SO IN ACCORDANCE WITH THE TERMS OF THIS PRIVACY POLICY AND APPLICABLE DATA PROTECTION LAW. We will not sell nor otherwise market your personal data to third parties. However, we are legally obliged to disclose the data to certain public authorities upon request.

Revocation of your consent

When you consent to our processing of your personal data for a specified purpose, you may withdraw your consent at any time, and we will stop any further processing of your data for that purpose.

Your rights as a user

The GDPR grants you certain rights when processing your personal data:

1. Right of access (Art. 15 GDPR):

You have the right to obtain confirmation as to whether or not personal data concerning you are being processed, and, where that is the case, you have a right of access to this personal data and the information specified in Art. 15 GDPR.

2. Right to rectification and erasure (Art. 16 and 17 GDPR):

You have the right to obtain the rectification of inaccurate personal data concerning you and any necessary completion of incomplete personal data without undue delay.

You also have the right to obtain the erasure of personal data concerning you without undue delay where one of the reasons specified in Art. 17 GDPR applies, e.g. if the data are no longer required for the purposes for which they were collected.

3. Right to restriction of processing (Art. 18 GDPR):

You have the right to obtain restriction of processing where one of the requirements stated in Art. 18 GDPR applies, e.g. if you have objected to the processing pursuant to Art. 21(1) GDPR pending the verification of whether our legitimate grounds override your legitimate grounds.

4. Right to data portability (Art. 20 GDPR):

In certain cases, which are specified in Art. 20 GDPR, you have the right to receive the personal data concerning you in a structured, commonly used, and machine-readable format and have the right to transmit those data to a third party.

5. Right to object (Art. 21 GDPR):

If data are collected based on Art. 6(1)(1)(f) (data processing for the purposes of legitimate interests) you shall have the right to object to the processing, on grounds relating to your particular situation, at any time. We will then no longer process the personal data, unless we are able to provide evidence of compelling legitimate grounds for the processing, which override your interests, rights and freedoms, or the processing serves to assert, enforce, or defend against legal claims.

6. Right to lodge a complaint with a supervisory authority

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

Contact details of the Data Protection Officer

You can contact the Fette Compacting GmbH Data Protection Officer by post, under the address provided in the "Site note", for the attention of the Data Protection Officer and by emailing data-protection@lmt-group.com.

Site note

Responsibility for this Service

Fette Compacting GmbH

Grabauer Straße 24

D-21493 Schwarzenbek

T +49 41 51 12-0

F +49 41 51 37 97

E tablet@fette-compacting.com

Executive Board:

Joachim Dittrich (CEO)

Anke Fischer (CFO)

Lübeck Commercial Register HRB 9293 HL

VAT ID no.: DE266372826