

Privacy Statement

Data protection is of a particularly high priority for DEUTZ AG. The DEUTZ Ticket System is a web application for creating support tickets for receiving technical support for DEUTZ AG products from the DEUTZ AG technical support team. The processing of personal data is always in line with the General Data Protection Regulation (GDPR) and in accordance with the country-specific data protection regulations applicable to DEUTZ AG. By means of this data protection declaration, we would like to inform about the type, scope and purpose of the personal data collected, used and processed by us. Furthermore, data subjects are informed of their rights by means of this data protection declaration.

As the controller, DEUTZ AG has implemented numerous technical and organizational measures to ensure the most complete protection of personal data processed through this website. Nevertheless, Internet-based data transmissions can always be subject to security vulnerabilities, so that absolute protection cannot be guaranteed. For this reason, every data subject is free to transmit personal data to us by alternative means, for example by telephone.

The following privacy statement gives you an overview of how we ensure this protection and what kind of data is collected for which purpose. You will also be informed about your rights.

1. Definitions according to Art. 4 GDPR

Our data protection declaration should be legible and understandable for the public, as well as our customers and business partners. To ensure this, we would like to first explain the terminology used:

a) Personal data

Personal data means any information relating to an identified or identifiable natural person ("user"). An identifiable natural person is one who can be identified, directly or indirectly, by reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person.

b) Processing

Processing is any operation or set of operations which is performed on personal data or on sets of personal data, whether by automated means, such as collection, recording, organization, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction.

c) Controller or controller responsible for the processing

Controller or controller responsible for the processing is the natural or legal person, public authority, agency or other body which, alone or jointly with others, determines the purposes and means of the processing of personal data; where the purposes and means of such processing are determined by Union or Member State law, the controller or the specific criteria for its nomination may be provided for by Union or Member State law.

d) Processor

Processor is a natural or legal person, public authority, agency or other body which processes personal data on behalf of the controller. The controller may arrange for the transfer to one or more processors who also use the personal data exclusively for an internal purpose similar to that of the controller. If a processor is used, a corresponding data processing contract is concluded.

e) Recipient

Recipient is a natural or legal person, public authority, agency or another body, to which the personal data are disclosed, whether a third party or not. However, public authorities which may receive personal data in the framework of a particular inquiry in accordance with Union or Member State law shall not be regarded as recipients; the processing of those data by those public authorities shall be in compliance with the applicable data protection rules according to the purposes of the processing.

f) Third party

Third party is a natural or legal person, public authority, agency or body other than the data subject, controller, processor and persons who, under the direct authority of the controller or processor, are authorized to process personal data.

g) Consent

Consent of the user is any freely given, specific, informed and unambiguous indication of the users wishes by which he or she, by a statement or by a clear affirmative action, signifies agreement to the processing of personal data relating to him or her.

h) Profiling

Profiling means any form of automated processing of personal data consisting of the use of personal data to evaluate certain personal aspects relating to a natural person, to analyze or predict aspects concerning that natural person's performance at work, economic situation, health, personal preferences, interests, reliability, behavior, location or movements.

2. Processing of personal data

a) Opening of the website

Each time a data subject or automated system calls up the website, DEUTZ AG collects a series of general data and information. This general data and information are stored in the log files of the server. The following data may be collected: (1) the versions used, (2) the operating system used by the accessing system, (3) the website from which an accessing system accesses our website, (4) the date and time of an access to the website, (5) an Internet protocol address (IP address), (6) the Internet service provider of the accessing system and (7) other similar data and information that serve to avert danger in the event of attacks on our information technology systems.

When using these general data and information, the DEUTZ AG does not draw any conclusions about the data subject. Rather, this information is needed (1) to deliver the content of our website correctly, (2) to optimize the content of our website and the advertising for it, (3) to ensure the long-term functionality of our information technology systems and the technology of our website, and (4) to provide law enforcement authorities with the information necessary for prosecution in the event of a cyber-attack. Therefore, the DEUTZ AG analyzes anonymously collected data and information on one

hand, and on the other hand, with the aim of increasing the data protection and data security of our enterprise, to ensure an optimal level of protection for the personal data we process. The anonymous data of the server log files are stored separately from any personal data provided by a data subject.

b) Registration

If the support request is made via the e-mail form, no registration in the DEUTZ Ticket System (DTS) is required. In this case, only the e-mail address is stored. The user will be informed about the progress of the support request via the e-mail address provided.

3. Transfer of personal data

As a matter of principle, your data will only be forwarded to responsible internal departments and specialist departments. Your personal data will not be passed on to other companies affiliated with DEUTZ AG without your prior express consent.

Among other things, we use tools from companies whose structure also includes companies outside the EU. These third countries do not always have a level of data protection appropriate to GDPR. Arbitrary access by investigating authorities can therefore not be completely ruled out, which may affect the rights and freedoms of data subjects. However, DEUTZ AG has implemented numerous technical and organizational measures to ensure the most complete protection of personal data processed through this website.

Any further use or disclosure of your personal data to third parties will not take place.

4. Contact possibility

If a data subject contacts the controller by e-mail or by post, the personal data transmitted by the data subject will be stored automatically. Such personal data transmitted on a voluntary basis by a data subject to the controller will be stored for the purposes of processing or contacting the data subject. No disclosure of this personal data to third parties will take place.

5. Legal basis of the processing

The legal basis of the processing is Art. 6 para. 1 p. 1 lit. f) GDPR (protection of legitimate interest).

6. Storage duration of personal data

The controller processes and stores personal data of the data subject only for the period necessary to achieve the purpose of storage or where provided for by the European Directive and Regulation or other legislator in laws or regulations to which the controller is subject. If the storage purpose ceases to apply or if a storage period prescribed by the European Directive and Regulation Maker or another competent legislator expires, the personal data will be deleted routinely and in accordance with the statutory provisions.

7. Cookies

DEUTZ AG uses cookies. Cookies are text files that are filed and stored on a computer system via an Internet browser. Many cookies contain a so-called cookie ID. A cookie ID is a unique identifier of the cookie. It consists of a string of characters by which websites and servers can be assigned to the specific Internet browser in which the cookie was stored. This enables visited websites and servers to distinguish the individual browser of the data subject from other Internet browsers that contain other cookies. A specific Internet browser can be recognized and identified via the unique cookie ID. With using cookies, the DEUTZ AG can provide the users of this website with more user-friendly services that would not be possible without the cookie setting. By means of a cookie, the information and offers

on our website can be optimized for the user. Cookies enable us, as already mentioned, to recognize the users of our website. The purpose of this recognition is to make it easier for users to use our website. Only technically necessary cookies are used for this application, for which the user's consent is not required.

8. Rights of data subject's

a) Right to confirmation, Art. 15 GDPR

Every data subject has the right to obtain confirmation from the controller as to whether personal data concerning him or her are being processed.

b) Right of access, Art. 15 GDPR

Any person affected by the processing of personal data has the right to obtain from the controller, at any time and free of charge, information about the personal data stored about him or her and a copy of that information. Furthermore, the data subject has the right to information as to whether personal data have been transferred to a third country or to an international organization. If this is the case, the data subject also has the right to obtain information about the appropriate safeguards in connection with the transfer.

c) Right to rectification, Art. 16 GDPR

Every person affected by the processing of personal data has the right to demand that inaccurate personal data concerning him or her be corrected without delay. Furthermore, the data subject has the right to request the completion of incomplete personal data - also by means of a supplementary declaration - considering the purposes of the processing.

d) Right to erasure (right to be forgotten), Art. 17 GDPR.

Any person affected by the processing of personal data has the right to demand from the controller that the personal data concerning him or her be erased without delay.

If the personal data has been made public by DEUTZ AG and our company as the controller is required pursuant to Art. 17 para. 1 GDPR to erase the personal data, DEUTZ AG shall implement reasonable measures, including technical measures, taking into account the available technology and the cost of implementation, in order to inform other data controllers which, process the published personal data that the data subject has requested from those other data controllers to erase all links to or copies or replications of the personal data, unless the processing is necessary.

e) Right to restriction of processing, Art. 18 GDPR

Any person concerned by the processing of personal data has the right to obtain from the controller the restriction of processing.

f) Right to data portability, Art. 20 GDPR

Every person affected by the processing of personal data has the right to receive the personal data concerning him or her, which have been provided by the data subject to a controller, in a structured, commonly used and machine-readable format. He or she also has the right to transmit this data to another controller without hindrance from the controller to whom the personal data have been provided, provided that the processing is based on consent pursuant to Art. 6 para. 1 lit. a GDPR or Art. 9 para. 2 lit. a GDPR or on a contract pursuant to Art. 6 para. 1 lit. b GDPR and the processing is carried out with the aid of automated procedures, unless the processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller.

Furthermore, when exercising the right to data portability pursuant to Art. 20 para. 1 GDPR, the data subject shall have the right to obtain that the personal data be transferred directly from one controller to another controller where technically feasible and provided that this does not adversely affect the rights and freedoms of other individuals.

g) Right to object, Art. 21 GDPR

Any person affected by the processing of personal data has the right to object at any time, on grounds relating to his or her situation, to the processing of personal data concerning him or her carried out based on Art. 6 para. 1 lit. e or lit. f GDPR. This also applies to profiling based on these provisions.

The DEUTZ AG shall no longer process the personal data in the event of the objection, unless we can demonstrate compelling legitimate grounds for the processing which override the interests, rights and freedoms of the data subject, or for the assertion, exercise or defense of legal claims.

If the DEUTZ AG processes personal data for direct marketing purposes, the data subject shall have the right to object at any time to processing of personal data processed for such marketing. This also applies to profiling, insofar as it is related to such direct marketing. If the data subject objects to DEUTZ AG to the processing for direct marketing purposes, DEUTZ AG will no longer process the personal data for these purposes.

In addition, the data subject has the right, on grounds relating to his or her situation, to object to processing of personal data concerning him or her which is carried out by the DEUTZ AG for scientific or historical research purposes, or for statistical purposes pursuant to Art. 89 para. 1 GDPR unless such processing is necessary for the performance of a task carried out in the public interest.

h) Automated decisions in individual cases, including profiling.

Any person concerned by the processing of personal data has the right not to be subject to a decision based solely on automated processing, including profiling, which produces legal effects concerning him or her or similarly significantly affects him or her, unless the decision (1) is necessary for entering into, or the performance of, a contract between the data subject and the controller, or (2) is permitted by Union or Member State law to which the data controller is subject, and that law contains suitable measures to safeguard the data subject's rights and freedoms and legitimate interests, or (3) is made with the data subject's explicit consent.

If the decision (1) is necessary for entering into, or the performance of, a contract between the data subject and the data controller, or (2) it is made with the data subject's explicit consent, the DEUTZ AG shall implement suitable measures to safeguard the data subject's rights and freedoms and legitimate interests, which include at least the right to obtain the data subject's involvement on the part of the controller, to express his or her point of view and to contest the decision.

As a responsible company, DEUTZ AG do not use automatic decision-making or profiling.

i) Right to revoke consent under data protection law, Art. 7 para. 3 GDPR

Any person affected by the processing of personal data has the right to withdraw consent to the processing of personal data at any time.

j) Right to lodge a complaint with the competent supervisory authority, Art. 77 GDPR

Every person affected by the processing of personal data has, in case of the GDPR violations, the right to lodge a complaint with the competent supervisory authority.

k) Exercising the rights of data subjects

If a data subject wishes to exercise his or her rights, he or she may contact us at any time. The contact details are given below.

9. Contact details of the controller

The controller within the meaning of the GDPR is:

DEUTZ AG
Ottostr. 1
51149 Cologne
Germany
Phone: +49 (0) 221 822 0
Mail: info@deutz.com
Website: www.deutz.com

10. Contact point for data protection questions

By Mail:
datenschutz@deutz.com
By Post:
DEUTZ AG
Data Protection Officer
Ottostr. 1
51149 Cologne
Germany

11. Amendment of privacy Statement

We may update our privacy Statement from time to time. Therefore, we recommend that you regularly inform yourself about any updates and amendments that have been made.

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