

Privacy Policy

The MyIFCO WebClearing Platform

Last updated: September 2019

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I. Name and address of the Data Controller

In terms of the EU General Data Protection Regulation and other national data protection laws of the Member States and other data protection regulations, the Data Controller is:

IFCO SYSTEMS GmbH
Zugspitzstraße 7
82049 Pullach
Germany
+49 89 744 91 0
info@ifco.com
www.ifco-online.com

II. Contact details for our Data Protection Officer

The Data Protection Officer for the Data Controller is:

DataCo GmbH
Dachauer Straße 65
80335 Munich
Germany
+49 89 7400 45840
www.dataguard.de

III. General information about data processing

1. Extent of personal data processing

In principle, we only process personal data that belongs to our users insofar as it is necessary to provide a functioning platform and our content and services. Processing personal data that belongs to our users on a regular basis only takes place with the consent of the user. An exception applies in cases where prior consent cannot be obtained for actual reasons and where processing the data is required by law.

2. Legal basis for processing personal data

Sec. 6 (1) (1) (a) EU General Data Protection Regulation (GDPR) serves as a legal basis insofar as we obtain the consent of the Data Subject for processing personal data.

Sec. 6 (1) (1) (b) General Data Protection Regulation (GDPR) serves as a legal basis for processing the personal data required for fulfilling a contract to which the Data Subject is a party. This also applies to processing operations required for performing pre-contractual actions.

Sec. 6 (1) (1) (c) General Data Protection Regulation (GDPR) serves as a legal basis insofar as processing personal data is required to fulfil a legal obligation to which our company is subject.

Sec. 6 (1) (1) (d) General Data Protection Regulation (GDPR) serves as a legal basis in the event that the vital interests of the Data Subject or another natural person require the processing of personal data.

Sec. 6 (1) (1) (f) General Data Protection Regulation (GDPR) serves as a legal basis if processing is required to safeguard the legitimate interests of our company or a third party, and if the interests, fundamental rights and freedoms of the Data Subject do not prevail over the first interest.

3. Data deletion and storage duration

Personal data concerning the Data Subject will be deleted or blocked as soon as the reason for storage no longer exists. Storage may also take place when it has been provided for by the European or national legislator in EU regulations, laws or other regulations to which the Data Controller is subject. The data is also blocked or deleted when a period of storage prescribed by the standards stated expires unless the data needs to be stored for a longer period in order to conclude or fulfil a contract.

IV. Rights of the Data Subject

If personal data concerning your person is processed, then you are the Data Subject in terms of the GDPR and have the following rights vis-à-vis the Data Controller:

1. Right to information

You can ask the Data Controller to confirm whether he processes personal data concerning your person.

If we do, you can ask for details from the Data Controller concerning the following information:

- The purposes for which your personal data is processed;
- The categories of personal data processed;
- The recipients or categories of recipients to whom the personal data concerning your person has been disclosed or is still being disclosed;
- The amount of time your personal data is planned to be stored for or, if specific information is not available, the criteria for determining the duration of storage;
- The existence of the right to have personal data corrected or deleted, a right to restrict how much it can be processed by the Data Controller and the right to object to your personal data being processed;
- The existence of the right of appeal to a supervisory authority;
- All information available on the data source if the personal data is not collected from the Data Subject;
- The existence of automated decision-making including profiling under Sec. 22 (1) and (4) GDPR and, in these cases at least, sound information on the logic involved, and the scope and intended impact of said processing on the Data Subject.

You are entitled to request information about whether your personal data is transferred to a third country or international organisation. In this relation, you can request the appropriate guarantees in accordance with Sec. 46 GDPR in connection with the transfer.

This right to information may be restricted to the extent that it is likely to render impossible or seriously affect realisation of the research or statistical aims, and that restriction is necessary for fulfilling the research or statistical aims.

2. Right to rectification

You have a right to rectification and/or completion vis-à-vis the Data Controller, if the personal data concerning your person is incorrect or incomplete. The Data Controller must perform the correction without delay.

Your right to rectification may be restricted to the extent that it is likely to render impossible or seriously affect realisation of the research or statistical aims, and that restriction is necessary for fulfilling the research or statistical aims.

3. Right to restrict processing

You may ask for the personal data concerning your person to be restricted in processing under the following conditions:

- The accuracy of the personal data concerning your person is contested for a period of time that allows the Data Controller to verify the accuracy of your personal data;
- Processing is unlawful and you refuse to have your personal data deleted and instead request the restriction of its the use;
- If the Data Controller no longer needs your personal data for the purposes of processing, but you need it to establish, exercise or defend against legal claims, or
- If you have objected to its processing subject to Sec. 21 (1) GDPR, and it is not certain that the legitimate reasons of the Data Controller outweigh your reasons.

If processing personal data concerning your person has been restricted, it may only be used with your consent, or for the purpose of asserting, exercising or defending against legal claims, or for protecting the rights of another natural person or legal entity or for reasons of important public interest of the European Union or a member state.

If the restriction on processing has been restricted in accordance with the aforementioned conditions, the Data Controller responsible will inform you before the restriction is lifted.

Your right to restrict processing may be limited to the extent that it is likely to render impossible or seriously affect realisation of the research or statistical aims, and that restriction is necessary for fulfilling the research or statistical aims.

4. Right to deletion

a) Deletion Obligation

You have the right to ask the Data Controller to delete the personal data concerning your person without delay, and the Data Controller is obliged to delete it immediately if one of the following is true:

1. If personal data concerning your person is no longer needed for the purposes for which it was collected or otherwise processed;

2. If you revoke your consent to processing your personal data pursuant to Sec. 6 (1) (1) (a) GDPR or Sec. 9 (2) (a) GDPR and there is no other legal basis for its processing;
3. You object to processing your personal data in accordance with Sec. 21 (1) GDPR, and there are no legitimate reasons for its processing, or you object to its processing in accordance with Sec. 21 (2) GDPR.
4. The personal data concerning your person was processed illegally.
5. Deletion of personal data concerning your person is required to fulfil a legal obligation under European Union law or the law of the member states to which the Data Controller is subject.
6. The personal data concerning your person was collected in relation to information society services offered pursuant to Sec. 8 (1) GDPR.

b) Information to third parties

If the Data Controller has made the personal data concerning your person public and is obliged to delete it subject to Sec. 17 (1) GDPR, he shall take appropriate measures, including technical means, to inform Data Controllers who process the personal data, taking into account available technology and implementation costs, that you as the Data Subject have requested that all links to such personal data or copies or replications of such personal data be deleted.

c) Exceptions

The right to deletion does not exist if it needs to be processed

1. To exercise the right to freedom of expression and information;
2. To fulfil a legal obligation required by the law of the European Union or member states to which the Data Controller is subject, or to carry out a task in the public interest or in exercising an official power conferred on the Data Controller;
3. For reasons of public interest in the field of public health pursuant to Sec. 9 (2) (h) and (i) and Sec. 9 (3) GDPR;
4. For archiving purposes in the public interest, for scientific or historical research purposes or for statistical purposes acc. to Sec. 89 (1) GDPR, to the extent that the law referred to under (a) is likely to render impossible or seriously affect the achievement of the objectives of that processing, or
5. For asserting, exercising or defending against legal claims.

5. Right to information

If you have asserted your right to the rectification, deletion or restriction in processing of your personal data to the Data Controller, he/she is obliged to notify all recipients to whom your personal data has been disclosed of the corrections that have been made to your data or its deletion, or the restriction in processing, unless this proves impossible or involves disproportionate effort.

You have the right to be informed by the Data Controller about the identity of these recipients.

6. Right to data portability

You have the right to receive personal data that concerns your person, which you provide to the Data Controller, in a structured, standard and machine-readable format. You also have the right to transfer this data to another Data Controller without hindrance by the Data Controller to whom the personal data was provided, insofar as

1. Processing is subject to consent pursuant to Sec. 6 (1) (1) (a) GDPR or Sec. 9 (2) (a) GDPR, or to a contract pursuant to Sec. 6 (1) (1) (b) GDPR and
2. Processing is performed with the help of automated procedures.

In exercising this right, you also have the right to effect that the personal data concerning your person be transferred directly from one data controller to another, insofar as this is technically feasible. The freedoms and rights of other persons are not allowed to be affected by this.

The right to data portability does not apply when processing personal data is required to perform a task that is in the public interest or in exercising an official power which has been delegated to the Data Controller.

7. Right to Object

On grounds relating to your particular situation, you have the right to object at any time to the processing of personal data concerning your person which is based on Sec. 6 (1) (e) or (f), including profiling based on these provisions.

If you object, the Data Controller will no longer process your personal data unless he can establish compelling legitimate grounds for its processing that outweigh your interests, rights and freedoms, or its processing for purposes of asserting, exercising or defending against legal claims.

If your personal data concerning your person is processed for direct marketing purposes, you are entitled submit an objection at any time against processing your personal data for the purpose of such advertising; this also applies to profiling insofar as it is associated with such direct marketing.

If you object to processing for direct marketing purposes, your personal data will no longer be processed for these purposes.

In the context of using information society services, regardless of Directive 2002/58/EC, you have the option to exercise your right to object using automated procedures that use technical specifications.

For reasons of your own particular situation, you also have the right to object to the processing of personal data concerning your person that takes place for scientific or historical research purposes or for statistical purposes in accordance with Sec. 89 (1) GDPR.

Your right to object may be restricted to the extent that it is likely to render impossible or seriously affect realisation of the research or statistical aims, and that restriction is necessary for fulfilling the research or statistical aims.

8. Right to revoke your declaration of consent under data protection law

You have the right to revoke your declaration of consent under data protection law at any time. Revocation of your consent does not affect the lawfulness of any processing performed based on the consent you granted until revocation took place.

9. Automated decision on a case-by-case basis, including profiling

You have the right not to be subjected to a decision based solely on automated processing - including profiling - that will have a legal effect on you or similarly impact upon you in a considerable manner. This does not apply if the decision

1. Is required for concluding or executing a contract between you and the Data Controller,
2. Is permitted under Union or Member State legislation to which the Data Controller is subject, and where such legislation contains appropriate measures to safeguard your rights and freedoms and your legitimate interests, or
3. Where data processing operations are only allowed to be performed with your express consent.

However, these decisions are not allowed to be based on special categories of personal data under Sec. 9 (1) GDPR, unless Sec. 9 (2) (a) or (b) GDPR applies and appropriate measures have been taken to protect your rights and freedoms as well as your legitimate interests.

With regard to the cases referred to under 1 and 3 above, the Data Controller shall take reasonable steps to uphold your rights and freedoms as well as your legitimate interests, to which at least the right to obtain the intervention of a person in the Data Controller's office, to express your own position and to challenge the decision apply.

10. Right to file a complaint with a supervisory authority

Without prejudice to another administrative or judicial remedy, you are entitled to complain to a supervisory authority, in particular in the member state where your place of residence, place of employment or place of the alleged breach is located, if you believe that processing your personal data breaches the GDPR.

The supervisory authority to which the complaint is submitted will inform the complainant of the status and results of the complaint, including the possibility of a judicial remedy pursuant to Sec. 78 GDPR.

V. Data processing on the MyIFCO WebClearing Platform

1. Description and scope of data processing

The MyIFCO WebClearing Platform facilitates the web-based planning, control and management of returnable plastic crates (RPCs). The platform allows customers to conduct their transactions electronically and view the inventory and RPC movements in real time.

The transactions are synchronised between the head office and the branches fully automatically. User account permissions and all local settings can also be controlled over the platform.

The following data is processed here:

- Email address
- First name
- Second name
- Password
- Username
- IFCO No.
- User ID
- Last login time
- Browser used
- Date of changes to users (e.g. setup date)

This data is recorded when the user account is setup. User accounts are setup by IFCO employees or authorised IFCO customer employees. The customer transfers the data himself on a customer data sheet by email or fax.

Actions are also logged, i.e. when a user performs a specific transaction, such as booking a movement.

The MyIFCO WebClearing platform is based on the e-business and e-commerce platform jStage from iSYS Software GmbH, Grillparzerstr. 10, 81675 Munich, Germany.

2. Purpose of data processing

Processing personal data serves to create a user, and to identify, set permissions for and grant the user access to the MyIFCO WebClearing Platform and to provide the requested service.

Users can also contact Customer Service over the MyIFCO WebClearing Platform, for example, to have their password reset.

3. Legal basis for data processing

Sec. 6 (1) (1) (b) General Data Protection Regulation (GDPR) serves as legal basis for processing the personal data required for fulfilling a contract to which the Data Subject is a party. This also applies to the processing operations required for performing pre-contractual actions.

4. Period of storage

Your personal information is stored for as long as required to fulfil the aims described in this Privacy Policy or as required by law.

This is the case when the user is inactive for 2 years, after which the email address is deleted.

5. Objection and removal option

For more information on objection and removal options available vis-à-vis IFCO, please refer to:

<https://www.ifco.com/de/en/privacy-notice/05eb382dce424e4b>

VI. Platform staging and log file creation

1. Description and scope of data processing

The platform and its databases are hosted on servers that belong to the service provider

T-Systems
Hahnstraße 43d
60528 Frankfurt on Main,
Germany

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The servers automatically collect and store information in what are referred to as server log files that your browser automatically transfers when you visit our platform. The information stored comprises:

- Browser type/Browser version
- Operating system used
- Referring URL
- The host name of the computer accessing our website
- Date and time of the server request
- IP address

This data is not merged with other data sources. Third parties do not receive access to server log files.

Telemetry data is also processed for the following purposes:

- Infrastructure monitoring
- Application monitoring
- Resource optimisation
- Troubleshooting
- Protocol analysis

The geographical location of the platform servers is in Germany.

2. Purpose of data processing

Storage in log files takes place to ensure the functionality of the platform. The data is also used to optimise the platform and safeguard the security of our information technology systems. An evaluation of the data for marketing purposes does not take place in this context.

Our legitimate interest in processing the data subject to Sec 6. (1) (1) (f) GDPR lies in these purposes.

3. Legal basis for data processing

The storage of server log files takes place subject to Sec. 6 (1) (f) GDPR. The platform operator has a legitimate interest in presenting and optimising their platform in a manner that is free of technical errors, for which purpose the server log files need to be collected.

4. Period of storage

The data is deleted as soon as it is no longer required for the purpose it was collected. The collection of data for staging the platform takes place once the respective session is completed.

5. Objection and removal option

Collection of the data for the purpose of serving our platform and storing the data in log files is essential for operating our platform. This means that there is no option available to object on the part of the user.

VII. Google Cloud CDN

1. Description and scope of data processing

On our platform, we use the content delivery network Google Cloud CDN from Google Ireland Limited, Gordon House, Barrow Street, Dublin 4, Ireland (hereafter referred to as Google Cloud CDN).

A content delivery network (CDN) is made up a network of regionally distributed servers that are connected over the Internet, over which content is delivered and, in particular, large media files, such as videos. Google Cloud CDN delivers web optimisation and security services that we use to improve the loading times for our platform and to protect it from misuse. When you visit our platform, you will be connected to the Google Cloud CDN servers, for instance, to retrieve content. This allows personal data to be stored in server log files and evaluated, especially the activity of a user (in particular, which pages have been visited) and device and browser information (in particular, the IP address and operating system).

Data can be transferred to Google Cloud CDN servers in the United States. Google Cloud CDN has submitted to the Privacy Shield Agreement between the European Union and the United States and is certified. As a result, Google Cloud CDN is committed to complying with the standards and regulations of European data protection law. For further information, please click on the following linked entry: <https://www.privacyshield.gov/participant?id=a2zt000000001L5AAI&status=Active>

Further information on how Google Cloud CDN collects and stores data can be found here:

<https://policies.google.com/privacy?hl=en>

2. Purpose of data processing

Using the power of Google Cloud CDN serves to deliver and accelerate online applications and content.

3. Legal basis for data processing

This data is collected based on Sec 6. (1) (f) GDPR. The platform operator has a legitimate interest in presenting and optimising their platform in a manner that is free of technical errors, for which purpose the server log files need to be collected.

4. Period of storage

Your personal information is stored for as long as required to fulfil the aims described in this Privacy Policy or as required by law.

5. Objection and removal option

For more information on objection and removal options available vis-à-vis Google Cloud CDN, please refer to:

<https://policies.google.com/privacy?hl=dede/privacypolicy/>

VIII. Use of cookies

1. Description and scope of data processing

Our platform uses cookies. Cookies are text files that are stored in or by the Internet browser on the user's computer system. When a user accesses a platform, it allows a cookie to be stored on the user's operating system. This cookie contains a characteristic string that allows for the unique identification of the browser when the platform is accessed again.

We use cookies to make our platform more user-friendly. Some elements of our website require identification of the accessing browser even after a change in page.

The following data is stored and transferred in these cookies:

- Generic ID in a sticky session cookie/session cookie
- Language settings

2. Purpose of data processing

The aim of using cookies that are required technically is to facilitate the use of the platform for users. Several features of our website cannot be served without using cookies. For this reason, the browser needs to be recognised even after a change in page.

We require cookies for the following applications:

- Log-in information from the user over sticky session cookies/session cookies
- Storing the language setting

The user data collected by cookies which is required for technical purposes is not used to create user profiles.

For these purposes, our legitimate interest in processing personal data pursuant to Sec. 6 (1) (1) (f) GDPR is.

3. Legal basis for data processing

The legal basis for processing personal data using cookies is formed by Sec. 6 (1) (1) (f) GDPR.

4. Duration of storage, objection and removal options

Cookies are stored on the user's computer and sent to us by this computer. This means that as a user, you have full control over the use of cookies. You can disable or restrict the transfer of cookies by changing the settings in your web browser. Cookies that have already been saved can be deleted at any time. This can also take place automatically. Disabling cookies for our platform, may mean that it is not possible to use all the features of our platform in full.

If you use Safari (V. 12.1 and above), cookies are deleted automatically after seven days. This also applies to opt-out cookies that are set to prevent tracking measures.

IX. Email Contact

1. Description and scope of data processing

You can establish contact with us using the email address provided on our website. The user's personal data transferred by email is stored in this case.

The data is used exclusively for processing the conversation.

2. Purpose of data processing

If you establish contact with us by email, our requisite legitimate interest in processing the data is also based on this.

3. Legal basis for data processing

The legal basis for processing data is the existence of consent granted by the user in accordance with Sec. 6 (1) (a) GDPR.

The legal basis for processing the data transmitted in the course of sending an email is formed by Sec. 6 (1) (f) GDPR. If the reason for email contact is to conclude a contract, then the additional legal basis for processing the user's data is formed by Sec. 6 (1) (b) GDPR.

4. Period of storage

The data is deleted as soon as it is no longer required for the purpose it was collected. For personal data sent by email, this is the case when the respective conversation with the user has come to an end. The conversation is then ended once it can be inferred from the circumstances that the matter in question has finally been clarified.

Additional personal data collected during the process of sending the contact form is deleted no later than seven days afterwards.

5. Objection and removal option

The user has the option to revoke the consent he has granted to processing his personal data at any time. If the user establishes contact with us by email, he can

object to the storage of his personal data at any time. The conversation cannot be continued in this case.

This option for establishing contact is only available to registered users at the moment.

In this case, all personal data stored in the course of establishing contact will be deleted.

X. Contact Form

1. Description and scope of data processing

A contact form is available on our website which can be used to establish electronic contact. Only already registered users of the MyIFCO WebClearing Platform can use this contact option.

If a user uses this option, the data entered in the input mask is transferred to us and stored.

The following specific data is stored at the time the message is sent:

- IFCO no.
- Company
- Postal code
- Town
- Country
- First name
- Name
- User ID
- Customer Service responsible
- Email address
- Date and time of registration

Your consent is obtained for processing the data during the process for sending the form and reference is also made to this Privacy Policy.

Alternatively, contact can be established over the email address provided. The user's personal data transferred by email is stored in this case.

The data is used exclusively for processing the conversation.

2. Purpose of data processing

The processing of personal data from the input mask only serves for us processing the contact established. If you establish contact with us by email, our requisite legitimate interest in processing the data is also based on this.

The other personal data processed while sending the form serves to prevent misuse of the contact form and to safeguard the security of our information technology systems.

3. Legal basis for data processing

The legal basis for processing the data is the existence of consent granted by the user in accordance with Sec. 6 (1) (1) (a) GDPR.

The legal basis for processing the data transmitted in the course of sending an email is formed by Sec. 6 (1) (1) (f) GDPR. If the reason for email contact is to conclude a contract, then the additional legal basis for processing the user's data is formed by Sec. 6 (1) (1) (b) GDPR.

4. Period of storage

The data is deleted as soon as it is no longer required for the purpose it was collected. For personal data from the input mask on the contact form and that sent by email, this is the case when the respective conversation with the user has come to an end. The conversation is then ended once it can be inferred from the circumstances that the matter in question has finally been clarified.

Additional personal data collected during the process of sending the contact form is deleted no later than seven days afterwards.

5. Objection and removal option

The user has the option to revoke the consent he has granted to processing his personal data at any time. If the user establishes contacts with us by email, he can object to the storage of his personal data at any time. The conversation cannot be continued in this case.

This option for establishing contact is only available to registered users at the moment.

In this case, all personal data stored in the course of establishing contact will be deleted.

This Privacy Policy has been created with the help of [Data Guard](#).