1 Data Protection Notice

Robert Bosch GmbH (hereinafter "Robert Bosch" or "We" or "Us") welcomes you to our internet pages and mobile applications (together also referred to as "Online Offers"). We thank you for your interest in our company and our products.

2 Robert Bosch respects your privacy

The protection of your privacy throughout the course of processing personal data as well as the security of all business data is an important concern to us. We process personal data that was gathered during your visit of our Online Offers confidentially and only in accordance with statutory regulations. Data protection and information security are included in our corporate policy.

3 Controller

Robert Bosch is the controller responsible for the processing of your data; exceptions are outlined in this data protection notice.

Our contact details are as follows:

Robert Bosch GmbH
Robert-Bosch-Platz 1
70839 Gerlingen-Schillerhöhe
GERMANY

kontakt@bosch.de
Bosch.InTrack@de.bosch.com

4 Collection, processing and usage of personal data

4.1 Processed categories of data

The following categories of data are processed:

- Communication data (name, telephone, e-mail, address)
- Planning and regulation data (addresses)
- Transaction data (GPS data)
- Miscellaneous: pictures of delivery notes & quality inspections
4.2 Principles

Personal data consists of all information related to an identified or identifiable natural person, this includes, e.g. names, addresses, phone numbers, email addresses, contractual master data, contract accounting and payment data, which is an expression of a person's identity.

We collect, process and use personal data (including IP addresses) only when there is either a statutory legal basis to do so or if you have given your consent to the processing or use of personal data concerning this matter, e.g. by means of registration.

4.3 Processing purposes and legal bases

We, as well as the service providers commissioned by us, process your personal data for the following processing purposes:

4.3.1 Provision of these Online Offers and fulfilment of contractual obligations under our contractual terms

(Legal basis: Fulfillment of contractual obligations).

4.3.2 Resolving service disruptions as well as for security reasons.

(Legal bases: Fulfillment of our legal obligations within the scope of data security, and justified interest in resolving service disruptions as well as in the protection of our offers).

4.3.3 Safeguarding and defending our rights.

(Legal basis: Justified interest on our part for safeguarding and defending our rights).

4.4 Log files

Each time you use the internet, your browser is transmitting certain information, which we store in so-called log files.

We save log files for a short period of time to determine service disruptions and for security reasons (e.g., to investigate attack attempts) and delete them afterwards. Log files which need to be maintained for evidence purposes are excluded from deletion until the respective incident is resolved and may, on a case-by-case basis, be passed on to investigating authorities.

Log files are also used for analysis purposes (without the IP address or without the complete IP address). Also, see module web analysis.

In log files, in particular the following information is saved:

- Name of the files or information accessed;
- Date and time as well as duration of recalling the data;
- http status code (e.g., “Request successful” or “File requested not found”).

The following tools are used to evaluate the log files:

New Relic is provided by New Relic, Inc., a Delaware company headquartered at 188 Spear Street, Suite 1200, San Francisco, CA 94105, United States of America.
4.5  Children

This Online Offer is not meant for children under 16 years of age.

4.6  Data transfer

4.6.1  Data transfer to other controllers

Principally, your personal data is forwarded to other controllers only if required for the fulfillment of a contractual obligation, or if we ourselves, or a third party, have a legitimate interest in the data transfer, or if you have given your consent. Particulars on the legal bases can be found in the Section – Processing purpose and legal bases. Third parties may also be other companies of the Bosch group. When data is transferred to third parties based on a justified interest, this is explained in this data protection notice.

Additionally, data may be transferred to other controllers when we are obliged to do so due to statutory regulations or enforceable administrative or judicial orders.

4.6.2  Service providers (general)

We involve external service providers with tasks such as sales and marketing services, contract management, payment handling, programming, data hosting and hotline services. We have chosen those service providers carefully and monitor them on a regular basis, especially regarding their diligent handling of and protection of the data that they store. All service providers are obliged to maintain confidentiality and to comply to the statutory provisions. Service providers may also be other Bosch group companies.

4.7  Duration of storage; retention periods

Principally, we store your data for as long as it is necessary to render our Online Offers and connected services or for as long as we have a justified interest in storing the data (e.g. we might still have a justified interest in postal mail marketing after fulfillment of our contractual obligations). In all other cases we delete your personal data with the exception of data we are obliged to store for the fulfillment of legal obligations (e.g. due to retention periods under the tax and commercial codes we are obliged to have documents such as contracts and invoices available for a certain period of time).

5  Usage of our mobile applications

In addition to our Online Offers, we offer mobile applications ("Apps"), which you can download to your mobile device. Beyond the data collected on websites, we collect additional personal data through our apps that specifically result from the usage of a mobile device. This is subject to your prior express consent.

5.1  Processing of your location data

Our offers also include so-called location based services through which we provide you with special offers that are tailored to your respective location. To offer this app function, we collect the last three GPS locations delivered by the mobile device and your IP address when you consent. We do not create a movement profile. You can deactivate this function in the respective app's settings or in the settings of the operating system of your mobile device or pause it temporarily without affecting the basic functionality of the app.
5.2 Data processing by App Store operators

We do not collect data, and it is beyond our responsibility, when data, such as username, email address and individual device identifier are transferred to an app store (e.g., Google Play by Google, App Store by Apple, Galaxy Apps Store by Samsung) when downloading the respective application. We are unable to influence this data collection and further processing by the App Store as controller.

6 External links

Our Online Offers may contain links to third party internet pages – by providers who are not related to us. Upon clicking on the link, we have no influence on the collecting, processing and use of personal data possibly transmitted by clicking on the link to the third party (such as the IP address or the URL of the site on which the link is located) as the conduct of third parties is naturally beyond our supervision. We do not assume responsibility for the processing of personal data by third parties.

7 Security

Our employees and the companies providing services on our behalf, are obliged to confidentiality and to compliance with the applicable data protection laws.

We take all necessary technical and organizational measures to ensure an appropriate level of security and to protect your data that are administrated by us especially from the risks of unintended or unlawful destruction, manipulation, loss, change or unauthorized disclosure or unauthorized access. Our security measures are, pursuant to technological progress, constantly being improved.

8 User rights

To enforce your rights, please use the details provided in the Contact section. In doing so, please ensure that an unambiguous identification of your person is possible.

8.1.1 Right to information and access

You have the right to obtain confirmation from us about whether or not your personal data is being processed, and, if this is the case, access to your personal data.

8.1.2 Right to correction and deletion

You have the right to obtain the rectification of inaccurate personal data concerning yourself without undue delay from us. Taking into account the purposes of the processing, you have the right to have incomplete personal data completed, including by means of providing a supplementary statement.

This does not apply to data which is necessary for billing or accounting purposes or which is subject to a statutory retention period. If access to such data is not required, however, its processing is restricted (see the following).

8.1.3 Restriction of processing

You have the right to demand for – as far as statutory requirements are fulfilled – restriction of the processing of your data.
8.1.4 Objection to data processing

You have the right to object to data processing by us at any time. We will no longer process the personal data unless we demonstrate compliance with legal requirements to provide provable reasons for the further processing, which are beyond your interests, rights and freedoms or for the establishment, exercise or defense of legal claims.

8.1.5 Objection to direct marketing

Additionally, you may object to the processing of your personal data for direct marketing purposes at any time. Please take into account that due to organizational reasons, there might be an overlap between your objection and the usage of your data within the scope of a campaign, which is already running.

8.1.6 Objection to data processing based on the legal basis of “justified interest”

In addition, you have the right to object to the processing of your personal data at any time, insofar as this is based on a justified interest. We will then terminate the processing of your data, unless we demonstrate compelling legitimate grounds according to legal requirements which override your rights.

8.1.7 Withdrawal of consent

In case you consented to the processing of your data, you have the right to revoke this consent with immediate effect. The legality of data processing prior to your revocation remains unchanged.

8.2 Data portability

You are entitled to receive data that you have provided to us in a structured, commonly used and machine-readable format or – if technically feasible – to demand that we transfer those data to a third party.

8.3 Right of complaint with supervisory authority

You have the right to lodge a complaint with a supervisory authority. You can appeal to the supervisory authority which is responsible for your place of residence or your state of residency or to the supervisory authority responsible for us. This is:

State Commissioner for Data Protection and Freedom of Information

Address:
Königstrasse 10a
70173 Stuttgart
GERMANY

Postal address:
P.O. Box 10 29 32
70025 Stuttgart
GERMANY

Phone: 0711/615541-0
Fax: 0711/615541-15
Email: poststelle@lfdi.bwl.de
9 Changes to the Data Protection Notice

We reserve the right to change our security and data protection measures if this is required due to technical development. In such cases, we will amend our data protection notice accordingly. Please, therefore, notice the current version of our data protection notice, as this is subject to change.

10 Contact

If you wish to contact us, please find us at the address stated in the "Controller" section. To assert your rights and to notify data protection incidents please the following link: https://www.bkms-system.net/bosch-datenschutz

For suggestions and complaints regarding the processing of your personal data we recommend that you contact our data protection officer:

Data Protection Officer
Information Security and Privacy (C/ISP)
Robert Bosch GmbH
P.O. Box 30 02 20
70442 Stuttgart
GERMANY

or

DPO@bosch.com

Status: 05.03.2019