



## **Consent to the transmission and processing of personal data required within the scope of remote service**

**(1) Torqeedo GmbH**, Claude-Dornier-Str. 1, Geb. 901, 82234 Wessling, hereinafter referred to as "**Torqeedo**" provides you with remote service in addition to drive systems and products. This remote service is used in particular to carry out extended fault diagnoses and to record detailed and long-term information of the individual system components.

### **(2) Data transmitted to Torqeedo within the scope of remote service**

- a. Your last name, first name, address, email addresses
- b. Contract number, serial numbers
- c. Parameters of the system components, in particular current, power, runtime and temperature
- d. Location information

### **(3) Purposes of the processing**

Torqeedo uses the transmitted data exclusively for the following purposes

- a. Carrying out advanced fault diagnostics and their early detection
- b. Detecting anomalies on individual components
- c. Recording system and component services
- d. Improving system stability
- e. Improving the control and regulation algorithms
- f. Informing about due maintenance work
- g. Use of the data in anonymised form for the creation of internal company user profiles
- h. Use of the data in anonymised form to determine the requirements regarding component selection and design

### **(4) Data source**

Torqeedo receives your data described in (2) directly from the seller of your Torqeedo system.

### **(5) Right of objection**

You can revoke your consent given here at any time with effect for the future. You may exercise your right to object by sending a written notice to Torqeedo GmbH, Claude-Dornier-Str. 1, Geb. 901, 82234 Wessling, Germany or by email to [revocation@torqeedo.com](mailto:revocation@torqeedo.com).

### **(6) Consent**

I consent to the data described in (2) being transmitted to and processed by Torqeedo for the purposes described in (3).

.....  
First and last name

.....  
Signature

**(7) Data protection information according to Art. 13 GDPR**

The data protection information regarding the data collected and processed within the scope of the remote service can also be found on the internet at [www.torqeedo.com](http://www.torqeedo.com).

**Data protection information according to Art. 14 GDPR  
on Torqeedo remote service**

By means of this data protection information, we would like to inform you about the data collected within the scope of remote service and make you aware of your rights, which are guaranteed to you by the European Data Protection Regulation.

**Responsible body**

Torqeedo GmbH  
Fabian Bez  
Heiko Vietmeier  
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82234 Wessling  
Germany  
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Email: [info@torqeedo.com](mailto:info@torqeedo.com)  
Website: [www.torqeedo.com](http://www.torqeedo.com)

**Data protection officer contact details**

Robert Schöttl  
Tel. +49 (0) 8131 3333 220  
Fax +49 (0) 8131 3385 388  
Email: [datenschutz@torqeedo.com](mailto:datenschutz@torqeedo.com)

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**Legal basis of the processing**

Processing only takes place if you have given your consent (Art. 6(1)(a) GDPR).

**Receiver**

The data collected as part of remote service will be processed exclusively by Torqeedo. A transfer to third parties does not take place.

**Third-country transfers**

A transfer to third countries does not take place and is not planned.

**Duration of storage**

As long as you do not object to the collection/processing, the collected data will be stored for the duration of the remote service contract.

If you withdraw your consent, your data will be deleted after receipt of the objection.

## **Your rights**

According to the GDPR, you are entitled to various rights arising in particular from Art. 15 to 18, 21 GDPR.

### 1) Right to information

You can request information pursuant to Art. 15 GDPR about your personal data processed by us. In your request for information, you should specify your request in order to make it easier for us to compile the necessary data. Please note that your right to information may be restricted under certain circumstances due to legal regulations (in particular according to § 34 BDSG (German federal data protection act) and Art. 10 BayDSG (Bavarian state office for data protection supervision)).

### 2) Right of rectification

If the information concerning you is not (or no longer) correct, you can request a correction in accordance with Art. 16 GDPR. If your data is incomplete, you can request that it be completed.

### 3) Right to erasure

You can request the erasure of your personal data under the conditions of Art. 17 GDPR. Your right to erasure depends, among other things, on whether the data relating to you is still needed by us to fulfil our legal duties.

### 4) Right to restriction of processing:

Within the scope of Art. 18 GDPR, you have the right to demand a restriction of the processing of the data concerning you.

### 5) Right of objection

In accordance with Art. 21 GDPR, you have the right to object to the processing of data relating to you at any time for reasons arising from your particular situation. However, we cannot always comply with this, e.g. if legal provisions oblige us to process data within the scope of our official duties.

### 6) Right to complain

If you believe that we have not complied with data protection regulations when processing your data, you can complain to a supervisory authority.

Address of the supervisory authority responsible for Torqeedo GmbH:  
Bayerisches Landesamt für Datenschutzaufsicht (Bavarian state office for data protection supervision)

Promenade 18  
91504 Ansbach  
Germany

Phone: +49 (0) 981 180093-0  
Fax: +49 (0) 981 180093-800  
Email: [poststelle@lda.bayern.de](mailto:poststelle@lda.bayern.de)