

Bosch Rexroth AG privacy policy for surveys

Bosch Rexroth thanks you for your interest in our products and your visit to our survey website.

1. Privacy policy

Bosch Rexroth AG and Bosch Rexroth Sales (hereinafter referred to as "DC" or "we" or "us") appreciates your visit to our survey website and your interest in our company and products.

This information note complements the data protection policies for:

- Bosch Rexroth Sales S.R.L (<https://www.boschrexroth.com/ro/ro/home/privacy>)
- CRM System Robin

2. DC respects your privacy

The protection of your privacy when processing personal data as well as the security of all business data are a matter of great importance for us, which we take into account in our business processes. We process personal data collected during your visit to our survey website confidentially and only in accordance with the statutory provisions. Personal data collected during your visit on the online offers / for voluntary participation in the online satisfaction questionnaire are treated confidentially and in accordance with the relevant legal regulations, in particular in accordance with Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 (General Regulation on Data Protection - GDPR).

Data protection and information security are part of our company policy.

3. The controller of the processing your data is Bosch Rexroth AG. Exceptions are explained in this privacy policy.

Our contact details are as follows:

Bosch Rexroth AG
Zum Eisengießer 1
97816 Lohr am Main

Your contact to Bosch Rexroth AG

info@boschrexroth.de

Corporate headquarters

+49 9352 18 0

[Legal notice](#)

4. Collection, processing and use of personal data

4.1 Processed data categories

The following categories of data are processed:

- Communication data (e.g. name, e-mail, address, industry, IP address)
- Contract master data (contractual relationship, product - or contract interest)
- Customer history
- Device-related data (type of device you use for the survey)

Your voluntary participation in the customer satisfaction questionnaire represents your agreement to the processing and storage of personal data in accordance with this information note. If you no longer wish to receive invitations to participate in customer satisfaction questionnaires, then please contact us at: sales@boschrexroth.ro and express this option.

4.2 Basic principles

Personal data is all information relating to an identified or identifiable natural person, such as names, addresses, telephone numbers, e-mail addresses, contractual, booking and accounting data, which is an expression of a person's identity.

We collect, process and use personal data (including IP addresses) only if there is a legal basis for doing so or if you have given us your consent, e.g. in the context of a confirmation.

4.3 Processing purposes and legal basis

We and the service providers commissioned by us process your personal data for the following purposes:

4.3.1 To identify faults and for safety reasons

(Legal basis: Fulfilment of our legal obligations in the area of data security and legitimate interest in the elimination of faults and the security of our offers).

4.3.2 Customer surveys

We process your data to improve our business relationship. For providing the Offer online / sending the information email / for voluntary participation in the satisfaction questionnaire. Legal basis: Legitimate interest from us / consent from you.

In order to improve the design of future surveys, we check the type of device you used to take the survey.

The survey link will be available for you for three weeks. After two weeks, you will receive a reminder. We do this in order to achieve the highest possible feedback rate and thus a reliable result of the survey.

Product or customer surveys by e-mail provided you have expressly agreed to this.

(Legal basis: Consent).

4.3.3 Global internal data exchange

(Legal basis: legitimate interest internal data exchange between Bosch Rexroth's various divisions)

4.3.4 Protection and defence of our rights

(Legal basis: Justified interest on our part in asserting and defending our rights).

4.4 Log files

Each time you use the Internet, your Internet browser automatically transmits certain information, which we store in so-called log files.

The log files are kept by us for at least 90 days for malfunction diagnosis and security reasons (e.g. to investigate attempted attacks) and can be used for incidents. Archived log files are stored in a compressed form for legal purposes for one year. Log files whose further storage is required for evidential purposes are exempt from erasure until final clarification of the respective incident and can be passed on to investigating authorities in individual cases.

The following information is stored in the log files:

- IP address (Internet protocol address) of the device from which the online offer is accessed;
- Internet address of the website from which the online service was accessed (so-called origin or referrer URL);
- name of the service provider via which the online service is accessed;
- name of the files or information retrieved;
- date and time and duration of the access;
- amount of data transferred;
- operating system and information on the Internet browser used, including installed add-ons (e.g. for the Flash Player);
- http status code (e.g. "request successful" or "requested file not found").

4.5 Children

This survey is not intended to children under 18 years of age.

4.6 Service providers (general)

We make use of external service providers for tasks such as data hosting and evaluation of the survey results. We have selected these service providers carefully and monitor them regularly, in particular their careful handling and safeguarding of the data stored with them. All service providers are obliged by us to maintain confidentiality and to comply with legal requirements. Service providers may also be other companies of the Bosch Group.

4.7 Transfer to recipients outside the EEA

Personal data are not transmitted outside the EEA, in so-called third countries.

4.8 Duration of storage, retention periods

As a matter of principle, we store your data for as long as is necessary to provide our survey and to process the survey results.

5. Use of cookies

Within the scope of providing our survey, we only use technically necessary cookies. For this reason, no cookie manager dialogue is offered.

Cookies are small text files that can be saved on your device when you visit a website.

If you wish to switch off all cookies, please go to your browser settings and deactivate the saving of cookies. Please note that this may affect the functionality of the survey.

6. Security

Our employees and the service providers commissioned by us are obliged to maintain secrecy and comply with the provisions of applicable data protection laws.

We take all necessary technical and organisational measures to ensure an appropriate level of protection and to safeguard your data managed by us, in particular against the risks of accidental or unlawful destruction, manipulation, loss, modification or unauthorised disclosure or access. Our security measures are constantly improved in line with technological developments.

7. Rights of users

Please use the information in the Contact section to assert your rights. Please make sure that we can clearly identify you.

Right to information and access

You have the right to receive information from us about the processing of your data. To this end, you can exercise a right of access to the personal data that we process about you.

Right of rectification and erasure

You have the right to obtain from us the rectification of inaccurate data. If the legal requirements are met, you can demand the completion or erasure of your data. This does not apply to data which are required for billing and accounting purposes or which are subject to the legal obligation to retain data. If access to such data is not required, however, its processing will be restricted (see below).

Restriction of processing

You have the right to request from us - insofar as the legal requirements are fulfilled - the restriction of the processing of your data.

Data Portability

Insofar as the legal requirements are met, you have the right to request that data which you have made available to us be transmitted to you in a structured, common and machine-readable format or - insofar as technically feasible - that the data be transmitted to a third party.

Revocation of consent

If you have given us your consent to the processing of your data, you can revoke this consent at any time with effect for the future. The lawfulness of the processing of your data until revocation remains unaffected.

8. Right of complaint to the supervisory authority

You have the right to lodge a complaint with a data protection authority. You can contact the data protection authority responsible for your place of residence or your federal state or the data protection authority responsible for us, which is the Bavarian State Office for Data Protection Supervision (BayLDA).

<https://www.lda.bayern.de/de/index.html>

9. Amendments to the privacy policy

We reserve the right to change our security and data protection measures if this is necessary due to technical developments. In these cases, we will also adapt our privacy policy accordingly. Therefore, please read the current version of our privacy policy.

10. Contact

If you would like to contact us, you can reach us at the address given in the Controller section.

To assert your rights and to report data protection incidents, please use 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 Department Bosch Group (C/ISP)
Robert Bosch GmbH
PO box 30 02 20
70442 Stuttgart
GERMANY

Or

DPO@bosch.com