

Biketec GmbH's duty to provide information

In the following we will inform you of how we will handle any personal data that we may collect and store within the scope of the contractual relationship. Personal data is information that relates to your person and that can be used to identify you. This information is designed to meet the requirements of the EU General Data Protection Regulation (GDPR) and the New Swiss Federal Act on Data Protection (FADP). Where only one of the two laws expressly applies, please refer to the privacy policy.

Description	Collection of personal data from you (direct collection)	Collection of your personal data via third parties (third-party collection)
<p>Name and contact details of the controller, the controller's representative, and the data protection officer, where applicable</p>	<p><u>Controller:</u> Biketec GmbH represented by the Managing Director: Dr. Ivica Durdevic Luzernstrasse 84 CH-4950 Huttwil Telephone: +41 (0)62 959 5300 E-mail: info@fit-ebike.ch</p> <p><u>Representative pursuant to article 27 of the GDPR:</u> Biketec Europe GmbH represented by the Managing Director: Gerhard Ferfers Im Hönig 5 DE-63820 Elsenfeld Telephone: +49 60227067211 E-mail: germany@fit-ebike.ch</p> <p><u>Data protection officer:</u> Eric Drissler ED Computer & Design GmbH & Co. KG Lina-Bommer-Weg 4 DE-51149 Cologne Telephone: +49 221 28887766 E-mail: datenschutz@edcud.de</p>	<p><u>Controller:</u> Biketec GmbH represented by the Managing Director: Dr. Ivica Durdevic Luzernstrasse 84 CH-4950 Huttwil Telephone: +41 (0)62 959 5300 E-mail: info@fit-ebike.ch</p> <p><u>Representative pursuant to article 27 of the GDPR:</u> Biketec Europe GmbH represented by the Managing Director: Gerhard Ferfers Im Hönig 5 DE-63820 Elsenfeld Telephone: +49 60227067211 E-mail: germany@fit-ebike.ch</p> <p><u>Data protection officer:</u> Eric Drissler ED Computer & Design GmbH & Co. KG Lina-Bommer-Weg 4 DE-51149 Cologne Telephone: +49 221 28887766 E-mail: datenschutz@edcud.de</p>
<p>Purpose of processing (FADP and GDPR) and legal bases according to GDPR</p>	<p>Data is collected for the purpose of</p> <ul style="list-style-type: none"> ▪ Sales and order processing on the legal basis of Article 6 (1) (1) (b) of the GDPR ▪ Storage and delivery of spare parts in after-sales service on the legal basis of Article 6 (1) (1) (b) of the GDPR ▪ After-sales service for dealers on the legal basis of Article 6 (1) (1) (b) of the GDPR ▪ Finances and controlling on the legal basis of Article 6 (1) (1) (b) of the GDPR ▪ Credit check on the legal basis of Article 6 (1) (1) (f) of the GDPR in the economic interest of risk minimization ▪ Maintenance Tool on the legal basis of Article 6 (1) (1) (b) of the GDPR ▪ QA cloud on the legal basis of Article 6 (1) (1) (b) of the GDPR due to warranty claims, Article 6 (1) (1) (c) of the GDPR due to warranty claims, and Article 6 (1) (1) (f) of the GDPR for reasons of benchmarking and for quality assurance ▪ PM tool on the legal basis of Article 6 (1) (1) (b) of the GDPR ▪ Collection and transfer of telemetry data on the legal basis of Article 6 (1) (1) (f) of the 	<p>Data is collected for the purpose of</p> <ul style="list-style-type: none"> ▪ Sales and order processing on the legal basis of Article 6 (1) (1) (b) of the GDPR ▪ Storage and delivery of spare parts in after-sales service on the legal basis of Article 6 (1) (1) (b) of the GDPR ▪ After-sales service for dealers on the legal basis of Article 6 (1) (1) (b) of the GDPR ▪ Finances and controlling on the legal basis of Article 6 (1) (1) (b) of the GDPR ▪ Credit check on the legal basis of Article 6 (1) (1) (f) of the GDPR in the economic interest of risk minimization ▪ Maintenance Tool on the legal basis of Article 6 (1) (1) (b) of the GDPR ▪ QA cloud on the legal basis of Article 6 (1) (1) (b) of the GDPR due to warranty claims, Article 6 (1) (1) (c) of the GDPR due to warranty claims, and Article 6 (1) (1) (f) of the GDPR for reasons of benchmarking and for quality assurance ▪ PM tool on the legal basis of Article 6 (1) (1) (b) of the GDPR ▪ Collection and transfer of telemetry data on the legal basis of Article 6 (1) (1) (f) of the

	<p>GDPR in the economic interest of further development and warranty assurance</p> <ul style="list-style-type: none"> ▪ Purchasing on the legal basis of Article 6 (1) (b) of the GDPR ▪ Operation and support of IT and communication technology on the legal basis of Article 6 (1) (1) (b) of the GDPR, Article 6 (1) (1) (f) of the GDPR for the optimization and safeguarding of process flows ▪ Recruitment of new employees and interns on the legal basis of Article 6 (1) (1) (b) of the GDPR 	<p>GDPR in the economic interest of further development and warranty assurance</p> <ul style="list-style-type: none"> ▪ Purchasing on the legal basis of Article 6 (1) (b) of the GDPR ▪ Operation and support of IT and communication technology on the legal basis of Article 6 (1) (1) (b) of the GDPR, Article 6 (1) (1) (f) of the GDPR for the optimization and safeguarding of process flows ▪ Recruitment of new employees and interns on the legal basis of Article 6 (1) (1) (b) of the GDPR
<p>Data category (depending on processing status and type of contact)</p>	<p>-</p>	<p><u>In connection with sales and order processing:</u> Master data and contact details, quantity, item, conditions, optional: name of end customer / commission (for dealer orders)</p> <p><u>In connection with the storage and delivery of spare parts in after-sales service:</u> Master data and contact details, quantity, item, optional: name of end customer, freight instructions (delivery times, etc.)</p> <p><u>In connection with after-sales service for dealers:</u> Master data and contact details, frame number / serial numbers, dealer's sales document, description of error, dispatch data</p> <p><u>In connection with finances and controlling:</u> Master data and contact details, booking data, bank data, ERP data, contractual data, tax documents, salary data</p> <p><u>In connection with the credit check:</u> Master data</p> <p><u>In connection with the Maintenance Tool:</u> Serial numbers of the integrated FIT components, frame number, digital key / ownership card (QR code printed on the card), item number of the bike model, all firmware statuses on the bike, production date, ID of production employee (log-in credentials), firmware / hardware compatibility tables, firmware binaries, names of bike models, images of bike models, bike specifications, service / repair procedures, including time stamp, component exchange, ID of processing dealer (log-in credentials), telemetry data</p> <p><u>In connection with the QA Cloud:</u> Serial numbers of the components, test / diagnostic reports, status data (in part historical), firmware status (historical), warranty period, production date, reference to bike frame number(s), warranty status</p> <p><u>In connection with the PM tool:</u> Rights and roles concept, log-in data, item number of bike models, statistical distribution of firmware statuses in the field, distribution of bike models in the field, names of bike models, images of bike models, bike specifications, FIT system configurations (motor, battery, display,</p>

		<p>remote / HMI, cable, electronic gears, ...), bike specification (fork, saddle, wheel, tires, ...)</p> <p><u>In connection with the collection and transfer of telemetry data:</u> Location data (GPS), battery condition and use, temperature (CPU, battery), usage behavior (click patterns, Bluetooth use, lights, handling, riding times, selected motor assistance, time format, language), frame number, error codes / events</p> <p><u>In connection with purchasing:</u> Master data and contact details, order history, ongoing orders, delivery papers and invoices, contracts</p> <p><u>In connection with the operation and support of IT and communication technology:</u> Rights and roles, e-mail data, usage behavior / usage data, all types of documents, HR data / documents, process documentation, account data, image data, master data and contact details, contractual data, time sheets, telecommunications data, including metadata, bank and payment data, telemetry data from vehicles, usage data of users</p> <p><u>In connection with the recruitment of new employees and interns:</u> Master data and contact details, CV, references, photograph, if applicable</p>
<p>Category of recipient of data</p>	<p><u>In connection with sales and order processing:</u> Order processors (IT service providers, Microsoft 365, e-mail service providers, ERP providers, cloud telephone system, back office and accounting)</p> <p><u>In connection with the storage and delivery of spare parts in after-sales service:</u> Order processors (IT service providers, Microsoft 365, e-mail service providers, ERP providers, cloud telephone system, back office and logistics), transport companies, parcel services, Customs</p> <p><u>In connection with after-sales service for dealers:</u> Order processors (IT service providers, Microsoft 365, e-mail service providers, ERP providers, cloud telephone system, back office and logistics), transport companies, parcel services, Customs</p> <p><u>In connection with finances and controlling:</u> Order processors (IT service providers, Microsoft 365, e-mail service providers, ERP providers, cloud telephone system, financial service providers), banks, auditors, tax authorities, authorities (Statistics Office, Customs, etc.), insurance companies</p> <p><u>In connection with the credit check:</u></p>	<p><u>In connection with sales and order processing:</u> Order processors (IT service providers, Microsoft 365, e-mail service providers, ERP providers, cloud telephone system, back office and accounting)</p> <p><u>In connection with the storage and delivery of spare parts in after-sales service:</u> Order processors (IT service providers, Microsoft 365, e-mail service providers, ERP providers, cloud telephone system, back office and logistics), transport companies, parcel services, Customs</p> <p><u>In connection with after-sales service for dealers:</u> Order processors (IT service providers, Microsoft 365, e-mail service providers, ERP providers, cloud telephone system, back office and logistics), transport companies, parcel services, Customs</p> <p><u>In connection with finances and controlling:</u> Order processors (IT service providers, Microsoft 365, e-mail service providers, ERP providers, cloud telephone system, financial service providers), banks, auditors, tax authorities, authorities (Statistics Office, Customs, etc.), insurance companies</p> <p><u>In connection with the credit check:</u></p>

	<p>Order processors (IT service providers, Microsoft 365, e-mail service providers, ERP providers, cloud telephone system, financial service providers), credit reform, debt enforcement office</p> <p><u>In connection with the Maintenance Tool:</u> Order processors (IT service providers, Microsoft 365, cloud hosts, development service providers)</p> <p><u>In connection with the QA Cloud:</u> Order processors (IT service providers, Microsoft 365, cloud hosts, development service providers)</p> <p><u>In connection with the PM tool:</u> Order processors (IT service providers, Microsoft 365, cloud hosts, development service providers), customers/OEM bike manufacturers</p> <p><u>In connection with the collection and transfer of telemetry data:</u> Order processors (IT service providers, Microsoft 365, cloud hosts, development service providers), network providers, customers/OEM bike manufacturers</p> <p><u>In connection with purchasing:</u> Order processors (IT service providers, Microsoft 365, e-mail service providers, ERP providers, cloud telephone system, purchasing service providers)</p> <p><u>In connection with the operation and support of IT and communication technology:</u> Order processors (development service providers, IT service providers, Microsoft 365, e-mail service providers, ERP providers, cloud telephone system, cloud hosts, software providers)</p> <p><u>In connection with the recruitment of new employees and interns:</u> Order processors (IT service providers, Microsoft 365, e-mail service providers, cloud telephone system, HR service providers)</p>	<p>Order processors (IT service providers, Microsoft 365, e-mail service providers, ERP providers, cloud telephone system, financial service providers), credit reform, debt enforcement office</p> <p><u>In connection with the Maintenance Tool:</u> Order processors (IT service providers, Microsoft 365, cloud hosts, development service providers)</p> <p><u>In connection with the QA Cloud:</u> Order processors (IT service providers, Microsoft 365, cloud hosts, development service providers)</p> <p><u>In connection with the PM tool:</u> Order processors (IT service providers, Microsoft 365, cloud hosts, development service providers), customers/OEM bike manufacturers</p> <p><u>In connection with the collection and transfer of telemetry data:</u> Order processors (IT service providers, Microsoft 365, cloud hosts, development service providers), network providers, customers/OEM bike manufacturers</p> <p><u>In connection with purchasing:</u> Order processors (IT service providers, Microsoft 365, e-mail service providers, ERP providers, cloud telephone system, purchasing service providers)</p> <p><u>In connection with the operation and support of IT and communication technology:</u> Order processors (development service providers, IT service providers, Microsoft 365, e-mail service providers, ERP providers, cloud telephone system, cloud hosts, software providers)</p> <p><u>In connection with the recruitment of new employees and interns:</u> Order processors (IT service providers, Microsoft 365, e-mail service providers, cloud telephone system, HR service providers)</p>
<p>FADP</p> <p>Disclosure of personal data abroad to a state or an international body and, where applicable, the guarantees pursuant to Article 16 (2) of the FADP or the application of an exception pursuant to Article 17 of the FADP</p> <p>GDPR</p> <p>Transfers of personal data to a third country or an</p>	<p><u>Service providers for Microsoft 365:</u> Microsoft Corporation Inc. One Microsoft Way Redmond, WA 98052-6399 USA</p> <p>Microsoft Corporation Inc. is certified under the EU-US Data Privacy Framework, an adequacy decision of the EU Commission (Article 45 (1) of the GDPR). See https://www.dataprivacyframework.gov/s/participant-search</p> <p>In addition, we have agreed standard contractual clauses with Microsoft Corporation in accordance with Article 16 (2) (d) of the</p>	<p><u>Service providers for Microsoft 365:</u> Microsoft Corporation Inc. One Microsoft Way Redmond, WA 98052-6399 USA</p> <p>Microsoft Corporation Inc. is certified under the EU-US Data Privacy Framework, an adequacy decision of the EU Commission (Article 45 (1) of the GDPR). See https://www.dataprivacyframework.gov/s/participant-search</p> <p>In addition, we have agreed standard contractual clauses with Microsoft Corporation in accordance with Article 16 (2) (d) of the</p>

<p>international organization plus the existence or absence of an adequacy decision by the Commission or, in the case of transfers pursuant to Article 46 or Article 47 or Article 49 (1) (2), a reference to the appropriate or proportionate guarantees and the possibility of obtaining a copy of them or where they are available</p>	<p>FADP. For more information, please visit https://learn.microsoft.com/en-us/compliance/regulatory/offering-eu-model-clauses</p> <p><u>Service provider for Atlassian collaboration tools:</u> Atlassian Pty. 350 Bush St. Floor 13 04104 San Francisco U.S.A.</p> <p><u>Atlassian Pty.</u> is certified under the EU-US Data Privacy Framework, adequacy decision of the EU Commission (Article 45 (1) of the GDPR). See https://www.dataprivacyframework.gov/s/participant-search</p> <p>In addition, we have agreed standard contractual clauses with Atlassian Pty. in accordance with Article 16 (2) (d) of the FADP. For more information, visit https://www.atlassian.com/trust/privacy/latest-updates/international-data-transfers</p> <p>All other order processors are based in Switzerland or Germany.</p> <p>For Switzerland, the adequacy decision of the EU Commission pursuant to Article 45 (1) of the GDPR applies. For more information, visit https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:32000D0518&from=MT</p> <p>Germany is a state with adequate data protection. For more information visit https://www.fedlex.admin.ch/eli/cc/2022/568/en#annex_1</p>	<p>FADP. For more information, please visit https://learn.microsoft.com/en-us/compliance/regulatory/offering-eu-model-clauses</p> <p><u>Service provider for Atlassian collaboration tools:</u> Atlassian Pty. 350 Bush St. Floor 13 04104 San Francisco U.S.A.</p> <p><u>Atlassian Pty.</u> is certified under the EU-US Data Privacy Framework, adequacy decision of the EU Commission (Article 45 (1) of the GDPR). See https://www.dataprivacyframework.gov/s/participant-search</p> <p>In addition, we have agreed standard contractual clauses with Atlassian Pty. in accordance with Article 16 (2) (d) of the FADP. For more information, visit https://www.atlassian.com/trust/privacy/latest-updates/international-data-transfers</p> <p>All other order processors are based in Switzerland or Germany.</p> <p>For Switzerland, the adequacy decision of the EU Commission pursuant to Article 45 (1) of the GDPR applies. For more information, visit https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:32000D0518&from=MT</p> <p>Germany is a state with adequate data protection. For more information visit https://www.fedlex.admin.ch/eli/cc/2022/568/en#annex_1</p>
<p>Duration of storage</p>	<p>Internal accounts are deactivated when the employee leaves the company, and deleted after three months at the latest.</p> <p>Applications from employees who were not given a job are deleted six months after the application process is complete.</p> <p>Service tickets: seven years starting from the end of the financial year</p> <p>Tax documents, accounts, book-keeping vouchers, annual reports and audit reports: ten years starting from the end of the financial year</p> <p>Business documents required in connection with the calculation of subsequent input tax deduction and personal use of immovable property: 20 years starting from the end of the financial year</p> <p>The data relate only to the frame number and will not be automatically deleted. The end customer (user of the vehicle) can initiate deletion and all data saved with the frame</p>	<p>Internal accounts are deactivated when the employee leaves the company, and deleted after three months at the latest.</p> <p>Applications from employees who were not given a job are deleted six months after the application process is complete.</p> <p>Service tickets: seven years starting from the end of the financial year</p> <p>Tax documents, accounts, book-keeping vouchers, annual reports and audit reports: ten years starting from the end of the financial year</p> <p>Business documents required in connection with the calculation of subsequent input tax deduction and personal use of immovable property: 20 years starting from the end of the financial year</p> <p>The data relate only to the frame number and will not be automatically deleted. The end customer (user of the vehicle) can initiate deletion and all data saved with the frame</p>

	<p>number will be deleted. Some data are filed in overwrite mode, i.e. the current status is only overwritten.</p> <p>At the end of the contract, order processors are instructed to transfer the data to the controller or to delete them in accordance with data protection regulations.</p>	<p>number will be deleted. Some data are filed in overwrite mode, i.e. the current status is only overwritten.</p> <p>At the end of the contract, order processors are instructed to transfer the data to the controller or to delete them in accordance with data protection regulations.</p>
Right to be informed	You have the right to receive information at any time about which personal data we have stored about you.	You have the right to receive information at any time about which personal data we have stored about you.
Right to rectification or deletion of data	In the event that these data were stored incorrectly or incompletely, you have the right to request rectification or deletion.	In the event that these data were stored incorrectly or incompletely, you have the right to request rectification or deletion.
Registration of a notice of denial pursuant to Art. 32 (3) of the FADP	If it is not possible to establish the accuracy or inaccuracy of the personal data concerned, the plaintiff may request that a notice of denial be made.	If it is not possible to establish the accuracy or inaccuracy of the personal data concerned, the plaintiff may request that a notice of denial be made.
Right to restriction of processing	You may request the restriction of processing if you dispute the correctness of the collected data, the processing is unlawful, or the purpose of processing has been fulfilled.	You may request the restriction of processing if you dispute the correctness of the collected data, the processing is unlawful, or the purpose of processing has been fulfilled.
Right to withdraw consent	If your personal data is processed for a specific purpose based on your consent, you may withdraw this at any point; data processing will, however, remain lawful until you withdraw your consent.	If your personal data is processed for a specific purpose based on your consent, you may withdraw this at any point; data processing will, however, remain lawful until you withdraw your consent.
Right to object to processing	<p>If data processing is based on Article 6 (1) (e) or (f) of the GDPR or Article 31 (2) (b) of the FADP, you have the right at any time to object to the processing of your personal data on grounds relating to your particular situation. You will find information on the legal basis of processing under the heading "Purpose of processing and its legal basis".</p> <p>If you lodge an objection, we will no longer process the personal data concerning you unless we are in a position to present compelling protection-worthy grounds for the processing that outweigh your interests, rights and freedoms or if the purpose of the processing is the claiming, exercising or defense of legal entitlements pursuant to Article 21 (1) of the GDPR / Article 30 (2) of the FADP.</p> <p>If your personal data are processed for the purposes of direct marketing, you have the right to lodge an objection at any time to the processing of personal data relating to you for the purposes of marketing of this kind. If you object, your personal data will no longer be used for direct marketing purposes.</p>	<p>If data processing is based on Article 6 (1) (e) or (f) of the GDPR or Article 31 (2) (b) of the FADP, you have the right at any time to object to the processing of your personal data on grounds relating to your particular situation. You will find information on the legal basis of processing under the heading "Purpose of processing and its legal basis".</p> <p>If you lodge an objection, we will no longer process the personal data concerning you unless we are in a position to present compelling protection-worthy grounds for the processing that outweigh your interests, rights and freedoms or if the purpose of the processing is the claiming, exercising or defense of legal entitlements pursuant to Article 21 (1) of the GDPR / Article 30 (2) of the FADP.</p> <p>If your personal data are processed for the purposes of direct marketing, you have the right to lodge an objection at any time to the processing of personal data relating to you for the purposes of marketing of this kind. If you object, your personal data will no longer be used for direct marketing purposes.</p>
Right for data to be transferred	You have the right to have the data made available to the controller transferred to a third party.	-

<p>Right to lodge a complaint pursuant to Article 77 of the GDPR</p>	<p>You have the right to lodge a complaint with a supervisory authority if you believe that the processing of your data is unlawful. We come under the responsibility of the Bavarian Data Protection Authority (<i>Bayerisches Landesamt für Datenschutzaufsicht</i>) https://www.lda.bayern.de</p>	<p>You have the right to lodge a complaint with a supervisory authority if you believe that the processing of your data is unlawful. We come under the responsibility of the Bavarian Data Protection Authority (<i>Bayerisches Landesamt für Datenschutzaufsicht</i>) https://www.lda.bayern.de</p>
<p>Request to the Federal Data Protection and Information Commissioner to exercise your rights as a data subject (Article 58 paragraph (d) of the FADP)</p>	<p>The Federal Data Protection and Information Commissioner (FDPIC) is an adviser and supervisor on data protection issues. It advises data subjects on their request on exercising their rights as data subjects (Article 58 paragraph d of the FADP):</p> <p>Federal Data Protection and Information Commissioner Feldeggweg 1 3003 Bern, Switzerland Website: https://www.edoeb.admin.ch/edoeb/en/home.html</p>	<p>The Federal Data Protection and Information Commissioner (FDPIC) is an adviser and supervisor on data protection issues. It advises data subjects on their request on exercising their rights as data subjects (Article 58 paragraph d of the FADP):</p> <p>Federal Data Protection and Information Commissioner Feldeggweg 1 3003 Bern, Switzerland Website: https://www.edoeb.admin.ch/edoeb/en/home.html</p>
<p>Data sources</p>		<p>Data sources</p> <ul style="list-style-type: none"> ▪ associated companies ▪ sales lead generators
<p>Automated decision-making including profiling</p>	<p>Profiling is not used at Biketec GmbH.</p>	<p>Profiling is not used at Biketec GmbH.</p>

Please note: In order to improve legibility, the masculine form is generally used. We would like to expressly point out at this point that this refers to masculine, feminine and diverse forms.

Last updated: September 1, 2023