

本隐私政策将对您在使用 **Marketo** 时永恒力（以下称“我们”）将如何使用和保护您的个人数据和隐私作出说明，请在使用我们的产品或服务前仔细阅读并了解。

This privacy policy will explain how Jungheinrich (hereinafter referred to as "we") will use and protect your personal data and privacy when you use Marketo. Please read and understand it carefully before using our products or services.

一、我们收集个人信息的方式 **How we collect personal data**

您可通过永恒力的新闻通讯及电子邮件从我司接收消息和最新报价。如您已在“新闻通讯（**Newsletter**）”栏目项下填写您的电邮地址，点击“订阅”按钮并通过我司向您填写的电邮地址发送的链接再次确认您的订阅（双重确认），我司将会受理您的订阅，并使用您的电邮地址定期向您发送新闻通讯。

You can receive news and current offers from Jungheinrich via our newsletter and emails. If you have entered your e-mail address under the heading "Newsletter", clicked on the "Subscribe" button and confirmed your subscription to us again via the link sent to the e-mail address you entered (double opt-in), we will process and use your e-mail address to send you the requested newsletter on a regular basis.

在您对新闻通讯进行订阅的范围之内，为向您发送相关信息，我司将使用 **Marketo EMEA Limited**（地址：4-6 Riverwalk Drive, Citywest Business Campus, Cooldown Commons, Dublin 24, Ireland）提供的名为“**Marketo Engage**”（以下称“**Marketo**”）的营销自动化软件。为此，我司根据《通用数据保护条例》(DS-GVO)第 28 条的规定，与该软件的提供商签订了一项合同。在该合同中，该软件提供商承诺仅按照我司的指示处理用户数据，并遵守与数据保护相关的规定。在《DS-GVO》的范围之内向第三方转送数据的情况除外。我们在此承诺，我司在使用该软件过程中将遵守中国现行有效的与个人信息保护相关的法律、法规等规定，履行个人信息保护义务。

Within the scope of the registration for the newsletter as well as for sending information to you, we use the marketing automation software **Marketo Engage** of **Marketo EMEA Limited** (hereinafter referred to as "Marketo"), 4-6 Riverwalk Drive, Citywest Business Campus, Cooldown Commons, Dublin 24, Ireland. For this purpose, we have concluded a contract with the provider in accordance with Art. 28 DS-GVO, in which the provider undertakes to process

the user data only in accordance with our instructions and to comply with the data protection provisions. A forwarding of the data to third parties in the sense of the DS-GVO is excluded. We hereby give our undertaking that when using this software, we will comply with China's current effective laws, regulations and other provisions related to personal data protection and fulfill our personal data protection obligations.

二、我们收集哪些个人信息 **What personal data we collect**

在 Marketo 软件的帮助下，我司收集与我司网站使用情况及通讯措施有关的数据，以便相应优化我司产品和实施电子邮件营销和销售活动。在此过程中，数据处理部分是自动化的，且其目的是对用户的特定方面（用户画像/客户群体细分）进行评估。

With the help of Marketo, we collect data about the use of our website and communication measures in order to optimize our offer accordingly and to conduct email marketing and sales activities. In doing so, the processing is partly automated with the aim of evaluating certain personal aspects (profiling/customer segmentation).

下列主数据受到影响：客户和潜在客户数据（如名称、公司和地址）、业务相关数据（如职能、职业）、营销许可（如“新闻通讯许可”）、来自营销活动的数据（如网站访问量、网络研讨会注册情况）、合同和交货相关信息（如订单或交货日期）及客户满意度数据（如来自满意度调查的数据）。

The following master data is affected: Customer and prospect data (e.g., name, company, address), business-related data (e.g., role, profession), marketing consents (e.g., newsletter consent), data from marketing campaigns (e.g., website visits, webinar registrations), contract and delivery information (e.g., order or delivery date) and customer satisfaction data (e.g. from surveys).

此外，我们存储与您使用的浏览器、操作系统设置及您访问我司网站使用的网络连接等相关的信息。通过向您发送新闻通讯，我司将会收到“收件和已读回执”及与您在我司发送的新闻通讯内点击的链接相关的信息。我司还会存储您在我司网站及我司 APP 内访问的区域相关的数据。

In addition, we store information about the browser you use and the settings made in your operating system as well as information about your Internet connection with which you have accessed our website. Via the newsletter sent to you, we receive, among other things, receipt and read confirmations as well as information about the links you have clicked on in our newsletter. We also store which areas you have visited within our website and in our apps.

三、我们如何使用您的个人信息 **How we process your personal data**

在这些数据的帮助下，我司将实施定期的及视具体场景而定的（如在用户下载白皮书后，即“场景相关事件”）电子邮件营销活动，如发送新闻通讯，邀请参加（数字）活动，“潜在客户培育电子邮件”及自动发送邮件。

With the help of this data, we implement our regular as well as occasion-related email marketing activities such as newsletters, invitations to (digital) events, nurturing emails and automated mailings for example after a whitepaper download (occasion-related event).

为了解您对我司哪项服务特别感兴趣，我司为您创建了用户档案。用户档案是基于启发式算法且利用分析统计方法得出的。该方法也称为“用户评分和细分”。如需了解更多信息，请参阅“Cookies 和用户行为跟踪”章节。此类数据也用作统计用途。

To find out which of our company's services are of particular interest to you, we create a contact profile. The contact profile is completed using analytical and statistical methods based on heuristic algorithms. This approach is also referred to as contact scoring and segmentation. For more information, please refer to the Cookies and Tracking section. The data is also used for statistical purposes.

四、我们如何委托处理、转让、公开披露您的个人信息 **How we entrust the third-party to process, transfer and disclose your personal data**

（一）如我们委托合作方处理您的个人信息，我们将会与合作方约定委托处理的目的、期限、处理方式、个人信息的种类、保护措施以及双方的权利和义务等，并对合作方的个人信息处理活动进行监督。我们目前委托处理个人信息的合作方为 Marketo 的软件供应商 Marketo EMEA Limited。

If we entrust our partner to process your personal data, we will agree with our partner on the purpose, period, processing methods, types of personal data, protection measures, rights and obligations of both parties, etc., and we will also supervise personal data processing activities of our partner. The partner we currently entrust to process personal data is Marketo EMEA Limited, Marketo's software supplier.

（二）我们不会将您的个人信息转让给任何公司、组织和个人，但以下情形除外：

We will not transfer your personal data to any company, organization or individual, except in the following circumstances:

1. 在获取明确同意的情况下转让：获得您的明确同意后，我们会向其他方转让您的个人信息；
2. 在涉及合并、收购或破产清算时，如涉及到个人信息转让，我们会向您告知接收方的名称或姓名，并要求接收方继续受本隐私政策的约束。
3. 如接收方变更本隐私政策中约定的个人信息处理目的、处理方式，我们将要求接收方重新获取您的授权同意。

1. Transfer with explicit consent: we will not transfer your personal data to any other parties unless obtaining your explicit consent;

2. When a merger, acquisition or bankruptcy liquidation is involved, if the transfer of personal data is involved, we will inform you of the name of the recipient and require the recipient to continue to be bound by this privacy policy.

3. If the recipient changes the purpose and method of processing personal data agreed in this privacy policy, we will require the recipient to obtain your authorization and consent again.

（三）我们仅会在下列情形下，公开披露您的个人信息：

We will only disclose your personal data under the following circumstances:

1. 获得您明确同意后；
2. 基于法律的披露；
3. 在法律、法律程序、诉讼或政府主管部门强制性要求的情况下，我们可能会公开披露您的个人信息。

如需公开您的个人信息，我们会采用行业内标准的安全保护措施和手段保护您的个人信息安全。

1. obtaining your prior explicit consent;

2. disclosing according to laws:

3. We may disclose your personal data in the event of legal, legal proceedings, litigation or mandatory requirements from government authorities.

If it's necessary to disclose your personal data, we will adopt industry standard security protection measures to protect the security of your personal data.

（四）依法豁免征得您的授权同意的情形 **Legal exemptions of obtaining your authorization and consent**

在以下情形下，合作方使用、或我们转让、公开披露您的个人信息无需事先征得您的授权同意：

1. 为订立、履行我们与您签署的合同所必需；
2. 为履行法定职责或者法定义务所必需；
3. 为应对突发公共卫生事件，或者紧急情况下为保护自然人的生命健康和财产安全所必需；
4. 为公共利益实施新闻报道、舆论监督等行为，在合理的范围内处理个人信息；
5. 依照《中华人民共和国个人信息保护法》规定在合理的范围内处理个人自行公开或者其他已经合法公开的个人信息；
6. 法律、行政法规规定的其他情形。

Under the following circumstances, obtaining your prior authorization and consent for our partner to use or us to transfer or publicly disclose your personal data is not required:

1. where it is necessary for the conclusion or performance of a contract between us;
2. where it is necessary for the performance of statutory duties or statutory obligations;
3. where it is necessary for the response to a public health emergency or for the protection of the life, health and property safety of a natural person in an emergency;
4. where such acts as news reporting and supervision by public opinions are carried out for the public interest, and the handling of personal data is within a reasonable scope;
5. where it is necessary to handle the personal data disclosed by the individual concerned or other personal data that has been legally disclosed within a reasonable scope in accordance with Personal data Protection Law of the PRC;
6. Other circumstances stipulated by laws and administrative regulations.

五、Cookies 与用户行为追踪 Cookies and tracking

Marketo 收集您的 IP 地址和使用 Cookies 来追踪和分析您对网站的使用情况，以便根据用户兴趣提供相关信息。如需了解与 Cookies 有关的更多信息，详见“Cookies-通用信息”部分。Cookies 产生的信息会传输到 Marketo 服务器（位于欧盟/欧洲经济区境内）并存储于该服务器。

您可对浏览器作出相应设置从而禁止存储 cookies。然而，您作出的浏览器设置可能会导致您无法使用我司线上提供的全部功能。

Marketo collects your IP address and uses cookies to track and analyze site usage in order to provide information specifically tailored to the user's interests. For more information about cookies, please see "Cookies - General Information". The information generated by the cookies is transferred to a Marketo server (located within the EU/EEA) and stored there. You can prevent the storage of cookies by setting your browser accordingly. Browser settings made by you may, however, result in you possibly not being able to use all functions of our online offer.

六、保护您的隐私 **To protect your privacy**

我们已使用符合业界标准的安全防护措施保护您提供的个人信息，防止数据遭到未经授权访问、公开披露、使用、修改、损坏或丢失。我们会采取一切合理可行的措施，保护您的个人信息。例如，我们使用加密技术来保证数据的机密性，使用保护机制来防止攻击，使用访问控制机制来只允许授权访问您的个人数据。我们还对员工进行数据安全与隐私保护培训，提高员工对个人数据保护的意识。我们不对任何非因我们导致的对您的个人数据的未授权访问、披露、使用、损坏或丢失承担法律责任。我们致力于保护您的个人数据，但请注意任何安全措施都无法做到万无一失。

We have taken industry-standard security measures to protect the personal data you provide, preventing unauthorized access, public disclosure, use, modification, damage or loss. We will take all reasonably feasible measures to protect your personal data. For instance, we use encryption technology to ensure data confidentiality, protection mechanisms to prevent attacks, and access control mechanisms to allow only authorized access to your personal data. We also conduct data security and privacy protection training for employees to improve their awareness of personal data protection. We are not legally responsible for any unauthorized access, disclosure, use, damage or loss of your personal data not caused by us. We are committed to protecting your personal data, but please note that no security measures are foolproof.

我们已经取得了以下认证：ISO27001。

We have achieved the following certification: ISO27001.

我们会采取一切合理可行的措施，确保未收集无关的个人信息。我们只会在达成本隐私政策所述目的所需的最短期限内保留您的个人信息，除非需要延长保留期或受到法律的允许。

We will take all reasonably practicable measures to ensure that no irrelevant personal data is collected. We will only retain your personal data for the minimum period necessary to fulfill the purposes described in this Privacy Policy, unless a longer retention period is required or permitted by law.

互联网环境并非百分之百安全，我们将尽力确保或担保您发送给我们的任何信息的安全性。如果我们的物理、技术、或管理防护设施遭到破坏，导致信息被非授权访问、公开披露、篡改、或毁坏，导致您的合法权益受损，我们将承担相应的法律责任。

The Internet environment is not 100% safe, and we will do our best to ensure or guarantee the security of any data you send to us. If our physical, technical, or management protection facilities are damaged, resulting in unauthorized access, public disclosure, tampering, or destruction of data, resulting in damage to your legitimate rights and interests, we will bear corresponding legal liability.

如果不幸发生个人信息安全事件，我们将按照法律法规的要求，及时向您告知：安全事件的基本情况 and 可能的影响、我们已采取或将要采取的处置措施、您可自主防范和降低风险的建议、对您的补救措施等。我们将及时将事件相关情况以邮件、信函、电话、推送通知等方式告知您，难以逐一告知个人信息主体时，我们会采取合理、有效的方式发布公告。同时，我们还将按照监管部门要求，主动上报个人信息安全事件的处置情况。

If a personal data security incident unfortunately occurs, we will promptly inform you the following matters in accordance with laws and regulations:

the basic situation and possible impact of the security incident, the handling measures we have taken or will take, and suggestions for you to prevent and reduce risks on your own, remedial measures for you, etc. We will promptly notify you of the incident-related information through emails, letters, phone calls, push notifications, etc. If it is difficult to notify the personal data subjects one by one, we will issue announcements in a reasonable and effective manner. Meanwhile, we will also proactively report the handling of personal data security incidents in accordance with the requirements of regulatory authorities.

七、您对您的个人信息享有的权利 **Your rights in relation to your personal data**

(一) 您可以访问和控制您的个人信息 **You can access and control your personal data**

在适用法律要求的范围内，您将享有以下权利：

访问您向我们提供的关于您的个人信息数据以及要求我们更正该数据中的不准确之处。

To the extent required by applicable law, you will have the following rights:

Access your personal data you have provided to us and request us to correct any inaccuracies.

(二) 您可以要求删除您的个人信息 You can require us to delete your personal data

在以下情形中，您可以向我们提出删除个人信息的请求：

1. 如果我们处理个人信息的行为违反法律法规；
2. 如果我们收集、使用您的个人信息，却未征得您的同意；
3. 如果我们处理个人信息的行为违反了与您的约定；
4. 如果您不再使用我们的产品或服务，或您取消了订阅；
5. 如果我们不再为您提供产品或服务。

You can make a request to delete personal data under the following circumstances:

1. If our processing of personal data violates laws and regulations;
2. If we collect and use your personal data without your consent;
3. If our processing of personal data violates our agreement with you;
4. If you no longer use our products or services, or you cancel your subscription;
5. If we no longer provide products or services to you.

若我们决定响应您的删除请求，我们还将同时通知从我们获得您的个人信息的实体，要求其及时删除，除非法律法规另有规定，或这些实体另行获得您的授权。

If we decide to respond to your deletion request, we will also notify the entities that obtained your personal data from us and require them to delete it promptly, unless otherwise provided by laws and regulations, or these entities have otherwise obtained your authorization.

(三) 您可以随时取消订阅，撤销同意 you can cancel subscription or withdraw your consent at any time

新闻通讯：您有权且可随时从新闻通讯的分发名单取消订阅。在每封新闻通讯的末尾处，您可以找到相应的取消订阅链接。另外，您还可在网站上通过页脚处“Newsletter Unsubscribe（取消订阅新闻通讯）”链接或者发送电子邮件至 info@jungheinrich.cn 提出取消要求从而取消订阅。

Newsletter: You have the right and the possibility to unsubscribe from the newsletter distribution list at any time. At the end of each newsletter you will find a corresponding unsubscribe link. Alternatively, you can unsubscribe on the website using the link in the footer "Newsletter unsubscribe" or send an email to info@jungheinrich.cn with the unsubscribe request.

用户行为跟踪：您可以在我司提供的“Cookie 同意管理器（<https://www.jungheinrich.cn/cookies>）”中拒绝将网页 Cookies 和脚本用于统计目的，从而随时撤销之前作出的关于数据收集的同意。撤销不影响我们在撤回之前根据您的同意处理您的个人数据的合法性和有效性，也不影响我们根据您的同意之外的其他理由处理您的个人数据。

Tracking: You can revoke a previously given consent to data collection at any time by rejecting the use of cookies and scripts for statistical purposes in our Cookie Consent Manager (<https://www.jungheinrich.cn/cookies>). The revokement does not affect the lawfulness and validity of our processing of your personal data based on your consent before the withdrawal or on other grounds.

（四）您可以获取您的个人信息副本 You can obtain the copy of your personal data

您有权获取您的个人信息副本，您可以通过本文件中“联系我们”章节中所述的联系方式与我们取得联系，一般我们会在三十（30）天内或法律法规规定的期限内予以反馈。

You have the right to obtain the copy of your personal data. You can contact us through the contact information described in the "Contacting" Chapter hereof, and generally we will get back to you within thirty (30) days or the period specified by laws and regulations.

（五）约束信息系统自动决策 Constraints on automated decision-making in information systems

在某些业务功能中，我们可能仅依据信息系统、算法等在内的非人工的自动决策机制作出决定。如果这些决定显著影响您的合法权益，您有权要求我们作出解释，我们也将提供适当的救济方式。

In some business functions, we may only make decisions based on non-artificial automatic decision-making mechanisms including information systems, algorithms, etc. If these decisions significantly affect your legal rights and interests, you have the right to require for an explanation, and we will provide appropriate remedial measures as well.

（七）您反对处理您个人数据的方法 **You objection on the processing of your personal data**

如您是根据某项合法权益而反对处理您的个人数据，则请联系您当地的数据保护主管机构来确定相关的法律依据并相应调整。您可以通过以下网站获取与中国数据保护机构联系的信息：

中华人民共和国国家互联网信息办公室 (<http://www.cac.gov.cn/>)

In case you are relying on legitimate interest, please contact your local data privacy coordinator to determine the applicable legal basis and adjust accordingly. You can obtain information on contacting the national data protection authority via the following website:

Cyberspace Administration of China (<http://www.cac.gov.cn/>)

仅在您依据合法权益（反对处理个人数据）的情况下，下列内容方适用（请参阅下文灰色高亮文字）：

如您是基于某项合法权益而反对处理您的个人数据，则我司将具体情况具体分析，考虑我司是否能够证明有正当理由忽略您的权益、权利和自由（以进行数据处理）。如不存在值得我司保护的理理由，又或者您的权益、权利和自由被无视，则我司今后不会再处理您的个人数据。上述事项的例外是您的个人数据被用作提出、行使或维护合法权利要求。如您反对处理您的个人数据用作直接营销或客户细分用途，如果该数据与直接营销相关，则今后您的个人数据将不会再被处理以用作上述目的。

Only in case you are relying on legitimate interest (referring to grey highlighted text):

*If you object to processing of your personal data based on legitimate interest, we will consider on a case-by-case basis whether we can demonstrate legitimate grounds that override your interests and rights and freedoms. **In the event that there are no grounds worthy of protection on our part or that your interests and rights and freedoms are overridden, your personal data will no longer be processed.** An exception to this is if your personal data is still used for the assertion, exercise or defense of legal claims. If you object to the processing of your personal data for direct marketing or customer segmentation purposes, insofar as this is related to such direct marketing, your personal data will no longer be processed for these purposes with effect for the future.*

为保障安全，您可能需要提供书面请求，或以其他方式证明您的身份。我们可能会先要求您验证自己的身份，然后再处理您的请求。

For security reasons, you may be required to provide a written request or otherwise prove your identity. We may ask you to verify your identity before processing your request.

对于您合理的请求，我们原则上不收取费用，但对多次重复、超出合理限度的请求，我们将视情收取一定成本费用。如需行使这些权限，请按照本隐私政策约定的联系方式联系我们。我们将在三十（30）天内对您的请求进行回复。对于那些无端重复、需要过多技术手段（例如，需要开发新系统或从根本上改变现行惯例）、给他人合法权益带来风险或者非常不切实际的请求，我们可能会予以拒绝。

In principle, we do not charge fees for your reasonable requests, but for repeated requests that exceed reasonable limits, we will charge a certain cost depending on the circumstances. If you need to exercise these rights, please contact us according to the contact information listed in this privacy policy. We will respond to your request within thirty (30) days. We may reject requests that are unreasonably repetitive, require excessive technical means (for example, require the development of new systems or fundamentally change existing practices), pose risks to the legitimate rights and interests of others or are highly impractical.

原则上，我们在中华人民共和国境内收集和产生的个人信息，会传输至 Marketo 的服务器（位于欧盟境内的数据中心），并存储于该服务器中。如数据在美国境内处理（如为维护和支持而处理数据），则适用欧洲标准合同条款，同时也将遵守中国相关法律、法规。

In principle, the personal data collected and generated in PRC will be transferred to and stored in Marketo's server (located in the data centers in the EU). In the event that data is nevertheless processed in the USA, for example for maintenance and support, the European standard contractual clauses and shall comply with the laws and regulations of PRC.

八、本隐私政策如何更新 **Privacy Policy Update**

我们保留随时更新本隐私政策的权利。未经您明确同意，我们不会削减您按照本个人信息保护声明所应享有的权利。本隐私政策更新后，我们将通过在永恒力官网显著位置提示或向您推送消息或以其他方式提醒您，以便您及时了解本隐私政策的最新版本。我们还会将本隐私政策的旧版本存档，供您查阅。

We reserve the right to update this Privacy Policy at any time. Without your explicit consent, we will not reduce your rights under this Personal Data Protection Statement. After this Privacy Policy is updated, we will notify you in an obvious position on Jungheinrich's official website, by messages or in other ways to remind you so that you can be keep informed of the latest

version of this Privacy Policy. We will also keep previous versions of this Privacy Policy on file for your review.

九、我们如何处理不满十四周岁未成年人的个人信息 How we deal with personal data of minors under the age of fourteen

不满十四周岁的未成年人使用我们的服务前应取得监护人的同意。如您为不满十四周岁的未成年人，在使用我们的服务前，应在监护人的指导下共同阅读本隐私政策且应在监护人明确同意和指导下使用我们的服务并提交个人信息。我们根据中国相关法律法规的规定保护不满十四周岁未成年人的个人信息，只会在法律法规允许、监护人明确同意或保护您的权益所必要的情况下收集、使用或公开披露不满十四周岁未成年人的个人信息。

Before using our services, the minors under the age of fourteen shall obtain the consent of their guardian. If you are a minor under the age of fourteen, you should read this Privacy Policy under the guidance of your guardian and use our services and submit personal data under the explicit consent and guidance of your guardian. We protect personal data of the minors under the age of fourteen in accordance with the laws and regulations of PRC. Unless otherwise permitted by laws and regulations, with the explicit consent of a guardian or necessary to protect your rights and interests, we will not collect, use or disclose the personal data of minors under the age of fourteen.

若您是不满十四周岁的未成年人的监护人，当您对您所监护的不满十四周岁的未成年人的个人信息有相关疑问时，您可以通过本隐私政策公布的联系方式与我们沟通解决。如果我们发现在未事先获得可证实的监护人同意的情况下收集了不满十四周岁未成年人的个人信息，则会设法尽快删除相关数据。

If you are the guardian of a minor under the age of fourteen and you have any question regarding the personal data of the minor under the age of fourteen under your guardianship, you may communicate with us via the contact information listed in this Privacy Policy. If we find that we have collected personal data from minors under the age of fourteen without the verified prior consent of the guardian, we will try to delete such data promptly.

十、法律依据 Legal basis

我司在 Marketo 软件处理您的个人数据及向您发送电子邮件或新闻通讯的法律依据是您在“联系表单”或新闻通讯表内作出的同意（指勾选业务通讯的单独选项框）。您订阅业务通讯是出于自愿的，而我司进行数据处理是基于您所作出的（《通用数据保护条例》第 6 条(1)款(a)项所定义的）的授权同意。同时，我们也将遵守《中华人民共和国个人信息保护法》《个人信息出境标准合同办法》等中国相关法律、法规的规定。

Our legal basis for processing your personal data in the Marketo software and sending you emails or newsletters is your consent provided in the "Contact Form" or the newsletter form (by checking the separate box for business communications). Your subscription to the newsletter is voluntary and our data processing is based on your authorized consent (as defined in Art. 6 (1) letter a DS-GVO). Meanwhile, we will also comply with Personal Information Protection Law, Measures on the Standard Contract for Outbound Transfer of Personal Information and any relevant laws and regulations of PRC.

基于您在网页上 cookie banner（Cookie 横幅）或“cookie 同意工具”作出的同意，我司将针对您在我司网站上以及我司发送的新闻通讯内作出的用户行为进行评估，并将该用户行为匹配到您的电邮地址/我司数据库内的用户档案。

如需了解与 Marketo 数据保护有关的信息，请浏览：

<https://documents.marketo.com/toutapp/privacy>

<https://legal.marketo.com/vertrauen/legal/datenschutz/>

Based on your consent provided by the cookie banner on the website or the "Cookie Consent Tool", we will evaluate your user behaviour on our website and match such user behaviour to your email address/user profile in our database.

For information about Marketo data protection, please visit:

<https://documents.marketo.com/toutapp/privacy>

<https://legal.marketo.com/vertrauen/legal/datenschutz/>

十一、联系我们 **Contacting**

当用户（通过联系表单或电子邮件）联系我司时，我司会为处理用户的联系要求及根据《通用数据保护条例》第 6 条第(1)款(b)项对该要求进行处理之目的而处理用户详细信息。

When contacting us (via contact form or email), the user's details are processed for the purpose of handling the contact request and its processing pursuant to Art. 6 (1) letter b DS-GVO.

用户的详细信息可能存储于我司的“客户关系管理系统（CRM 系统）”和营销自动化系统（该系统由 Marketo EMEA Limited 提供，地址：4-6 Riverwalk Drive, Citywest Business Campus, Cooldown Commons, Dublin 24, Ireland）或其他类似的咨询机构。

The user's details may be stored in our Customer Relationship Management System ("CRM System"), in our Marketing Automation System (Marketo EMEA Limited, 4-6 Riverwalk Drive, Citywest Business Campus, Cooldown Commons, Dublin 24, Ireland) or comparable inquiry organization.

在德国，我司根据自身的合法权益（即高效快速处理用户请求）使用思爱普公司提供的、名为“SAP Hybris Cloud for Customer”和“SAP CRM”的客户关系管理系统。为此，我司已根据《通用数据保护条例》第 28 条的规定与该软件的提供方签订合同，在该合同中，该软件的提供方承诺仅根据我司指示处理用户数据，并承诺遵守欧盟数据保护等级，且我司承诺该软件提供方将遵守中国个人数据保护有关法律、法规的要求。

In Germany, we use the CRM system "SAP Hybris Cloud for Customer" and "SAP CRM", of the provider SAP on the basis of our legitimate interests (efficient and fast processing of user requests). For this purpose, we have concluded a contract with the provider in accordance with Art. 28 DS-GVO, in which the provider undertakes to process user data only in accordance with our instructions and to comply with the EU data protection level. Also we undertake that the provider complies with the requirements of PRC laws and regulations on personal data protection.

如您选择“投资者关系”、“新闻”或“人力资源”这些类目，则我司仅将回应您的此类咨询而处理您的数据。我司将仅在满足相应用途所需的范围内保存相关数据。

In the event that you select the category Investor Relations, Press or HR, we process your data exclusively for the purpose of responding to your inquiry. The data will only be kept as long as it is necessary to fulfill the respective purpose.

如果您对本个人信息保护政策有任何疑问、意见或建议，通过以下方式与我们联系：

发送电子邮件至：info@jungheinrich.cn

If you have any questions, comments or suggestions about this Personal Data Protection Policy, please contact us via the following method:

send an email to info@jungheinrich.cn

一般情况下，我们将在三十（30）天内回复。但在与个人信息有关的如下情况下，我们将无法回复您的请求：

1. 与我们履行法律法规规定的义务相关的；
2. 与国家安全、国防安全直接相关的；
3. 与公共安全、公共卫生、重大公共利益直接相关的；
4. 与刑事侦查、起诉、审判和执行判决等直接相关的；
5. 有充分证据表明您存在主观恶意或滥用权利的；
6. 出于维护您或其他个人的生命、财产等重大合法权益但又很难得到本人授权同意的；
7. 响应您的请求将导致您或其他个人、组织的合法权益受到严重损害的；
8. 涉及商业秘密的。

Generally, we will get back to you within thirty (30) days. However, we will not be able to respond to your request under the following circumstances related to personal data:

1. where it is relevant to our performance of obligations stipulated in laws and regulations;
2. where it is directly related to national security and national defense security;
3. where it is directly related to public safety, public health, and major public interests;
4. where it is directly related to criminal investigation, prosecution, trial and execution of judgments;
5. where it has sufficient evidence to indicate that you have subjective malice or abused your rights;
6. where it is to protect your or other individuals' life, property and other major legitimate rights and interests but it is difficult to obtain the individuals' authorization and consent;
7. where responding to your request will cause serious damage to the legitimate rights and interests of you or other individuals or organizations;
8. where it is involving trade secrets.