

为进行在线服务的客户满意度调研，我们使用了第三方实现前述目的。

In order to conduct customer satisfaction surveys for online services, we use the third party to achieve the aforementioned purpose. Its party's name

第三方名称 Third Party's Name

Qualtrics LLC（地址 Address: 333 W. River Park Drive, Provo, UT 84604, USA）

使用目的、处理方式、收集个人信息类型 Purpose of Use, Processing Methods, and Types of Personal Data Collected

我们使用 Qualtrics LLC 的在线服务来进行调研，并为您提供反馈我们服务和产品的机会。在此过程中，您将通过电子邮件收到联系，并被邀请提供您的意见。通过参与调研，我们的相关员工可以改进服务，并在必要时采取适当措施。在此处理过程中，个人信息（例如联系方式，如姓名和电子邮件；公司信息）将传输给服务提供商并由其处理。我们已与服务提供商签署数据处理协议，该服务提供商也已通过欧盟-美国数据隐私框架（EU-US Data Privacy Framework）认证。数据仅存储在欧盟境内（德国）的服务器上，并将在三年后进行匿名化处理。

We use the online service of Qualtrics LLC (333 W. River Park Drive, Provo, UT 84604, USA) to conduct surveys and give you the opportunity to provide us with feedback on our services and products. In this context, you will be contacted by e-mail and asked for your opinion. By responding to the surveys, our responsible employees have the opportunity to improve and, if necessary, to derive appropriate measures. As part of this processing, personal data (e.g. contact data such as first & last name and e-mail; company data) is transmitted to and processed by the service provider. We have concluded a data processing agreement with the service provider, who is also certified under the EU-US Data Privacy Framework. The data is stored exclusively on servers within the European Union (Germany) and will be anonymized after three years.

法律依据 Legal basis of the processing

1. 识别并联系相关客户 To Identify and Contact the Customer Concerned

永恒力叉车（上海）有限公司的合法权益符合《GDPR》第 6(1)(f)条的规定。永恒力叉车（上海）有限公司的合法权益在于通过调查和流程数据收集客户反馈，以改进我们的产品和服务。因此，我们需要识别参与调查的客户并邀请他们参与。

The legitimate interest of Jungheinrich Lift Truck (Shanghai) Co., Ltd pursuant to Art. 6(1)(f) GDPR. The legitimate interest of Jungheinrich Lift Truck (Shanghai) Co., Ltd lies in collecting customer feedback through surveys and process data to improve our products

and services. For this reason, we need to identify the customer concerned for the survey and invite them to participate.

2. 进行调查及收集和分析个人信息 To Conduct the Survey and to Collect and Analyze Personal Data

根据 GDPR 第 6(1)(a) 条，征得同意 Consent pursuant to Art. 6(1)(a) GDPR

您有权随时取消电子邮件订阅。每封邮件末尾都提供了用于管理营销同意的链接。或者，您也可以通过 Jungheinrich 网页脚中的链接访问，在那里您可以提供或撤回同意，并调整您的数据保护设置。

You have the right and opportunity to unsubscribe from the e-mail distribution list at any time. You will find a corresponding target link for managing your marketing consents at the end of each email. Alternatively, you can also access this via the link in the footer of the Jungheinrich website. There you have the option of giving or withdrawing your consent and adjusting your data protection settings.

参与调研需要启用技术上必要的 Cookies。启用后，您可以暂停调研，并在最多一周内通过重新打开调查链接继续完成。如果您未结束调研，我们将在七天后将您的回答保存为最终反馈。

The activation of technically necessary cookies is required to answer the survey. By activating them, you have the option of pausing the survey and resuming and completing it later, after a maximum of one week, by reopening the survey link. If you do not end the survey, we will save your answers after seven days as final feedback.

您可以随时在浏览器设置中反对存储 Cookies。若反对，可能无法再参与我们的调研。

You can object to the storage of cookies at any time in your browser settings. By objecting, it may no longer be possible to take part in our surveys.

有关 Cookies 的更多信息，请参阅我们网站的《Cookie 声明 - Qualtrics》。

You can find more information about cookies on our website [Cookie Statement - Qualtrics](#).