



## Information sheet Web application Client Portal (ROPA)

| Art. 30 GDPR   | Processing Register of 10 April 2025, Vers. 01  |
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| 1) Role (Controller/Processor)                               | STILL GmbH, Berzeliusstraße 10, 22113 Hamburg, is responsible for the provision of the Client Portal within the meaning of the GDPR.  |
| 2) Name of the process                                       | STILL Smart Portal  |
| 3) Description of the process and purpose of data processing | <ul style="list-style-type: none"><li>- Provision of a web application for the purpose of displaying and analyzing the STILL Smart Portal modules</li><li>- Communication/Contact via email</li><li>- Anonymization of the data mentioned under 5. for statistical purposes</li></ul>   |
| 4) Contact person  | Sebastian Wienforth   |
| 5) Personal data   | <p><b>Technical data:</b></p> <ul style="list-style-type: none"><li>- IP address</li><li>- Identification data</li><li>- Access logs</li><li>- Device data</li><li>- Browser data (e.g. type and language)</li><li>- Referrer URL</li><li>- Operating system (OS)</li><li>- Date and time of access (First Seen, Last Seen)</li><li>- Accessed HTML elements</li><li>- Display resolution</li><li>- Domain hostname</li></ul> <p><b>Contact details:</b></p> <ul style="list-style-type: none"><li>- First and Last Name</li><li>- E-mail address</li></ul> <p><b>Cookies and preferences</b></p> |
| 6) Data categories/data subjects                             | Users of the platform   |
| 7) Purpose of data processing                                | <p><b>Technical data:</b></p> <p>Provision of a web application for the display and analysis of the STILL Smart Portal modules. Specifically:</p> <ul style="list-style-type: none"><li>- Ensuring a smooth connection to the website</li><li>- Evaluation of system security and stability</li><li>- Ensuring access management and access control and documentation</li></ul>   |



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|  | <ul style="list-style-type: none"> <li>- Display of content in the correct language and presentation</li> <li>- Optimizing content for different browser types</li> <li>- Providing functionality software help</li> <li>- Improvement of the website and user navigation</li> </ul> <p><b>Contact details:</b></p> <ul style="list-style-type: none"> <li>- Answering questions and providing technical support</li> </ul> <p><b>Cookies and tracking:</b></p> <ul style="list-style-type: none"> <li>- Optimization of the website</li> <li>- Usability and optimization of the platform to improve the user experience</li> <li>- Improved navigation</li> <li>- User-centric marketing and sales interactions</li> </ul>  |
| <b>8) Possible legal basis</b>             | <input checked="" type="checkbox"/> Consent<br><input checked="" type="checkbox"/> Performance of a contract with the data subject<br><input type="checkbox"/> Employment contract (activity-relevant data processing)<br><input type="checkbox"/> Fulfillment of a legal obligation under national or EU law<br><input type="checkbox"/> Work agreements<br><input checked="" type="checkbox"/> Legitimate interest  |
| <b>9) Statement of legitimate interest</b> | Processing of technical data: Ensuring the purposes listed under 7.   |
| <b>10) Service provider</b>                | <p><b>KION Information Management Services GmbH</b><br/>           Thea-Rasche-Straße 8, 60549<br/>           Frankfurt am Main, Germany</p> <p><b>Microsoft Ireland Operations Limited</b><br/>           One Microsoft Place, South County Business Park<br/>           Leopardstown , Dublin 18, D18 P521, Ireland</p> <p><b>Userpilot , Inc</b><br/>           1887 Whitney Mesa Dr #9995<br/>           Henderson, NV 89014 Inc. 1401 Lavaca Street<br/>           #7019 Austin, Texas 78701, United States</p> <p><b>MapTiler AG</b><br/>           Zugerstrasse 22<br/>           6314 Unterägeri Zug, Switzerland</p> <p><b>MongoDB Ltd.</b><br/>           Building 2, Number One, Ballsbridge, Shelbourne Rd,<br/>           Ballsbridge, Dublin D04 Y3X9, Ireland</p> <p><b>Datadog Inc.</b><br/>           620 8th Ave 45th Floor</p> |



|  | <p>New York, NY 10018, USA</p> <p><b>Papoo Software &amp; Media GmbH</b><br/>Auguststraße 4<br/>53229 Bonn, Germany</p> <p><b>akquinet AG</b><br/>Paul-Stitter-Weg 5<br/>22297 Hamburg</p>   |   |           |        |       |             |                          |               |                         |                           |   |                |                   |         |                         |                      |                       |                             |               |           |                    |   |         |            |  |                                   |            |                        |          |            |                           |          |                    |             |
|--|--|---|-----------|--------|-------|-------------|--------------------------|---------------|-------------------------|---------------------------|---|----------------|-------------------|---------|-------------------------|----------------------|-----------------------|-----------------------------|---------------|-----------|--------------------|---|---------|------------|--|-----------------------------------|------------|------------------------|----------|------------|---------------------------|----------|--------------------|-------------|
| <b>11) Which recipients have access to the data?</b> | <p>The following categories of recipients receive access to personal data:</p> <table><thead><tr><th>Role</th><th>Access to</th><th>Reason</th></tr></thead><tbody><tr><td>STILL</td><td>Paragraph 5</td><td>Provision of the service</td></tr><tr><td>Customer/User</td><td>Content of the platform</td><td>Use of the booked service</td></tr><tr><td>KION Information Management Services GmbH</td><td>Technical data</td><td>Technical support</td></tr><tr><td>MongoDB</td><td>Content of the platform</td><td>Application provider</td></tr><tr><td>Microsoft West Europe</td><td>Pseudonymized activity data</td><td>Host provider</td></tr><tr><td>Userpilot</td><td>User activity data</td><td>(If consent is given):<br/>Improving the user experience</td></tr><tr><td>Datadog</td><td>IP address</td><td>Central logging and data analysis solution</td></tr><tr><td>CCM 19 Papo Software &amp; Media GmbH</td><td>IP address</td><td>Cookie Management Tool</td></tr><tr><td>MapTiler</td><td>IP address</td><td>Provision of map function</td></tr><tr><td>akquinet</td><td>Pseudonymized data</td><td>IT services</td></tr></tbody></table> | Role  | Access to | Reason | STILL | Paragraph 5 | Provision of the service | Customer/User | Content of the platform | Use of the booked service | KION Information Management Services GmbH | Technical data | Technical support | MongoDB | Content of the platform | Application provider | Microsoft West Europe | Pseudonymized activity data | Host provider | Userpilot | User activity data | (If consent is given):<br>Improving the user experience | Datadog | IP address | Central logging and data analysis solution | CCM 19 Papo Software & Media GmbH | IP address | Cookie Management Tool | MapTiler | IP address | Provision of map function | akquinet | Pseudonymized data | IT services |
| Role   | Access to  | Reason  |           |        |       |             |                          |               |                         |                           |   |                |                   |         |                         |                      |                       |                             |               |           |                    |   |         |            |  |                                   |            |                        |          |            |                           |          |                    |             |
| STILL  | Paragraph 5  | Provision of the service                                |           |        |       |             |                          |               |                         |                           |   |                |                   |         |                         |                      |                       |                             |               |           |                    |   |         |            |  |                                   |            |                        |          |            |                           |          |                    |             |
| Customer/User  | Content of the platform  | Use of the booked service                               |           |        |       |             |                          |               |                         |                           |   |                |                   |         |                         |                      |                       |                             |               |           |                    |   |         |            |  |                                   |            |                        |          |            |                           |          |                    |             |
| KION Information Management Services GmbH            | Technical data   | Technical support                                       |           |        |       |             |                          |               |                         |                           |   |                |                   |         |                         |                      |                       |                             |               |           |                    |   |         |            |  |                                   |            |                        |          |            |                           |          |                    |             |
| MongoDB  | Content of the platform  | Application provider                                    |           |        |       |             |                          |               |                         |                           |   |                |                   |         |                         |                      |                       |                             |               |           |                    |   |         |            |  |                                   |            |                        |          |            |                           |          |                    |             |
| Microsoft West Europe                                | Pseudonymized activity data  | Host provider   |           |        |       |             |                          |               |                         |                           |   |                |                   |         |                         |                      |                       |                             |               |           |                    |   |         |            |  |                                   |            |                        |          |            |                           |          |                    |             |
| Userpilot  | User activity data   | (If consent is given):<br>Improving the user experience |           |        |       |             |                          |               |                         |                           |   |                |                   |         |                         |                      |                       |                             |               |           |                    |   |         |            |  |                                   |            |                        |          |            |                           |          |                    |             |
| Datadog  | IP address   | Central logging and data analysis solution              |           |        |       |             |                          |               |                         |                           |   |                |                   |         |                         |                      |                       |                             |               |           |                    |   |         |            |  |                                   |            |                        |          |            |                           |          |                    |             |
| CCM 19 Papo Software & Media GmbH                    | IP address   | Cookie Management Tool                                  |           |        |       |             |                          |               |                         |                           |   |                |                   |         |                         |                      |                       |                             |               |           |                    |   |         |            |  |                                   |            |                        |          |            |                           |          |                    |             |
| MapTiler   | IP address   | Provision of map function                               |           |        |       |             |                          |               |                         |                           |   |                |                   |         |                         |                      |                       |                             |               |           |                    |   |         |            |  |                                   |            |                        |          |            |                           |          |                    |             |
| akquinet   | Pseudonymized data   | IT services   |           |        |       |             |                          |               |                         |                           |   |                |                   |         |                         |                      |                       |                             |               |           |                    |   |         |            |  |                                   |            |                        |          |            |                           |          |                    |             |
| <b>12) Data transfer outside the EU</b>              | <p><input checked="" type="checkbox"/> Yes, Userpilot and Datadog are EU-US Data Privacy Framework certified.</p> <p><input type="checkbox"/> No</p>   |   |           |        |       |             |                          |               |                         |                           |   |                |                   |         |                         |                      |                       |                             |               |           |                    |   |         |            |  |                                   |            |                        |          |            |                           |          |                    |             |
| <b>13) Hosting Location</b>                          | <p>Hosting and data storage of the application is done in Microsoft Azure in Region Europe-West with data center in the Netherlands</p>  |   |           |        |       |             |                          |               |                         |                           |   |                |                   |         |                         |                      |                       |                             |               |           |                    |   |         |            |  |                                   |            |                        |          |            |                           |          |                    |             |



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|  | Userpilot : Hosting AWS EU Paris, France  |
| <b>14) Storage period</b>                | <ul style="list-style-type: none"><li>- Technical data: 30 days</li><li>- User profile: Until consent is revoked</li><li>- Cookies: Until consent is revoked</li><li>- Contact details: Until the request is processed</li><li>- According to legal retention obligations</li></ul> |
| <b>15) Conducting IT security audits</b> | <input checked="" type="checkbox"/> Yes, see Appendix 2<br><input type="checkbox"/> No  |