



STILL Smart Portal

Privacy Policy

Welcome to our STILL Smart Portal!

Below we would like to inform you about how we process your personal data in connection with the use of this portal.

1. The person responsible (controller) of the STILL Smart Portal is:

STILL GmbH

Berzeliusstraße 10 , 22113 Hamburg

Email address: support@still.eu

2. Collection and storage of personal data as well as the type and purpose of processing and the legal basis

a) Technical data

When you access our portal, the following technical data is processed:

- IP address
- Identification data
- Access logs
- Device data
- Browser data (e.g. type and language)
- Referrer URL
- Operating system (OS)
- Date and time of access (First Seen, Last Seen)
- Accessed HTML elements
- Display resolution
- Domain hostname

This data is processed for the following purposes:

- Ensuring a smooth connection to the website
- Evaluation of system security and stability
- Ensuring access management, access control and documentation
- Display of content in the correct language and presentation
- Optimizing content for different browser types
- Providing functionality software help
- Improvement of the website and user navigation

The legal basis for data processing is Art. 6 (1) (f) GDPR. Our legitimate interest is to ensure the purposes listed above.

b) Contact via link to email communication:



If you have any questions, we offer you the opportunity to contact us via a link provided on the portal. You must provide a valid email address so that we know who sent the inquiry and can respond to it. You may also provide additional personal information voluntarily.

Data processing for the purpose of contacting us is carried out in accordance with Art. 6 (1) (a) GDPR on the basis of your voluntarily given consent.

c) Cookies

Please note that we use both technically necessary and functional cookies on this site, which are essential for the proper functioning of STILL Smart Portal. We also use cookies that improve the user experience, facilitate navigation, and adapt to user needs. This is done by analyzing user behavior. In particular, this data can also be used to improve the use of STILL Smart Portal and customize its functionality according to the user's individual interests. Furthermore, with your consent, this data can be used for marketing and sales interactions.

Depending on the type of cookie, processing is based on the legitimate interest described in accordance with Art. 6 (1) (f) GDPR or your consent in accordance with Art. 6 (1) (a) GDPR. You can set your browser so that you are informed about the setting of cookies and decide individually whether to accept them or to exclude the acceptance of cookies for certain cases or in general. If you do not accept functional cookies, certain functionalities of STILL Smart Portal may be restricted.

Here is an overview of cookies:

Name	Description
Userpilot	Userpilot is a tool for improving user experience and interaction on the portal. It offers features such as session recording, product analytics, user onboarding, and in-app surveys. This helps to better understand user behavior and make targeted improvements. User onboarding can support new users with interactive instructions and tips. In-app surveys allow for direct user feedback and increase user satisfaction.
Cookie Consent Manager CCM 19	Cookie management tool for compliance with legal requirements. Our platform uses cookie consent technology from CCM19 – Cookie Consent Management to legally obtain your consent to the storage of certain cookies in your browser and to document this consent in compliance with data protection regulations. The provider of this technology is CCM19 – Cookie Consent Management, Papoo Software & Media GmbH, Auguststr. 4, 53229 Bonn (hereinafter CCM19). CCM19 cookie consent technology is used to comply with legal requirements for obtaining consent. The legal basis for this is Art. 6 (1) (c) GDPR.
Datadog	Datadog is a tool provided by Datadog, Inc., 620 8th Ave, 45th Floor, New York, NY 10018, USA ("Datadog") and is used to optimize the user-friendliness of our portal by analyzing user behavior. The system reports, among other things, possible errors on the website (application screens, user actions, network requests, and measurement of the performance of our front-end code), ongoing bugs, and problem monitoring. Datadog transmits log data for error analysis. Standard contractual clauses have been concluded with Datadog for the case of data transfer to the USA. Further information on the collection and use of data can be found in the privacy policy of Datadog .



3. Recipients of personal data

MapTiler

MapTiler : Transfer of the IP address to MapTiler AG, Höfnerstrasse 98, Unterägeri, Zug 6314, Switzerland for the purpose of displaying the map material on STILL Smart Portal for the duration of the session. MapTiler hosts the IP address on servers in Germany and in the EU. The transmission of the IP address to MapTiler is based on Art. 6 (1) (f) GDPR and is stored by MapTiler for up to two months to carry out security checks (software protection). Our legitimate interest is the use of MapTiler to improve our service by providing an attractive presentation of our range of services and making the locations listed on the portal easy to find. Further information can be found at [Privacy](https://www.maptiler.com/privacy-policy/)
<https://www.maptiler.com/privacy-policy/>

Depending on which modules of STILL Smart Portal services are used, various processors may be recipients of personal data. The categories of recipients of personal data include, in particular:

- Hosting service provider
- IT service providers for maintenance and support purposes
- External developers, application providers
- Other processors engaged to provide and improve our platform

Recipients of personal data outside the EU or the EEA will only receive personal data on the basis of EU standard data protection clauses in accordance with Art. 46 (2) (c) GDPR or the EU-US Data Privacy Framework.

Your personal data will not be transferred to third parties for purposes other than those listed below. We will only share your personal data with third parties if:

- You have given your express consent to do so.
- This is necessary to carry out the contractual relationship.
- There is a legal obligation.
- The transfer is necessary to assert, exercise or defend legal claims and there is no reason to assume that you have an overriding legitimate interest in not disclosing your data.

4. Rights of data subjects

You have the right, if the legal requirements are met

- **Information** about your personal data processed by us (Art. 15 GDPR),
- To request the correction of incorrect or incomplete data stored by us (Art. 16 GDPR),
- The **deletion** of your data stored by us (Art. 17 GDPR),
- To request the **restriction of the processing of your data (Art. 18 GDPR)**,
- Portability of your **data in a structured, common and machine-readable format** or to request transmission to another controller (Art. 20 GDPR),
- **To revoke** your consent at any time with effect for the future (Art. 7 (3) GDPR)
- **To object** to processing based on a legitimate interest, provided that you have reasons arising from your particular situation that do not outweigh our legitimate interests in data processing.

Please contact us at: kcid@kiongroup.com. You can also exercise your data subject rights (e.g., deletion, rectification) yourself using the "MyAccount" function.

You can also contact our Group Data Protection Officer dataprotection@kiongroup.com or complain to a supervisory authority (e.g. your usual place of residence or work or our company headquarters) (Art. 77 GDPR).



5. Data security

Within the STILL Smart Portal, we use the SSL (Secure Socket Layer) method in conjunction with the highest level of encryption supported by your browser. This is typically 256-bit encryption. If your browser does not support 256-bit encryption, we use 128-bit v3 technology instead. You can tell whether an individual page of our website is being transmitted encrypted by the closed key or lock symbol in the lower status bar of your browser.

We have also implemented appropriate technical and organizational security measures to protect your personal data against accidental or intentional manipulation, partial or complete loss, destruction, or unauthorized access by third parties. Our security measures are continuously improved in line with technological developments.

6. Storage period

We store your personal data for as long as necessary for the purposes described above for which it was collected or processed, we have a legitimate interest in continued storage, or you have not revoked the processing based on your consent. The legitimate interest is the fulfillment of legal obligations, including the defense of legal claims and the obligation to provide evidence.

7. Group Data Protection Officer: Your contact person for data protection

If you have any questions about the processing of your personal data and/or if your rights as a data subject, please feel free to contact our Group Data Protection Officer directly.

Contact Group Data Protection Officer:

Email: dataprotection@kiongroup.com

KION GROUP AG

Thea-Rasche-Straße 8

60549 Frankfurt am Main, Germany

Phone +49 69 20 110 0

Website: www.kiongroup.com

8. Currentness and changes to this privacy policy

Due to the further development of our portal and services or due to changes in legal or regulatory requirements, it may become necessary to amend this privacy policy. You can access and print the current privacy policy at any time on the website at still-smart.com.

This privacy policy is currently valid and is dated April 1, 2025.