

Privacy Policy

Scope of the Privacy Policy

Free2Move (collectively, “free2move”) offer carsharing memberships to individuals and authorized legal entities that have been approved through free2move’s application process and registered as Members.

This Privacy Policy applies to the Free2Move website and our facebook fan page.

1. Provision of the website

To ensure a smooth connection and a comfortable use of our website, we temporarily collect information about your browser and operating system, the type of device used, the date and time of access, the requested website or file and the IP address in anonymous form. This information does not allow the identification of the site visitor and is deleted after 24 months at the latest.

2. Contact form

If you contact our customer service via the form provided on our website, the personal data transmitted with your request will be stored. We use this data for answering your inquiry only. For the management of support requests we use Zendesk, a customer service software from Zendesk Inc. (“Zendesk”). Support requests, including e-mail addresses, are stored on a Zendesk server (in the EU or US) secured against unauthorized access.

The data will be deleted when the purpose of the processing no longer applies, e.g. the request has been answered conclusively.

3. Business contact

Potential business partners can use the business contact on our website to send us an e-mail request. We process any personal data transmitted with this e-mail for answering the inquiry only. The data will be deleted when the purpose of the processing no longer applies, e.g. the request has been answered conclusively.

4. User feedback

If you send us feedback on your own initiative or as part of one of our surveys, we process the data provided by you for performing the survey and for evaluating and, if necessary, implementing your feedback. If you have not agreed to a longer-term use and legal regulations do not require a longer storage, the data will be deleted if you delete your user account.

5. Newsletter and own market research

If you have registered for our newsletter, we will use your e-mail address to send you information about our service (e.g. new functions of our app) on a regular basis. You can unsubscribe from the newsletter at any time by clicking the unsubscribe link in the newsletter.

We are always working on further improving our service. We depend on the feedback and participation of our users. To this end, we send e-mails to individual users to invite them to participate in – of course voluntary – usability tests. You may opt out of receiving these e-mails at any time by sending an email support@free2move-carsharing.com

6. Applications to Free2Move

You have the opportunity to apply for a job at Free2Move via our website, Indeed or LinkedIn. The information you provide as part of your application (first and last name, e-mail address, telephone number, possibly c.v. and certificates or additional information such as salary expectations or student status) will be processed by us for processing your application. We use RecruteeHR, an application software provided by Recrutee B.V. (“Recrutee”) for application management. The data of our applicants are stored on a server operated by Recrutee in the European Union and are protected against unauthorized access by third parties.

The data will be deleted after six months unless it is necessary for the processing of an employment relationship. In this case we will inform you separately about the type and scope of data processing.

7. Google Analytics

For the statistical evaluation and analysis of the use of our website we use Google Analytics, a service of Google Inc. (“Google”). We do not process any personal data, but only anonymous demographic information, such as technical information about the device and operating system used, language settings and screen resolution as well as the location from which our website is used. The information generated by Google Analytics about your use of our website is usually transferred to a Google server in the US and stored there. The function for IP anonymization is activated. This means that your IP address will previously be shortened by Google. Only in exceptional cases will the full IP address be transmitted to a

Google server in the US and shortened there. The IP address is not merged with other Google data.

You may prevent the use of cookies by selecting the appropriate settings in your browser. In this case you may not be able to use all functions of our website. You can prevent the collection of information generated by the cookie and data processing by Google Analytics by following this link: <https://tools.google.com/dlpage/gaoptout?hl=en>

Further information on data processing within the framework of Google Analytics and Google's privacy policy can be found here:

<https://support.google.com/analytics/answer/6004245?hl=en>. Google holds a Privacy Shield certification that ensures an adequate level of data protection.

8. Social Plugins

In order to increase the user-friendliness of our website, we have integrated various social plugins.

Facebook

We use plugins from Facebook. The plugins are marked with the Facebook logo. When you visit a page on our website that contains such a plugin, your browser establishes a direct connection to the Facebook servers. By integrating the plugins, Facebook receives the information that you have called up the corresponding page of our website. If you are logged in to Facebook, Facebook can associate your visit with your Facebook account. The purpose and scope of data processing and your rights and setting options for protecting your privacy are set out in Facebook's privacy policy at https://www.facebook.com/ads/preferences/?entry_product=ad_settings_screen.

You can find the various opt out options here: https://www.facebook.com/ads/preferences/?entry_product=ad_settings_screen. To prevent data processing through the Facebook plugin, you must log out of Facebook before visiting our website.

Instagram

Our website includes a plug-in from Instagram, operated by Instagram Inc. 1601 Willow Road, Menlo Park, CA 94025, USA („Instagram“). When you visit a page on our website that contains such a plugin, your browser establishes a direct connection to Instagram's servers. By integrating the plugin Instagram receives the information that you have accessed the corresponding page of our website. The purpose and scope of data processing and your rights and setting options for protecting your privacy are set out in Instagram's privacy policy at <https://help.instagram.com/155833707900388>.

To prevent data processing through the Instagram plugin, you must log out of Instagram before visiting our website.

Twitter

We also use plugins from Twitter Inc. 1355 Market St, Suite 900, San Francisco, CA 94103, USA ("Twitter"). When you access a page of our website that contains such a plugin, your browser establishes a direct connection to Twitter's servers. The content of the plugin is transmitted directly from Twitter to your browser and integrated into the page. By integrating the plugin Twitter receives the information that you have called up the corresponding page of our website, even if you do not have a profile on Twitter or are not logged in at Twitter. If you are logged in to Twitter, Twitter can associate your visit to our website with your Twitter account. The purpose and scope of data processing and your rights and setting options for the protection of your privacy are set out in the Twitter privacy policy at <https://twitter.com/privacy>

If you do not want Twitter to associate the data collected via our website with your Twitter account, you must log out of Twitter before visiting our website. You can find the various opt out options here: <https://twitter.com/personalization>.

LinkedIn

Our website also includes a LinkedIn plugin (a service of LinkedIn Corporation, 2029 Stierlin Court, Mountain View, CA 94043, USA – "LinkedIn"). When you visit a page of our website that contains such a plugin, your browser establishes a direct connection to LinkedIn's servers. By integrating the plugin LinkedIn receives the information that you have called up the corresponding page of our website. If you are logged in to LinkedIn, LinkedIn can associate your visit to our website with your LinkedIn account. The purpose and scope of data processing and your rights and setting options for the protection of your privacy are set out in LinkedIn's privacy policy at <https://www.linkedin.com/legal/privacy-policy>

If you do not want LinkedIn to associate the data collected via our website with your LinkedIn account, you must log out of LinkedIn before visiting our website.

9. Google Maps API

We use the Google Maps API on our website to display a map of our location. When using Google Maps, Google collects and processes data about the use of this function by visitors of the website. Further information about the purpose and scope of data processing by Google and the rights of the persons concerned can be found in Google's privacy policy at <https://policies.google.com/privacy?hl=de>.

10. Our facebook page

When you visit our fan page on Facebook, Facebook collects personal data. This also applies if you do not have a Facebook account. Unfortunately, we cannot control the type and extent of data processing by Facebook. Facebook only provides us with anonymous demographic information in aggregated form, which helps us to get to know our audience better. The purpose and scope of data processing by Facebook as well as your rights in this respect vis-à-vis Facebook and setting options for the protection of your privacy are set out in Facebook's privacy policy at <https://www.facebook.com/policy.php>.

11. Your rights with regard to the processing of personal data

As a person concerned, you have various rights in connection with the processing of your personal data.

If you wish to assert your rights to information, correction, deletion, restriction of processing, object to data processing or revoke your consent to data processing, please send an e-mail to support@free2move-carsharing.com.

Right to information

You have the right to information about your personal data processed by us and to the following information:

- the processing purposes;
- the categories of personal data being processed;
- the recipients or categories of recipients to whom the personal data have been or are being disclosed, in particular recipients in third countries or international organisations;
- if possible, the planned duration for which the personal data will be stored or, if this is not possible, the criteria for determining this duration;
- the existence of a right to rectification or deletion of your personal data, to restricting the processing of your personal data or to object to such processing;
- the existence of a right of appeal to a supervisory authority;
- if the personal data is not collected from you, all available information about the origin of the data;
- the existence of automated decision-making, including profiling and, at least in these cases, meaningful information on the logic involved and the scope and intended impact of such processing on the data subject.
- in the case of the transfer of personal data to a third country or an international organisation, on the appropriate safeguards in relation to the transfer

Right to rectification

You have the right to immediately request the rectification of inaccurate personal data concerning you and, taking into account the purposes of the processing, the completion of incomplete personal data – also by means of providing a supplementary statement.

Right to erasure

You have the right to request the immediate erasure of personal data concerning you and we are obliged to delete this data immediately if one of the following reasons applies:

- The personal data are no longer necessary for the purposes for which they were collected or otherwise processed;
- Your personal data has been processed unlawfully;
- The deletion of your personal data is necessary to fulfill a legal obligation under Union law or the law of the Member States to which we are subject;
- The personal data have been collected in relation to information society services provided.
- If we have made personal data public and are obliged to erase personal data, we will take appropriate measures, including technical measures, taking into account the available technology and the implementation costs, to inform controllers who process the personal data you have requested the erasure by such controllers of any links to or copies or replications of, those personal data. These rights do not apply to the extent that processing is necessary.
- to exercise the right of freedom of expression and information;
- to fulfil a legal obligation required for processing under the law of the Union or of the Member States to which we are subject;
- to assert, exercise or defend legal claims.

Right to restriction of processing

You have the right to request us to restrict processing if one of the following conditions is met:

- the accuracy of the personal data is contested by you, for a period of time that enables us to verify the accuracy of the personal data;
- the processing is unlawful and you oppose to delete the personal data and instead requests the restriction of the use of your personal data;
- we no longer need your personal data for the purposes of processing, but you do need it to assert, exercise or defend legal claims.

Right to data portability

You have the right to receive the personal data concerning you that you have provided to us in a structured, commonly used and machine-readable format and you have the right to transmit this data to another controller without hindrance, provided that the processing is based on a consent or on a contract and the processing is carried out by automated means. When exercising your right to data portability, you have the right to have your personal data transferred directly by us to another controller, insofar as this is technically feasible.

Right of objection

You have the right to object at any time, for reasons arising from your particular situation, to the processing of personal data concerning you including profiling based on these provisions. We will no longer process your personal data unless we can demonstrate compelling legitimate reasons for the processing that override your interests, rights and freedoms or the processing serves to assert, exercise or defend legal claims.

Right of revocation

You have the right to revoke your consent to the processing of your personal data at any time. The revocation of consent does not affect the legality of the processing carried out on the basis of the consent until revocation.

Right to lodge a complaint

If you consider that the processing of personal data concerning you infringes the GDPR, you can lodge a complaint with a supervisory authority, in particular in the Member State of your habitual residence, your place of work or the place of the alleged infringement.