

Privacy Policy (app)

General information

At time:matters, we are particularly committed to protecting your personal data. We wish to provide you below with comprehensive and transparent information regarding how your personal data are processed when you use our “airmates” product application (app) (hereinafter referred to as airmates).

As a private-law company, we must comply with various legal requirements in respect of data protection. Besides the German Data Protection Act (BDSG)/European General Data Protection Regulation (GDPR) and the German Telemedia Act (TMG), we are also subject to the rules of the German Postal Service Data Protection Regulation (PDSV) and the German Postal Law (PostG). Furthermore, our data protection principles are in line with internal Lufthansa Group policies.

As a matter of principle, we only process your personal data in accordance with the applicable legal regulations. This applies equally to processing required to establish and define the content of the contractual relationship (basic data) and processing that facilitates use of our services and offerings (usage data).

Your personal data are only then processed for other purposes if you have expressly agreed to this processing – in other words, if we have received your consent. Of course, you can contact us at any time if you have any queries or concerns. For any queries or requests in relation to data protection, please contact data.protection@time-matters.com directly to ensure these are dealt with promptly.

Personal data

Personal data are specific information on personal or actual characteristics relating to a specific natural person or which can be used to identify a natural person. Examples of such data include name, address and telephone number. Data which cannot be linked directly to a specific identity – such as analysis and statistical data (e.g. favorite websites or number of users of a site) – are not considered personal data.

Basic data

If a contractual relationship is to be established between you and us, or if the content of such a relationship is to be defined or amended, we use personal data from you for this provided this use is necessary for these purposes. These are usually contact and address data as well as invoicing data.

Usage data

We collect and use personal data from you provided these are necessary to facilitate use of our online services. In particular, this includes characteristics for your identification and information regarding the period and scope of use of our app. Anonymous usage profiles are created for the purposes of advertising, market research and user-oriented design. Usage profiles cannot be merged with data pertaining to the individual behind the anonymous profile.

Data for own business purposes

We collect, process and use your personal data provided in connection with your airmates profile for our own purposes. We only process your personal data in relation

to services and never pass these on to unauthorized third parties. Our courier service customers have no access to your personal data. It is always our decision as to which assignment we assign to you.

Collection and processing

We adhere to the principles of data avoidance and data minimization. Therefore, we only store personal data for as long as this is necessary to achieve the purposes set forth herein or as stipulated in the various retention periods envisaged by the legislator. Once the respective purpose ends or such periods expire, the relevant data are routinely blocked or erased in accordance with legal provisions.

When you use a contact form to contact us, the information provided is stored for the purpose of processing the request and for possible follow-up questions.

When you rate our services, we process your personal data if you have provided these to us voluntarily with a declaration of consent. Of course, you may withdraw your declaration of consent at any time.

Login details

You must initially set up a user profile to access the airmates functions. The login details collected during this process are stored together with your profile. You are obliged to keep your login details secret; shared profiles are never permitted. Login details are limited to your email address and a password you pick yourself for us to identify you. We also record your cell phone number to verify that you are the user of the account. You have the option of receiving orders directly via SMS to your cell phone if you do not wish to use or make any further use of the app we offer.

Profile data

You provide us with some personal information during the registration process. All mandatory information which we absolutely require to provide our service is easily identifiable by an asterisk (*). Information without an asterisk is provided by you to us voluntarily so that we can send you orders tailored to you. Of course, your personal data are never used for other purposes.

We process the following data in connection with your airmates profile: data regarding your identity, your contact and/or location data and your preferences and skill set.

Services of other providers

Our Privacy Policy expressly does not include third-party services. Therefore, the privacy policies of the respective providers apply. Of course, we ensure that our requirements in respect of data processing are always complied with where we commission third parties (our contractual partners, in other words) to process your data.

Our contractual partners

airmates is hosted by a contracted hosting provider. This means that we save your data on our partner's servers. Our partner has no access to your data and simply provides the technical infrastructure for operating the app.

In order to invoice our customers for our services, your data are transferred by our IT service provider to our in-house invoicing process. Our contractual arrangements and the technical

and organizational protective measures taken ensure a secure processing environment for your personal data in this regard also.

Other third parties

airmates is available from third parties in the App Store and Google Play Store (sales platform). We have no influence over the collection, processing or use of personal data in connection with the respective app store; in this respect, the controller is solely the operator of the respective app store.

The privacy policies of the respective providers apply to the use of third-party back-up services (e.g. cloud solutions). We have no influence over the collection, processing or use of personal data in connection with the provision of back-up services.

In order to facilitate your work for us as an “airmate,” we pass on your data, depending on the respective order, to such companies without whose services it would not be possible to fulfill the assignment. In particular, this includes airlines and hotels. Please be assured that we only cooperate with such companies if they can prove an adequate level of data protection. If you would like to find out more about providers that have received your data in conjunction with an already completed transport assignment, simply contact us directly to request this information.

You can use your location through the offered “Google Maps” positioning and map service through the Google Maps API. Google Maps is a service provided by Google Inc., 1600 Amphitheatre Parkway, Mountain View, CA 94043, USA.

When you use Google Maps, information concerning your use of this app (including your IP address) may be transmitted to and stored on a Google server in the USA. Google may also share the information obtained through Maps with third parties where required to do so by law or where third parties process this data on Google’s behalf.

Google never associates your IP address with other Google data. Nevertheless, it may still be technically possible for Google to identify at least some users based on the data obtained. It is possible that personal data and personality profiles of website users may be processed by Google for other purposes over which we have and can have no influence.

The Google Privacy Policy and Google Maps Additional Terms of Service can be found at https://www.google.com/intl/en_en/help/terms_maps.html.

Cookies

We also analyze how our app is used so that we can track user preferences and optimize our app.

We use Google Analytics, a web analytics service provided by Google Inc. (1600 Amphitheatre Parkway Mountain View, CA 94043, USA).

Google Analytics uses what are known as “cookies” – text files that are stored on your computer to analyze your usage of the website. The information generated by the cookie about your use of this website is usually transmitted to and stored on a Google server in the USA. If IP anonymization is activated on this website, however, Google truncates your IP address within European Union member states and other countries which are contracting parties to the Agreement on the European Economic Area prior to this. Your full IP address is only transmitted to a Google server in the USA and truncated there in exceptional cases.

The IP address transmitted by your browser in relation to Google Analytics is not merged with other Google data. On behalf of the operator of this website, Google uses this information to analyze your usage of the website, to compile reports on the website activities for us and to render further services to the website operator connected with the usage of the website and of the Internet. Our legitimate interests in data processing also lie in these purposes. Section 15(3) TMG and Article 6(1)(f) GDPR serve as the legal basis for the use of Google Analytics. The data sent by us and linked with cookies, user IDs or campaign IDs are automatically deleted after 14 months. Data whose retention period has been reached are automatically deleted once a month. For more information on the Terms of Service and data protection, please refer to <https://www.google.com/analytics/terms/us.html> and <https://policies.google.com/?hl=en>.

You can prevent cookies being stored by adjusting your browser software appropriately; however, please note that you may not then have full use of all of the functions our App offers. You can also prevent the data generated by the cookie and related to your usage of the App (incl. your IP address) being collected by Google and the processing of this data by Google by downloading and installing the “browser add-on” (available at: <https://tools.google.com/dlpage/gaoptout?hl=en>).

Your rights

You have at all times the following rights, which you may assert vis-à-vis us without charge on request:

- Right to rectify your personal data
- Right to the erasure of your personal data
- Right to restrict the processing of your personal data (block)
- Right to data portability of your personal data
- Right of access to your personal data processed by us and
- Right to comprehensive and transparent information regarding the processing of your personal data

Please note we may have to query you further if we cannot identify you on the basis of your request. In spite of our endeavors, it is not possible to process your request without the minimum required information.

Please feel free to contact us by mail (time:matters GmbH, Abteilung Datenschutz, Gutenbergstr. 6, 63263 Neu-Isenburg) or email (data.protection@time-matters.com).

Please note that complete confidentiality and data security cannot be ensured at all times when communicating via the Internet (e.g. via email). Therefore, we recommend that you use a postal service if confidential information is involved.

If there are data breaches, the data subject has the right to lodge a complaint with the relevant supervisory authority. The relevant supervisory authority for matters of data protection is the data protection commissioner (Landesdatenschutzbeauftragte) of the state in which our company has its registered office. The following link will take you to a list of the data protection commissioners and their contact details: https://www.bfdi.bund.de/DE/Infothek/Anschriften_Links/anschriften_links-node.html.

Final provisions

We reserve the right to update these privacy provisions from time to time to take into account changes in law or extensions to the functional scope of airmates. The date of the last update at the bottom of the Privacy Policy is amended accordingly in such cases. Therefore, we recommend that you regularly read the privacy provisions in order to remain up to date on the protection of the personal data we store.

Neu-Isenburg, 17/05/2018