

Privacy policy

The operator of this website takes the protection of your personal data very seriously. We treat your personal data confidentially and in accordance with the statutory data protection regulations and this privacy policy.

The use of our website is generally possible without providing personal data. Insofar as personal data (e.g. name, address or e-mail addresses) is collected on our website, this is always done on a voluntary basis as far as possible. This data will not be passed on to third parties without your express consent.

We would like to point out that data transmission over the Internet (for example, when communicating by e-mail) can have security gaps. Complete protection of data against access by third parties is not possible.

With the following privacy policy, we inform you in particular about the type, scope, purpose, duration and legal basis of the processing of personal data, insofar as we decide either alone or together with others on the purposes and means of processing. In addition, we inform you below about the third-party components we use for optimization purposes and to increase the quality of use, insofar as third parties process data under their own responsibility.

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I. Definitions

The data protection declaration of Velocity Siegerland GmbH is based on the terms used by the European legislator for the adoption of the General Data Protection Regulation (GDPR). Our privacy policy should be easy to read and to understand for the public as well as for our customers and business partners. To ensure this, we would like to explain the terms used in advance.

We use the following terms in this privacy policy:

a) personal data

Personal data means any information relating to an identified or identifiable natural person (hereinafter referred to as "affected person"). An identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person.

b) Affected person

Affected person is any identified or identifiable natural person whose personal data is processed by the controller responsible for the processing.

c) Processing

Processing is any operation or set of operations which is performed on personal data or on sets of personal data, whether or not by automated means, such as collection, recording, structuring, sorting, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction.

d) Restriction of processing

Restriction of processing is the marking of stored personal data with the purpose of restricting its future processing.

e) Profiling

Profiling means any form of automated processing of personal data consisting of the use of personal data to evaluate certain personal aspects relating to a natural person, in particular to analyze or predict aspects concerning that natural person's performance at work, economic situation, health, personal preferences, interests, reliability, behavior, location or movements.

f) Pseudonymization

Pseudonymization is the processing of personal data in such a manner that the personal data can no longer be attributed to a specific data subject without the use of additional information, provided that such additional information is kept separately and is subject to technical and organizational measures to ensure that the personal data are not attributed to an identified or identifiable natural person.

g) Controller or controller responsible for the processing

Controller or controller responsible for the processing is the natural or legal person, public authority, institution or other body which, alone or jointly with others,

determines the purposes and means of the processing of personal data. Where the purposes and means of such processing are determined by Union or Member State law, the controller or the specific criteria for its nomination may be provided for by Union or Member State law.

h) Processor

Processor is a natural or legal person, public authority, institution or other body that processes personal data on behalf of the controller.

i) Recipient

Recipient is a natural or legal person, public authority, agency or another body, to which the personal data are disclosed, whether a third party or not. However, public authorities which may receive personal data in the framework of a particular inquiry in accordance with Union or Member State law shall not be regarded as recipients.

j) Third party

Third party is a natural or legal person, public authority, agency or body other than the data subject, controller, processor and persons who, under the direct authority of the controller or processor, are authorized to process personal data.

k) Consent

Consent is any freely given, specific, informed and unambiguous indication of the data subject's wishes by which he or she, by a statement or by a clear affirmative action, signifies agreement to the processing of personal data relating to him or her.

II. Information about us as the responsible party

Responsible for the processing of personal data in the context of this website in accordance with the provisions of the General Data Protection Regulation (GDPR) is:

Velocity Siegerland GmbH ("Velocity" or "we")
Siegener Straße 152
57223 Kreuztal
E-Mail: hi@velocity-siegerland.de
Tel.: 0271 222 98130

Data protection officer of Velocity Siegerland GmbH is:

dokuworks GmbH
Markus Weber
Birlenbacher Str. 20
57078 Siegen
datenschutz@doku.works
0271-77237-60

III. Rights of users and affected parties

With reference to the data processing described in more detail below, users and data subjects have the right to

confirmation as to whether data affecting them is being processed, to information about the processed data, to further information about the data processing and to copies of the data (cf. also Art. 15 GDPR);

rectification or completion of incorrect or incomplete data (see also Art. 16 GDPR);

to the immediate erasure of the data affecting them (see also Art. 17 GDPR) or, alternatively, if further processing is required in accordance with Art. 17 (3) GDPR, to the restriction of processing in accordance with Art. 18 GDPR;

receive the data concerning them and provided by them and to transfer this data to other providers/controllers (cf. also Art. 20 GDPR);

submit a complaint to the supervisory authority if they are of the opinion that the data affecting them is being processed by the provider in breach of data protection regulations (see also Art. 77 GDPR).

In addition, the provider is obliged to inform all recipients to whom data has been disclosed by the provider of any rectification or erasure of data or restriction of processing carried out on the basis of Articles 16, 17 (1), 18 GDPR. However, this obligation does not apply if this notification is impossible or involves a disproportionate effort. Notwithstanding this, the user has a right to be informed about these recipients.

Right of objection

In accordance with Art. 21 GDPR, users and affected persons also have the right to object to the future processing of data affecting them, provided that the data is processed by the provider in accordance with Art. 6 (1) (f) GDPR. In particular, an objection to data processing for the purpose of direct advertising is permitted.

Restrictions

Data for which we are not able to identify the affected person, for example if it has been anonymized for analysis purposes, is not covered by the above rights. Information, deletion, blocking, correction or transfer to another company may be possible with regard to this data if you provide us with additional information that allows us to identify you.

IV. Information about data processing

Your data processed when using our website will be deleted or blocked as soon as the purpose of storage no longer applies, the deletion of the data does not conflict with any statutory retention obligations and no other information is provided below on individual processing procedures.

1. Server data

For technical reasons, in particular to ensure a secure and stable internet presence, data is transmitted by your internet browser to us or to our web space provider. With these so-called server log files, the type and version of your Internet browser, the operating system, the website from which you have switched to our Internet presence (referrer URL), the website(s) of our Internet presence that you visit, the date and time of the respective access and the IP address of the Internet connection from which the use of our Internet presence takes place are collected, among other things.

The data collected in this way is stored temporarily, but not together with other data about you.

This storage takes place on the legal basis of Art. 6 para. 1 lit. f) GDPR. Our legitimate interest lies in the improvement, stability, functionality and security of our website.

The data will be deleted after seven days at the latest, unless further storage is required for evidence purposes. Otherwise, all or part of the data will be exempt from deletion until the incident has been finally clarified.

2. Cookies

a. Session cookies

We use so-called cookies on our website. Cookies are small text files or other storage technologies that are placed and stored on your end device by the Internet browser you use. These cookies process certain information from you, such as your browser or location data or your IP address, to an individual extent.

This processing makes our website more user-friendly, effective and secure, as the processing enables, for example, the reproduction of our website in different languages or the offer of a shopping cart function.

The legal basis for this processing is Art. 6 para. 1 lit. b.) GDPR, insofar as these cookies process data for contract initiation or contract processing.

If the processing does not serve to initiate or execute a contract, our legitimate interest lies in improving the functionality of our website. The legal basis is then Art. 6 para. 1 lit. f) GDPR.

These session cookies are deleted when you close your Internet browser.

b. Third-party cookies

Our website may also use cookies from partner companies with whom we cooperate for the purposes of advertising, analysis or the functionalities of our website. The

Please refer to the following information for details, in particular the purposes and legal basis for processing such third-party cookies.

c. Google Analytics

We use Google Analytics, a web analytics service provided by Google Ireland Limited, Gordon House, Barrow Street, Dublin 4, Ireland, for the purpose of designing and continuously optimizing our website to figure out your needs. On the other hand, we use tracking measures to statistically record the use of our website and to evaluate it for the purpose of optimizing our offer for you. We carry out this processing exclusively on the basis of your prior consent (see above under Cookies).

Google Analytics creates pseudonymized user profiles for us. The information generated by the Google Analytics cookie about your use of this website such as

- browser type/version
- operating system used
- referrer-URL
- host name of the accessing computer (IP address),
- time of the server request,

are transmitted to a Google server and stored there. The information is used to evaluate the use of the website, to compile reports on website activity and to provide other services relating to website activity and internet usage for the purposes of market research and the needs-based design of this website. This information may also be transferred to third parties if this is required by law or if third parties process this data on our behalf. Under no circumstances will your IP address be merged with other Google data. The IP addresses are anonymized so that they cannot be assigned (IP masking).

The legal basis for the processing of your personal data is your consent pursuant to Art. 6 para. 1 lit. a GDPR.

You can prevent the installation of cookies at any time by making the appropriate settings in your browser software, even if you have previously given your consent; however, we would like to point out that in this case you may not be able to use all the functions of this website to their full extent.

You can also prevent the collection of data generated by the cookie and related to your use of the website (including your IP address) and the processing of this data through Google by downloading and installing a browser add-on (<https://tools.google.com/dlpage/gaoptout?hl=de>).

As an alternative to the browser add-on, especially for browsers on mobile devices, you can also prevent Google Analytics from collecting your data by clicking on this link (<https://support.google.com/analytics/answer/6004245?hl=de>). An opt-out cookie will be set to prevent the future collection of your data when you visit this website. The opt-out cookie is only valid in this browser and only for our website and is stored on your device. If you delete the cookies in this browser, you must set the opt-out cookie again.

For more information on data protection in connection with Google Analytics, please refer to Google Analytics Help (<https://support.google.com/analytics/answer/6004245?hl=de>).

d. Removal option

You can prevent or restrict the installation of cookies by changing the settings of your Internet browser. You can also delete cookies that have already been saved at any time. However, the steps and measures required for this depend on the specific Internet browser you are using. If you have any questions, please use the help function or documentation of your Internet browser or contact its manufacturer or support. In the case of so-called Flash cookies, however, processing cannot be prevented via the browser settings. Instead, you must change the settings of your Flash player. The steps and measures required for this also depend on the specific Flash player you are using. If you have any questions, please also use the help function or documentation of your Flash player or contact the manufacturer or user support.

If you prevent or restrict the installation of cookies, this may mean that not all functions of our website can be used to their full extent.

3. Newsletter

If you register for our free newsletter, the data requested from you for this purpose, such as your e-mail address and (optionally) your name, will be transmitted to us. At the same time, we store the IP address of the Internet connection from which you

access our website as well as the date and time of your registration and any activity in the newsletter you receive. As part of the further registration process, we will obtain your consent to send you the newsletter, describe the content in detail and refer you to this privacy policy. We use the data collected in this process exclusively for sending the newsletter - in particular, it is therefore not passed on to third parties.

The legal basis for this is Art. 6 para. 1 lit. a) GDPR.

You can revoke your consent to receive the newsletter at any time with effect for the future in accordance with Art. 7 para. 3 GDPR. To do so, you simply need to inform us of your revocation at the following e-mail address (hi@velocity-siegerland.de) or click on the unsubscribe link that is included in every newsletter.

We use Brevo software based in Germany for the newsletter. It is ensured that the requirements of Art. 28 of the GDPR for commissioned data processing are met. You can find more information about Sendinblue on their website at the following link: <https://www.brevo.com/de/legal/privacypolicy/>

4. Online job applications / publication of job advertisements

We offer you the opportunity to apply to us via our website. For these digital applications, we collect and process your applicant and application data electronically to handle the application process.

The legal basis for this processing is Section 26 (1) sentence 1 BDSG in conjunction with Art. 88 para. 1 GDPR.

If an employment contract is concluded after the application process, we will store the data you submitted with your application in your personnel file for the purpose of the usual organizational and administrative process - naturally in compliance with further legal obligations.

The legal basis for this processing is Section 26 (1) sentence 1 BDSG in conjunction with Art. 88 para. 1 GDPR as well.

If an application is rejected, we automatically delete the data transmitted to us two months after notification of the rejection. However, the data will not be deleted if the data requires longer storage of up to four months or until the conclusion of legal proceedings due to legal provisions, e.g. due to the burden of proof under the AGG.

The legal basis in this case is Art. 6 para. 1 lit. f) GDPR and Section 24 para. 1 no. 2 BDSG. Our legitimate interest lies in legal defense and enforcement.

If you expressly consent to your data being stored for a longer period of time, e.g. for your inclusion in a database of applicants or interested parties, the data will be processed further on the basis of your consent. The legal basis is then Art. 6 para. 1 lit. a) GDPR. However, you can of course revoke your consent at any time in accordance with Art. 7 para. 3 GDPR by making a declaration to us with effect for the future.

5. Social media link via graphic or text link

We also advertise presences on the social networks listed below on our website. The integration takes place via a linked graphic of the respective network. The use of this linked graphic prevents the automatic establishment of a connection to the respective server of the social network when a website with a social media advertisement is

called up in order to display a graphic of the respective network itself. Only by clicking on the corresponding graphic is the user forwarded to the service of the respective social network.

We use the links to social networks on our website on the basis of Art. 6 para. 1 sentence 1 lit. f GDPR to make us better known. The underlying advertising purpose corresponds to our legitimate interest, Art. 6 para. 1 lit. f GDPR.

After the user has been forwarded, the respective network collects information about the user. It cannot be ruled out that the data collected in this way will be processed in the USA.

This is initially data such as IP address, date, time and page visited. If the user is logged into their user account on the respective network during this time, the network operator may be able to assign the information collected about the user's specific visit to the user's personal account. If the user interacts via a "Share" button of the respective network, this information can be stored in the user's personal user account and published if necessary. If the user wishes to prevent the information collected from being directly assigned to their user account, they must log out before clicking on the graphic. It is also possible to configure the respective user account accordingly.

We act together with Facebook, Instagram and LinkedIn as joint controllers pursuant to Art. 26 GDPR.

Social networks

The following social networks are integrated into our site through links:

a. Facebook

Facebook Ireland Limited, 4 Grand Canal Square, Dublin 2, Ireland, a subsidiary of Facebook Inc., 1601 S. California Ave., Palo Alto, CA 94304, USA.

Private policy: <https://www.facebook.com/policy.php>

b. LinkedIn

LinkedIn Ireland Unlimited Company, Wilton Plaza, Wilton Place, Dublin 2, Ireland, a subsidiary of LinkedIn Corporation, 1000 W. Maude Avenue, Sunnyvale, CA 94085 USA.

Privacy policy: <https://www.linkedin.com/legal/privacy-policy>

c. Instagram

Facebook Ireland Limited, 4 Grand Canal Square, Dublin 2, Ireland, a subsidiary of Facebook Inc., 1601 S. California Ave., Palo Alto, CA 94304, USA.

Privacy policy: <https://help.instagram.com/519522125107875>

6. Google-Maps

We use Google Maps on our website to display our location and to provide directions. This is a service provided by Google Ireland Limited, Gordon House, Barrow Street, Dublin 4, Ireland, hereinafter referred to as "Google".

In order to enable the presentation of certain fonts on our website, a connection to the Google server in the USA is established when our website is accessed.

If you call up the Google Maps component integrated into our website, Google stores a cookie on your end device via your Internet browser. Your user settings and data are processed in order to display our location and create directions. We cannot rule out the possibility that Google uses servers in the USA.

The legal basis is Art. 6 para. 1 lit. f) GDPR. Our legitimate interest lies in optimizing the functionality of our website. The legal basis is your consent to the processing of personal data in accordance with Art. 6 para. 1 lit. a) GDPR.

This connection to Google enables Google to determine from which website your request has been sent and to which IP address the directions are to be sent.

If you do not agree to this processing, you have the option of preventing the installation of cookies by making the appropriate settings in your Internet browser. Details on this can be found above under "Cookies".

In addition, the use of Google Maps and the information obtained via Google Maps is subject to the Google Terms of Use <https://policies.google.com/terms?gl=DE&hl=de> and the Terms and Conditions for Google Maps https://www.google.com/intl/de_de/help/terms_maps.html.

In addition, Google offers further information under:

<https://adssettings.google.com/authenticated>

<https://policies.google.com/privacy>

7. Use of Google Drive

We use the services of Google Drive to publish our press photos. You can find more information about Google Drive's data processing in Google's privacy policy: <https://www.google.com/intl/de/policies/privacy/>

V. Data security

We use the widespread SSL (Secure Socket Layer) method in combination with the highest level of encryption supported by your browser when you visit our website. As a rule, this is 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 transmitted in encrypted form by the closed display of the key or lock symbol in the lower status bar of your browser.

We also use suitable technical and organizational security measures to protect your 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.

VI. Data protection notice for business partners

We are delighted that you are interested in our company and have contacted us. The protection of your data is very important to us. With this data protection notice, we provide you with the following information in accordance with Art. 13 GDPR on the processing of your personal data in connection with our business relationship.

What data do we process and for what purposes?

We only process personal data that we have received from you in the course of our business relationship or, if applicable, from publicly accessible sources.

Personal data within the meaning of Art. 4 No. 1 GDPR can be names, telecommunications data and address data. In addition, we also process offer, inquiry and order data, data from the fulfillment of our contractual obligations, product data, documentation data and other data comparable to the categories mentioned.

The provision of your personal data is necessary for the initiation, execution and processing of the contractual relationship. If you do not provide it, we will unfortunately not be able to contact you to clarify pre-contractual or contractual issues.

What is the legal basis for processing your personal data?

Your personal data is processed in accordance with the statutory provisions of the GDPR and the Federal Data Protection Act for the fulfillment of contractual obligations or for measures to initiate a contract (Art. 6 para. 1 sentence 1 lit. b GDPR),

Furthermore, we may use this data for additional purposes within the scope of our business relationship.

How long will the data be stored?

We process and store your personal data for the duration of our business relationship and at least in accordance with the statutory retention periods, such as the German Commercial Code or Fiscal Code.

To whom is the data passed on and where is it processed?

We only use the personal data for our own purposes in the course of the business relationship.

We would like to point out that we generally assume that our e-mail correspondence is business-related and therefore forward e-mails to your representatives when employees are absent in order to provide a better service.

If third parties are involved in work processes that would make it necessary to pass on your data for processing exclusively for this purpose, we apply the same high standards and oblige the third party to comply with data protection regulations within the framework of an agreement on commissioned data processing in accordance with Art. 28 GDPR.

Your data may be passed on to technical service providers who use your data exclusively on our behalf and under no circumstances for their own business purposes.

VII. User account registration

Personal data is collected and stored for the fulfillment of contracts concluded with you. This includes first name, surname, date of birth, address and payment data, which is necessary for your identification as a customer with us. You also enter your e-mail address and create a password. We store this data as it is necessary for the use of the pedelec sharing system and for communication between you and us. It is

also used for the technical and organizational improvement of products and processes. If requested in writing, we are pleased to inform you about the personal data stored about you. Translated with DeepL.com (free version)

If you register a user account via your employer, we would like to point out that your personal data and your user behavior when renting bikes (time of rental and start and destination stations) will be accessible to your employer.

When the mobile phone number is verified during registration, it is transferred to the service of the US company twilio Inc. Twilio sends a text message to the mobile phone number you entered, asking you to reply to it via text message. If you reply to this SMS (and twilio receives your reply), this is considered successful verification. SMS verification may incur provider-dependent fees.

For more information about privacy check out the website of twilio Inc. (<https://www.twilio.com/legal/privacy>).

Your bank details, the payment amount due and the invoice number will be forwarded to our bank for processing our payments.

We save the start and end times as well as the start and end stations for each trip made. We need this information to prepare the monthly invoice. You can view and check your ride history at any time in the customer menu.

As part of the further registration process, your consent to this processing is obtained and reference is made to this privacy policy. The data collected by us will be used exclusively for the provision of the user account.

If you consent to this processing, Art. 6 para. 1 lit. a) GDPR is the legal basis for the processing.

If the opening of the user account also serves pre-contractual measures or the fulfillment of the contract, the legal basis for this processing is also Art. 6 para. 1 lit. b) GDPR.

You can revoke your consent to the opening and maintenance of the customer account at any time with effect for the future in accordance with Art. 7 para. 3 GDPR. All you have to do is inform us of your revocation.

The data collected in this respect will be deleted as soon as processing is no longer necessary. We must comply with retention periods under tax and commercial law.

VIII. Phone-application

The use of the smartphone application requires the truthful provision of personal data in the course of registration. Velocity collects and processes the personal data of the user required for the business transaction for the service of providing the platform, i.e. use of the smartphone application for renting the pedelecs and the associated necessary communication with the user.

We would like to point out that data transmission over the Internet (for example, when communicating by e-mail) can have security gaps. Complete protection of data against access by third parties is not possible.

With the following privacy policy, we inform you in particular about the type, scope, purpose, duration and legal basis of the processing of personal data, insofar as we decide either alone or together with others on the purposes and means of processing. In addition, we inform you below about the third-party components we use for optimization purposes and to increase the quality of use, insofar as this involves third parties.

IX. Location data

Velocity must process personal data for GPS positioning in order to fulfill its contractual obligations to customers and to provide its services. The processing takes place on the legal basis of GDPR Art. 6, (1), lit. b and f. Reconstruction of the location when using the app and the rented vehicle based on the GPS data sent takes place exclusively in the following cases and for the following purposes:

- In the event of termination of the lease not caused by the user, for example in the event of an unusually long period of use in the interests of the user and the provider
- In the context of service requests during use (for example, booking cannot be terminated, vehicle cannot be located, assistance in the event of an accident)
- Proof in the event of damage: In the event of an accident or other damage, e.g. damage to the vehicle
- Location determination at intervals, for tracking lost or stolen vehicles
- Improving availability: anonymized evaluation of locations where users have already made bookings in order to optimize the distribution of vehicles
- To enable the integration of a "free floating" system in turn process own responsibility.

X. Transfer of data to third parties, no data transfer to non EU-states

We generally only use your personal data within our company.

If and insofar as we involve third parties in the fulfillment of contracts (such as logistics service providers), they will only receive personal data to the extent that the transfer is necessary for the corresponding service.

In the event that we outsource certain parts of data processing ("order processing"), we contractually oblige processors to use personal data only in accordance with the requirements of data protection laws and to ensure the protection of the rights of the data subject.

There is no data transfer to bodies or persons outside the EU outside the use of Google Maps and there are no future plans for this.

XI. Updating and amending this privacy policy

This privacy policy is active from August 2022.

Due to the further development of our website and offers on it or due to changed legal or official requirements, it may become necessary to change this privacy policy. You can call up and print out the current data protection declaration at any time on the website.