



# Privacy Policy for TRUMPF Apps

## ***Our commitment to privacy***

When using products of the TRUMPF Group we are committed to keep your data confidential.

This Privacy Commitment applies to all TRUMPF applications as well as other TRUMPF products that link to this Privacy Commitment. The information collected depends on the specific TRUMPF app or other products you use. For additional information see chapters below.

## ***Data we collect and how we use it***

Your username, e-mail address and password are used when you register for a TRUMPF account.

TRUMPF uses the standard information about your device to provide the functionality of the products. This includes hardware ID (International Mobile Equipment Identity), International Mobile Subscriber Identity, device name, mobile operator, browser type and version, IP and MAC address.

And all other information you provide directly to us.

## ***Data we share with third parties***

We do not share information with third parties other than described in this section.

When you download your chosen product in the Google Play Store your username, e-mail address and Google account, hardware ID and possibly payment information are being transferred to Google. We do not have any influence on this transfer and are not responsible for it either.

TRUMPF may work with affiliates and other third parties as subprocessors to provide the functionality of our apps and other products. Any third parties will be obliged to comply with this Privacy Commitment and confidentiality regarding your data.

## ***Specific details on TRUMPF apps and other products***

### Visual Online Support (VOS)

VOS lets you communicate quickly, simply and reliably with our Technical Service and ensures that you get maximum machine availability. For a quick solution for your technical



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problem, VOS offers the possibility of exchanging image, audio and video files and live chat with the TRUMPF Technical Service.

To provide this service, we need the permission to allow VOS to write to external storage to store data temporarily, record audio files to exchange audio files, access the camera of your device to exchange photos and videos and open network sockets to enable the communication between you using VOS and your Technical Service.

The data transfer is encoded via the tele-presence VPN connection to TRUMPF. A log data for building the VPN connection remains saved for a short period on the TRUMPF server.

Your session data is being stored on TRUMPF servers temporarily until the end of the service connection.

### The INTECH App

The TRUMPF INTECH app is the perfect companion for your visit to INTECH. To draft and send your personal trade fair report, please provide your name, position, company and e-mail address.

In order for us to provide you with this service, you will need to allow the INTECH app to write on your external hard drive. This will enable the app to temporarily store data, access the camera on your device for scanning QR codes and taking photos, and establish network connections so that you may forward your photos and notes for your trade fair report and also access INTECH information downloads.

### Webtracking with Google Analytics

The INTECH app makes use of Google Analytics, a web-analysis service by Google Inc. ("Google"). Google Analytics uses so-called "cookies": text files that are saved onto your device and allow for analyses of your usage of the app to be carried out. Information pertaining to your usage of the INTECH app generated by the cookies is generally transferred and saved to a Google server in the US. Should you activate IP anonymization on your INTECH app, Google will first abbreviate your IP address within any EU member state or other state party to the Agreement on the European Economic Area. Only in exceptional cases will the full IP address be abbreviated after it has been transferred and saved to Google's server in the US. On behalf of TRUMPF, Google uses this information to evaluate your usage of the INTECH app, to generate reports about app usage, and to be able to provide TRUMPF with additional services associated with usage of the INTECH app and the internet. The IP address transferred from your device by Google Analytics will

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not be amalgamated with any other Google data. You can also prevent the cookies from being saved onto your device by making the corresponding adjustment in your settings. Should you choose to do so, please be advised that you may not be able to use all functions available through the app in their full capacity.

### Service App

The app for your service calls. With the Service App TRUMPF offers a practical alternative to the hotline of the Technical Service.

To provide this service, we need the permission to allow Service App to write to external storage to store data temporarily, access the camera of your device to exchange photos and videos and open network sockets to enable the communication between you using Service App and your Technical Service.

For your convenience created service-tickets are saved to the history of your machine on TRUMPF servers.

### Power Tool Guide

To use Power Tool Guide no extra permissions are required.

### Bend Guide

To provide this service we need the permission to allow Bench Guide open network sockets to enable downloads to your device.

### Punch Guide

To provide this service we need the permission to allow Punch Guide to write to external storage to store data temporarily, open network sockets to enable downloads to your device.

### TruServices Journal

To provide this service we need the permission to allow TruServices Journal to write to external storage to store data temporarily, open network sockets to enable downloads to your device.

### ***Changes to this Privacy Policy***

We may change this Privacy Policy from time to time to comply with legal requirements and scope of functions of our apps and other TRUMPF products. To be aware of changes you agree to review this policy regularly.

## **Privacy Policy for TRUMPF Apps**

### ***Contact us***

If you have any questions or suggestions about our Privacy Policy contact our data protection officer and his team.

[datenschutz@de.TRUMPF.com](mailto:datenschutz@de.TRUMPF.com)

### ***More information***

For more information about TRUMPF click [here](#) and for more information about data protection click [here](#).