Data protection

We take the protection of your privacy when using our [application / website] very seriously as this important to us. In the following, we are pleased to inform you about the collection of personal data.

Collection and processing of personal data

When you visit our [application / website], our web servers in [Hong Kong?] save as standard the IP address of your internet service provider via which you access our [application/website], the site from which you access our [application/website] and the files you access from us, as well as the date of your visit and general information about your browser. These data are processed to ensure the security of the web server and to adapt the output of the information retrieved to your output medium (e.g. your phone, laptop or other device). These data are only analyzed in anonymized form for statistical purposes.

Personal data is stored and processed only if you provide us with this information, e.g. when completing a contact form or registering for personalized services. On the respective [application/website], you will be informed about the intended use and, if necessary, your consent to the storage and processing requested. Disclosure will only take place at thyssenkrupp companies and service providers affiliated with us, for example to send you the requested written information. Of course, all service providers are committed to data secrecy and confidentiality. A transfer to other third parties does not take place. Your data is always encrypted before transmission and processing to protect this data against unauthorized access.

Contact Form

To respond to your request [thyssenkrupp Elevator AG Asia Pacific Office / [name of legal entity] will process the following personal data if provided in the contact form: form of address, first name, last name, email, street, zip code, town/city, telephone number and content of your request [ please add to this list if applicable to respective application ] (“Personal Data”). We will forward your personal data to recipients where this is necessary to meet your request. The legal basis for processing your personal data depends on your request and may take the form of a contract with you (Art. 6 (1) (b) GDPR), your consent (Art. 6 (1) (a) GDPR) or our legitimate interests in providing you with a good service based on a balance of interests (Art. 6 (1) (f) GDPR). We are supported in the operation of our contact form by our IT service providers as order processors. We will process your data – where processing is based on your consent – until your consent is withdrawn or – where processing is based on a balance of interests – until you object to this or your request has been completed. Unless you provide the data required to contact you and to understand and process your request, we will not be able to process your request. All other information is optional and provided on a voluntary basis. This service is only for persons over the age of 18.

IT Security

No data transmission over the Internet, a website, mobile application or via email or other message service can be guaranteed to be secure from intrusion. However, we maintain commercially reasonable physical, electronic and procedural safeguards to protect your Personal Data in accordance with the requirements of data protection legislation.

All Personal Data we collect about you is stored on our or our subcontractors’ secure servers. We comply with our security policies and standards when accessing or using this information and restrict access to your Personal Data to those persons who need to use it for the purpose(s) for which it was collected. You are responsible for keeping any information that we send to you confidential and for complying with any other security procedures that we notify you of. In particular, where we have given you (or where you have chosen) a password which enables you to access certain parts of our website or mobile applications, we ask you not to share a password with anyone.
Your Personal Data may be transferred outside the country in which you are located, including to countries with a lower level of data protection than in the country in which you are located.

We will retain your Personal Data for as long as is necessary for the processing purpose(s) for which it was collected and any other permitted linked purpose (for example where we are required to retain personal data for longer than the purpose for which we originally collected it in order to comply with certain regulatory requirements). Our retention periods are based on business needs and your information that is no longer needed is either irreversibly anonymised (and the anonymised information will be retained) or securely destroyed.

Your data protection rights

You have the right (subject to various exceptions and in accordance with data protection legislation in your country) to access certain Personal Data held about you and correct any inaccuracies. We may charge a reasonable fee for the processing of any data access request in accordance with data protection legislation in your country. You have the right to complain to the supervisory authority in your jurisdiction. We will take reasonable steps to try and ensure that your Personal Data is accurate. To help us to do this, please notify us of any changes to your Personal Data. You can also withdraw this consent at any time without affecting the lawfulness of processing based on your consent prior to its withdrawal.

Responsible and data protection officer

Responsible for the collection and processing of personal data is:
thyssenkrupp Elevator AG Asia Pacific Office
7th Floor, Sun Hung Kai Centre 30, Harbour Road, Wanchai, Hong KongE-Mail: info.elevator@thyssenkrupp.com

You can reach our data protection officer at:
thyssenkrupp Elevator AG Asia Pacific Office
Data protection officer 7th Floor, Sun Hung Kai Centre
30, Harbour Road, Wanchai, Hong Kong
E-Mail: dpo.elevator@thyssenkrupp.com

Scope and amendments to this privacy statement

This privacy statement applies exclusively to the use of our [application / website]. It does not apply to the websites of other service providers to which we provide a link. We accept no responsibility or liability for third-party statements and guidelines with no connection to our [application / website].

We reserve the right to amend these data privacy rules from time to time in accordance with future changes relating to the collection and processing of personal data.