

Data Processing Information

采埃孚售后(ZF Aftermarket)网站信息处理规则

This Data Processing Information explains how personal data about you is collected, processed and used by ZF Friedrichshafen AG (hereinafter “ZF,” we,” or “us”) as data controller when you use the ZF Aftermarket Websites available under [aftermarket.zf.com](#)

本信息处理规则说明了ZF Friedrichshafen AG（“采埃孚”或“我们”）在您访问采埃孚售后网站（[aftermarket.zf.com](#)）时，采埃孚作为数据控制人以何种方式收集、处理、使用您的个人信息。

At ZF, we take our responsibility to protect your personal data serious. As used in this Data Processing Information, “personal data” means any information – either alone or in combination with other information we can access – that relates to you as an identified or identifiable individual. We respect your right to privacy and will only process your personal data in accordance with applicable data protection laws. This Data Processing Information applies to information we collect when you use the ZF Aftermarket Websites and its functionalities.

我们有责任审慎保护您的个人信息。本信息处理规则所称的“个人信息”是指任何信息，包括我们单独处理的信息和任何其他信息一并处理的信息。这些息均与您身为已识别或可识别的个人有关。我们尊重您的隐私，仅根据相关信息保护处理您的个人信息。本信息处理规则适用于您在使用采埃孚售后网站及其功能时，我们所收集的信息。

1 Information on Data Collection and Use

信息收集与使用

We collect certain information every time you visit our ZF Aftermarket Websites. This information is used for the purposes which we list below. The specific types of personal data we collect depend upon your activities on the ZF Aftermarket Websites, as also further explained below.

在您每次访问我们的采埃孚售后网站时，我们都要收集某些信息。这些信息用于下列目的。我们收集的是特定种类的个人息，取决于您在采埃孚售后网站上的活动，相关具体说明，请参见以下内容。

1.1 Information that is automatically collected

自动收集的信息

When you use the ZF Aftermarket Websites without registration, you are not required to actively provide certain personal data; however, we automatically collect and process the following information:

如果您在没有注册的情况下使用采埃孚售后网站，您不需要主动提供某些个人信息，但我们会自动收集、处理以下信息：

- technical session and connection information including IP address of your device; browser type; information about your device, hardware and software; preferences; web pages you visited just before the ZF Aftermarket Websites; pages you viewed on the ZF Aftermarket Websites and dates and times of your visit.
- 技术会话与连接信息，包括您设备的IP地址；浏览器类型；有关您的设备、硬件和软件的信息；您的浏览偏好；您在登录采埃孚售后网站前访问的网页；您在采埃孚售后网站上浏览的页面，以及您的访问日期和时间。

We process and use the data specified above for the purposes of (1) providing the ZF Aftermarket Websites and its functionalities; (2) improving the ZF Aftermarket Website's features and functionalities; and (3) preventing and detecting misuse and malfunction of the ZF Aftermarket Websites including troubleshooting.

我们处理、使用前述信息，旨在(1)提供采埃孚售后网站的服务和功能；(2)增加采埃孚售后网站的特性和功能；(3)预防、发现任何不当使用采埃孚售后网站的行为，以及采埃孚售后网站出现的故障，同时解决相关问题。

Collection of this type of information occurs inter alia by means of cookies. For more detailed information on the types of cookies and their specific purposes, please see Sec. 2 below.

我们通过cookies收集上述类型的信息，有关cookies的类型及其具体目的等更多信息，请参见以下第2条。

The processing and use of the data is based on statutory provisions which justify those operations on the grounds that (1) the processing is necessary for the performance of the contract about the use of the ZF Aftermarket Websites; or (2) ZF has a legitimate interest in ensuring the functionality and error-free operation of the ZF Aftermarket Websites and that it is tailored to the user's needs.

我们根据法律规定处理、使用信息，我们处理、使用信息的合法依据是：(1)我们为了履行采埃孚售后网站的使用合同，需要处理信息；(2)采埃孚享有合法利益，需要确保采埃孚售后网站维持正常功能，不发生运行问题；同时，我们也根据用户的实际需求，处理、使用信息。

1.2 User requests, Account Creation and Signing-in

用户需求、账户创建与登录

When you create a ZF Aftermarket Account (which is required for some parts of the ZF Aftermarket Websites), we collect the information you provide in the registration process, which may include:

您在浏览采埃孚售后网站的某些内容时，需要创建采埃孚售后账户。如果您创建采埃孚售后账户，我们会收集您在注册时提供的信息，这些信息包括：

- First name and surname, sex, email address, phone numbers, area of activity, industry category, name and type of your organisation, company's address.
- 您的姓名全称、性别、电子邮箱地址、电话号码、职业、所在行业类别，以及您所雇单位的名称、公司地址

The same data is processed when the user fills in the contact form on the website, e.g. the user sends a request for technical information.

在用户填写网站上的联系表格，如用户发送技术信息请求时，我们也会处理上述信息。

We process and use the information specified above for the purposes of (1) checking your eligibility for and the administration of your ZF Account; (2) performing the Terms of Use regarding the ZF Aftermarket Websites and any and all rights and obligations thereunder; (3) tailoring the ZF Aftermarket Websites and the content to your needs; and (4) communicating with you by sending you technical notices, updates, security alerts and support and administrative messages, respond to your questions and requests and provide customer service.

我们处理、使用前述信息，旨在(1)核实您是否有资格注册、管理采埃孚账户；(2)履行采埃孚售后网站的使用条款，以及该条款项下的任何权利和义务；(3)按您的需求优化采埃孚售后网站和网站内容；(4)与您沟通，向您发送技术通知、更新信息、安全警报，以及支持、管理信息，答复您提出的问题和要求，并向您提供客户服务。

The processing and use of the data is based on statutory provisions which justify those operations on the grounds that (1) the processing is necessary for the performance of the Agreement including the Terms of Use regarding the ZF Aftermarket Websites; or (2) ZF has a legitimate interest in ensuring the functionality of the ZF Aftermarket Websites and that it is tailored to the user's needs.

我们根据法律规定处理、使用信息，我们处理、使用信息的合法依据是：(1)我们为了履行采埃孚售后网站的相关协议（包括使用条款），需要处理信息；(2)采埃孚享有合法利益，需要确保采埃孚售后网站维持正常功能，不发生运行问题；同时，我们也根据用户的实际需求，处理、使用信息。

If you create or log in to a ZF Account we use your login data (user name and password) for the purpose of providing and administering your access to the ZF Aftermarket Websites and – as the case maybe – further online services by ZF or third parties which are accessible through the ZF Aftermarket Websites. The information you provide in order to register (user name and password) is processed to check and verify your authorisation and to handle re-quests from you to reset your password.

如果您创建或登录采埃孚账户，我们会使用您的登录数据（用户名和密码），以便我们允许您访问采埃孚售后网站，管理您访问网站的行为，以及依实际情况，向您提供采埃孚或第三方的服务。您可以通过登录采埃孚售后网站获得这些服务。您为了注册采埃孚账户需要提供相关信息（用户名和密码），为了核实您的授权，处理您重置密码的请求，我们会处理这些信息。

In order to extend the period of validity of your login data, we additionally store the date and time of your last login on [aftermarket.zf.com](#).

此外，我们会记录 [aftermarket.zf.com](#) 上最后的登陆日期和时间，来延长您的用户有效性。

You are not obliged to provide personal data, unless a contrary contractual provision exists. However, without these data we cannot provide you with the corresponding functions of our website or process your enquiries.

除非存在相反的合同条款，否则您没有义务提供个人数据。但是，如果没有这些数据，我们无法为您提供我们网站的相应功能或处理您的查询。

1.3 Further services

其他服务

You may provide further information to us when you order further services through the ZF Aftermarket Websites; such information may include: delivery address, payment information, etc. The collection and use of such additional information is governed by a separate Data Processing Information for the particular service.

如果您通过采埃孚售后网站订购其他服务，您可能需要提供额外的信息。这些信息可能包括交货地址、付款信息等。我们根据单独的特定服务信息处理规则，收集、使用前述信息。

2 Contact forms, Subscription to newsletters and other marketing communications

联系表、简报订阅及其他营销资料

The ZF Aftermarket Websites may offer you the possibility to subscribe to a newsletter or other marketing communications which will be sent to you via email. For this purpose we process and use your name and email address in order to provide you with the newsletter and other subscribed communications. The type of newsletter depends on the selection company type and vehicle type in the registration form.

您可以通过采埃孚售后网站订阅简报或其他营销资料。采埃孚售后网站将通过电子邮件向您提供这些简报或营销资料。为了向您提供前述信息，我们会处理、使用您的姓名和电子邮箱地址。简报的类型取决于您在填写注册表时选择的公司类型和汽车类型。

The processing and use of personal data for the purpose of subscriptions to newsletters and other marketing communications is based on (1) statutory provisions which justify those operations on the ground that the processing is necessary for the performance of the subscription; or (2) your consent. We only use your details to provide you with the newsletter and other subscribed communications.

为了让您订阅简报及其他营销资料，我们处理、使用个人信息的依据有：(1)法律规定。法律规定是我们为了提供订阅服务，需要处理个人信息的合法理由；或(2)您给予的同意。您的详细信息仅用于为您提供新闻通讯和其他订阅的通讯。

We use the double-opt-in-procedure in order to verify your subscription / consent. We store your confirmation in order to document and prove your subscription / consent. You have the right to cancel your subscription / to withdraw your consent or to object to the processing of your personal data for this purpose at any time without incurring any costs other than the transmission costs in accordance with the basic tariffs. The cancellation / withdrawal of consent shall not affect the lawfulness of processing based on consent before the cancellation / withdrawal. If you do that, we'll update our records immediately to reflect your wishes.

我们使用双重选入程序来验证您的订阅/同意。我们存储您的确认以记录并证明您的订阅/同意。您有权随时取消订阅/撤销您的同意或反对以此目的处理您的个人数据。除了基本费率传输费用之外不会产生任何费用。撤销/取消同意不会影响基于撤销/取消前的同意而进行的处理的合法性。如果您取消或撤销，我们会立即更新我们的记录以反映您的意愿。

We gather statistics around email opening and clicks using industry standard technologies to help us monitor and improve our newsletters.

我们采用行业标准技术收集在电子邮件中打开并点击的统计信息，以帮助我们监控并改进我们的新闻通讯。

We use a service provider as our data processor to deliver the newsletters who may only process the personal data in accordance with our instructions and who is bound by a data processing agreement.

我们将服务提供商作为提供新闻通讯的数据处理器。其可能只根据我们的指示处理个人数据，并接受数据处理协议的约束。

For information about how long we hold your personal data, please see our General Data Protection Notice.

有关我们保存您个人数据的时间的信息，请查阅我们的一般数据保护通知。

3 Order of brochures and further promotional materials

订阅产品宣传册及其他推广资料

You can order brochures and – also in context of specific applications and services provided through the ZF Aftermarket Websites - further promotional and advertising materials on our ZF Aftermarket Websites. We process and use the information you provide (such as your name, address, further contact details as well as the selected brochure) to execute your order and send you the material in the desired manner (via email, postal service etc.).

您可以订阅我们的产品宣传册。如果我们通过采埃孚售后网站提供特定的应用和服务，您还可以订阅有关采埃孚售后网站的其他推广资料和广告资料。为了履行您的订订单，并按您选择的方式（通过电子邮件或邮递）向您发送前述资料，我们会处理、使用您提供的信息（如您的姓名、地址、其他联系信息，以及您选择的宣传册等信息）。

The processing and use of personal data for these purposes is based on (1) statutory provisions which justify those operations on the ground that the processing is necessary for the performance of the orders; or (2) your consent. You have the right to withdraw your consent at any time. The withdrawal of consent shall not affect the lawfulness of processing based on consent before its withdrawal.

为了让您订阅产品宣传册及其他推广资料，我们处理、使用个人信息的依据有：(1)法律规定。法律规定是我们为了提供订阅服务，需要处理个人信息的合法理由；或(2)您给予的同意。您有权随时撤回同意。您撤回同意，不影响我们此前依据您的同意处理信息的合法性。

Google reCAPTCHA

我们的网站使用谷歌验证系统来检查和防止自动服务器（“机器人”）访问我们的网站并互动。这项服务由谷歌爱尔兰有限公司（以下简称：谷歌）提供。地址是：爱尔兰都柏林4区巴罗街艾登大厦。

根据《欧盟-美国隐私保护》协议(<https://www.privacyshield.gov/participant?id=a2zt000000001L5AAI&status=Active>)，谷歌保证在美国处理数据时将遵循欧盟的数据保护规定。

这项服务可以让谷歌确定您的请求是从哪个网站发出的，以及从哪个IP地址使用了验证输入框。除了您的IP地址之外，谷歌还可收集其他必要的信息来提供和保证这项服务。

根据《通用数据保护法规》第6条第1款，我们的合法利益在于我们网站的安全性，以及防止垃圾邮件或类似形式不必要的自动访问。

谷歌在<https://policies.google.com/privacy>提供了有关处理您的用户数据的详细信息。

4 Sharing data within the ZF Group

在采埃孚集团内共享信息

ZF is a company located in Germany which operates globally and is part of the ZF group of companies, the current members of which are specified here [\[www.zf.com/locations\]](#) (“ZF Group”). The data you provide to us in the course of registration for a ZF Account (see no. 1.2 above), will be stored in our centralised customer data base [in Germa-ny and shared within the ZF Group for the purpose of managing your relationship with ZF and the ZF Group.

采埃孚公司是一家德国公司，在全球均有业务。采埃孚公司是采埃孚集团的一家成员公司。有关采埃孚集团现有成员公司的名单，请登录网站[\[www.zf.com/locations\]](#)查阅（“采埃孚集团”）。您在注册采埃孚账户时向我们提供的信息（参见以上第1.2条），会存放在我们位于德国的中央客户数据库中，并将成为采埃孚集团的共享信息，以便我们管理您与采埃孚公司和采埃孚集团之间的关系。

The sharing and use of the data is based on statutory provisions which justify those operations on the grounds that (1) the processing is necessary for the performance of the Agreement including the Terms of Use regarding the ZF Aftermarket Websites; or (2) ZF has a legitimate interest in sharing this data within the ZF Group for internal administrative purposes.

我们根据法律规定共享、使用信息。我们共享、使用信息的合法依据是：(1)我们为了履行有关采埃孚售后网站的协议（包括使用条款），需要处理信息；(2)采埃孚为了公司内部管理，享有在采埃孚集团内共享信息的合法利益。

The ZF Account information relating to you might be processed outside of your local jurisdiction and the European Economic Area including, in the following countries ([www.zf.com/locations](#)) e.g. US, Mexico, Canada, Ukraine, Turkey, Russia, China, Switzerland, Serbia, Japan, UAE, India, Australia, Singapore, Taiwan, Indonesia, Korea, Thailand, Malaysia, Vietnam, Philippines, South Africa, Algeria, Tunisia, Mauritius, Argentina, Brazil and Colombia. Where we are required not to transfer your personal data out of your local jurisdiction for per the applicable laws on data protection in your local jurisdiction, we will take appropriate measures to ensure the compliance with such requirements.

我们可能在您所在地的司法管辖区和欧洲经济区以外的国家或地区，处理与您有关的采埃孚账户信息。该等国家或地区包括美国、墨西哥、加拿大、乌克兰、土耳其、俄罗斯、中国、瑞士、塞尔维亚、日本、阿联酋、印度、澳大利亚、新加坡、台湾、印度尼西亚、韩国、泰国、马来西亚、越南、菲律宾、南非、阿尔及利亚、突尼斯、毛里求斯、阿根廷、巴西、哥伦比亚。您可以通过网站[www.zf.com/locations](#)查阅前述国家或地区。如果根据您所在地的司法管辖区相关法律，我们需要将该您的个人信息转移到您所在地的司法管辖区以外的区域时，我们将采取适当的措施，确保遵守该等法律规定。

Any transfer of your personal data to a third country (i. e. which is not a member of EU/EEA) will continue to be in compliance with all applicable data protection laws.

我们将您的个人信息转移到第三国（如非欧盟/欧洲经济区的成员国），将持续遵守一切相关信息保护法律。

As far as a third country is not recognized by the European Commission or by your local jurisdiction to provide an adequate level of protection. ZF will take appropriate safeguards to ensure adequate protection of your data, e.g. by concluding data transfer agreements with third country recipients comprising standard contractual clauses which in accordance with the decisions of the European Commission provide adequate safeguards and can be requested under Datenschutz@zf.com.

如果欧盟委员会或您所在地的司法管辖区认为第三国不能提供充分的信息保护，采埃孚将采取适当的保护措施，确保您的信息得到充分的保护。例如，采埃孚将与第三国的信息接收方订立信息转移协议，该等协议将按照欧盟委员会的决定，含有信息充分保护的标准合同条款。您可以通过邮件至Datenschutz@zf.com，要求获得该等条款。

Sharing data outside of the ZF Group

与第三方共享信息

In order to provide certain Applications and Services we share your data with particular external parties which provide services on our behalf. We may use third party service providers to offer or facilitate services on our behalf, such as a newsletter service provider, IT-provider, web hosting provider as well as any other service provider which act as data processors and therefore process the data on our behalf and under our instructions. These third parties are pro-hibited from using your personal data for their own commercial, promotional or any other purposes than those explicit-ly instructed for and they have to follow our express instructions and comply with appropriate security measures to protect your personal data.

为了提供某些应用和服务，我们会与我们提供服务的特定第三方共享您的信息。我们可能利用第三方服务提供者为我们提供服务，或者为我们的服务提供便利。该等第三方服务提供者包括简报服务提供者、IT提供者、网页托管提供者，以及任何其他以数据处理人身身份事，根据我们的指示为我们处理信息的服务提供者。我们禁止这些第三方将您的个人信息用于其自身的商业目的、推广目的或任何其他目的，但用于我们明确提示的目的除外。这些第三方必须遵循我们的明确提示，还必须采取妥善的安全措施来保护您的个人信息。

We might disclose personal information when required by law to comply with a current judicial proceeding, a court order or legal process served on us, or as otherwise required by any applicable law, rule or regulation.

我们可能需要根据法律的规定披露个人信息，以遵守行司法程序、法院命令或向我们送达的法律文件，也可能需要根据任何相关法律、规则或条例的规定，披露您的个人信息。

5 Detecting and prosecute misuse

发现不当使用网站的行为并追究相关责任

We retain usage data including IP-addresses for the purpose of detecting and – as the case maybe – prosecuting misuse of the ZF Aftermarket Websites. Unless required for prosecution purposes, the data will be deleted after 7 days. The retention and use of the data is based on statutory provisions which justify those operations on the grounds that (1) the processing is necessary for the performance of the Agreement including the Terms of Use regarding the ZF Aftermarket Websites; or (2) ZF has a legitimate interest in ensuring the functionality and security of the ZF Aftermarket Websites.

我们保存包括IP地址在内的网站使用信息，以便发现任何不当使用采埃孚售后网站的行为，并视具体情况，追究该等行为的责任。除非为了追究上述责任，否则我们将在7日后删除信息。我们根据法律规定保存、使用信息。我们保存、使用信息的合法依据是：(1)我们为了履行有关采埃孚售后网站的协议（包括使用条款），需要保存、使用信息；(2)采埃孚享有合法利益，需要确保采埃孚售后网站安全并维持正常功能。

6 Deletion of Data

信息删除

Generally, we delete personal data as soon as it is no longer necessary in relation to the purposes for which the data was initially collected or processed. In case the processing is based on consent and you withdraw your consent we will delete your personal data without undue delay after the withdrawal unless we are legally required to retain the da-ta.

一般而言，如果个人信息与我们最初收集或处理信息的目的没有必然关系时，我们会删除这些信息。如果您依据您的同意处理信息，并且您撤销同意的，我们将及时删除您的个人信息，但我们根据法律规定保留您的个人信息的除外。

With respect to registered users, ZF will annually send a reminder to re-confirm the information he provided to ZF when registering for the ZF Account. Should the user not confirm his Account information, the Account will be deactivated. ZF will delete the ZF Account and related data after another year after the deactivation in case the user does not provide the relevant confirmation.

对于注册用户，我们会每年向注册用户发送一次通知，提醒用户重新确认用户在注册采埃孚账户时，向采埃孚提供的信息。如果用户没有确认账户信息，我们将停用账户。如果在账户停用一年后，用户没有提供相关确认信息，我们将删除用户的采埃孚账户以及相关息。

7 Other services, applications and websites

其他服务、应用和网站

Via the ZF Aftermarket Websites you may access other services and applications the use of personal data by which is explained in separate data protection information documents. Also, our ZF Aftermarket Websites links to other websites. ZF is not responsible for the use and protection of personal data on these other sites. We encourage you to be aware when you leave our ZF Aftermarket Websites and to read the data protection information of the other websites.

您可以通过采埃孚售后网站获得其他服务和应用。相关信息保护文件就个人信息使用作了具体规定。此外，采埃孚售后网站含有其他网站链接。采埃孚对个人信息在该等网站上的使用和保护情况不承担任何责任。我们希望您了解您何时离开采埃孚售后网站，并且希望您阅读其他网站上的相关信息保护规定。

8 Your rights

您享有的权利

You are generally entitled to request from ZF access to and rectification or erasure of personal data that we store about you or – as the case maybe - restriction of processing as far as it concerns you or to object to processing as well as the assert your right to data portability; all as granted by applicable data protection laws. You also have the right to lodge a complaint with a supervisory authority.

一般而言，采埃孚存储与您有关的个人信息时，您有权要求采埃孚允许您获取这些信息，有权要求采埃孚纠正或删除这些信息，或者视具体情况，有权限制采埃孚处理涉及您的个人信息。您还有权反对我们处理您的个人信息，有权主张您享有信息可移植性的权利。但是，无论您行使何种权利，您均应当获得相关信息保护法律的许可。此外，您还可以向监管机构投诉。

9 Contact

联系信息

In case of any request concerning our use, integrity and/or accuracy of your personal data or in case you want to assert any of your rights mentioned under Sec. 9, you may contact us by email at online.zf-aftermarket@zf.com or by using our contact form which is accessible here: [aftermarket.zf.com/contact](#).

如果您对我们使用您的个人信息、您的个人信息保持完整性和/或准确性提出任何要求，或者您希望主张第9条所述的任何权利，您可以通过电子邮件联系我们（邮地址：online.zf-aftermarket@zf.com），或者使用从网站[aftermarket.zf.com/contact](#)获得的联系表格，来联系我们。

The contact details of our data protection officer are as follows:

采埃孚信息保护官的联系信息如下：

ZF Friedrichshafen AG

数据保护官

Löwentaler Straße 20

88046 Friedrichshafen

10 Changes to this Data Protection Information

本信息处理规则的变更

As our collection and processing of your data may change over time, we might also modify this Data Protection Information in order for it to always correctly reflect our data processing practices. We encourage you to review it from time to time.

随着时间推移，我们收集、处理信息的方式可能发生变化，因此，我们可能修改本信息处理规则，以便准确地反映我们处理信息的做法。我们希望您能随时查阅本规则的具体内容。

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