

Privacy Policy Mobile App

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1. Introduction

In the following, we provide information about the collection of personal data when using our mobile app (hereinafter only "App").

Personal data is any data that can be related to a specific natural person, such as their name or IP address.

1.1 Contact details

The controller within the meaning of Art. 4 (7) EU General Data Protection Regulation (GDPR) is Aero Mate GmbH, Flughafenstraße 95, Mönchengladbach, Germany, email: contact@aeromate.eu. We are legally represented by Fabian Nilgen.

Our data protection officer can be reached via heyData GmbH, Schützenstraße 5, 10117 Berlin, www.heydata.eu, E-Mail: datenschutz@heydata.eu.

1.2 Scope of data processing, processing purposes and legal bases

We detail the scope of data processing, processing purposes and legal bases below. In principle, the following come into consideration as the legal basis for data processing:

- Art. 6 para. 1 s. 1 it. a GDPR serves as our legal basis for processing operations for which we obtain consent.
- Art. 6 para. 1 s. 1 lit. b GDPR is the legal basis insofar as the processing of personal data is necessary for the performance of a contract, e.g. if a user purchases a product from us or we perform a service for him. This legal basis also applies to processing that is necessary for pre-contractual measures, such as in the case of inquiries about our products or services.
- Art. 6 para. 1 s. 1 lit. c GDPR applies if we fulfill a legal obligation by processing personal data, as may be the case, for example, in tax law.
- Art. 6 para. 1 s. 1 lit. f GDPR serves as the legal basis when we can rely on legitimate interests to process personal data, e.g. for cookies that are necessary for the technical operation of our website.

1.3 Data processing outside the EEA

Insofar as we transfer data to service providers or other third parties outside the EEA, the security of the data during the transfer is guaranteed by adequacy decisions of the EU Commission, insofar as they exist (e.g. for Great Britain, Canada and Israel) (Art. 45 para. 3 GDPR).

In the case of data transfer to service providers in the USA, the legal basis for the data transfer is an adequacy decision of the EU Commission if the service provider has also certified itself under the EU US Data Privacy Framework.

In other cases (e.g. if no adequacy decision exists), the legal basis for the data transfer are usually, i.e. unless we indicate otherwise, standard contractual clauses. These are a set of rules adopted by the EU Commission and are part of the contract with the respective third party. According to Art. 46 para. 2 lit. b GDPR, they ensure the security of the data transfer. Many of the providers have given contractual guarantees that go beyond the standard contractual clauses to protect the data. These include, for example, guarantees regarding the encryption of data or regarding an obligation on the part of the third party to notify data subjects if law enforcement agencies wish to access the respective data.

1.4 Storage duration

Unless expressly stated in this privacy policy, the data stored by us will be deleted as soon as they are no longer required for their intended purpose and no legal obligations to retain data conflict with the deletion. If the data are not deleted because they are required for other and legally permissible purposes, their processing is restricted, i.e. the data are blocked and not processed for other purposes. This applies, for example, to data that must be retained for commercial or tax law reasons.

1.5 Rights of data subjects

Data subjects have the following rights against us with regard to their personal data:

- Right of access,
- Right to correction or deletion,
- Right to limit processing,
- Right to object to the processing,
- Right to data transferability,
- Right to revoke a given consent at any time.

Data subjects also have the right to complain to a data protection supervisory authority about the processing of their personal data. Contact details of the data

protection supervisory authorities are available at <https://www.bfdi.bund.de/EN/Service/Anschriften/Laender/Laender-node.html>.

1.6 Obligation to provide data

Within the scope of the business or other relationship, customers, prospective customers or third parties need to provide us with personal data that is necessary for the establishment, execution and termination of a business or other relationship or that we are legally obliged to collect. Without this data, we will generally have to refuse to conclude the contract or to provide a service or will no longer be able to perform an existing contract or other relationship.

Mandatory data are marked as such.

1.7 No automatic decision making in individual cases

As a matter of principle, we do not use a fully automated decision-making process in accordance with article 22 GDPR to establish and implement the business or other relationship. Should we use these procedures in individual cases, we will inform of this separately if this is required by law.

1.8 Making contact

When contacting us, e.g. by e-mail or telephone, the data provided to us (e.g. names and e-mail addresses) will be stored by us in order to answer questions. The legal basis for the processing is our legitimate interest (Art. 6 para. 1 s. 1 lit. f GDPR) to answer inquiries directed to us. We delete the data accruing in this context after the storage is no longer necessary or restrict the processing if there are legal retention obligations.

2. Data processing in the app

2.1 Downloading the app

Our app is ready for download at Apple's App Store (hereinafter "Stores"). When users download the app, the necessary information is transmitted to the stores, i.e. in particular user name, e-mail address and customer number of the account, time of download, payment information and the individual device identification number. We have no influence on this data collection and are not responsible for

it. We process the data only insofar as it is necessary for downloading the mobile app to the user's mobile device.

2.2 Hosting

Our app is hosted by Scaleway . The provider thereby processes the personal data transmitted via the app, e.g. on content, usage, meta/communication data or contact data. It is our legitimate interest to provide an app, so that the legal basis of the data processing is Art. 6 para. 1 s. 1 lit. f GDPR.

2.3 Informative use of our app

When users use our app, we collect the data that is technically necessary for us to offer users the functions of our app and to ensure stability and security. This is our legitimate interest, so that the legal basis is Art. 6 para. 1 s. 1 lit. f GDPR.

The data processed to this extent are:

- IP address
- Date and time of the request
- Time zone difference from Greenwich Mean Time (GMT)
- Content of the request (concrete interface)
- Access status/HTTP status code
- Amount of data transferred in each case
- Operating system and its interface
- Language and version of the operating system

2.4 Access to functions or data

The app requests the user's access to functions of the end device or to data of the device in order to be able to execute functions of the app. By allowing access, the user gives consent to the associated data processing, so that the legal basis is Art. 6 para. 1 s. 1 lit. a GDPR. Users can revoke their consent at any time by terminating access in the settings of their end device. The revocation does not affect the lawfulness of the processing until the revocation.

The data processed or access functions used in this respect are

- bestehende Fotoaufnahmen, (gesamten) Speicher, Kamera, Sensoren, Standort

2.5 User account

Users can open a user account in the app. We process the data requested in this context to fulfill the respective user contract concluded for the account, so that the legal basis for the processing is Art. 6 para. 1 s. 1 lit. b GDPR. We delete the data when users delete their user account.

2.6 Single sign-on

Users can log in to our app using one or more single sign-on methods. In doing so, they use the login data already created for a provider. The prerequisite is that the user is already registered with the respective provider. When a user logs in using a single sign-on procedure, we receive information from the provider that the user is logged in to the provider and the provider receives information that the user is using the single sign-on procedure in our app. Depending on the user's settings in his account on the provider's site, additional information may be provided to us by the provider. The legal basis for this processing is Art. 6 para. 1 sentence 1 lit. f GDPR. We have a legitimate interest in providing users with a simple log-in option. At the same time, the interests of the users are safeguarded, as use is only voluntary.

Providers of the offered method(s) are:

- Apple Inc., Infinite Loop, Cupertino, CA 95014, USA (Privacy policy: <https://www.apple.com/legal/privacy/de-ww/>).
- Google Ireland Limited, Gordon House, Barrow Street, Dublin 4, Ireland (Privacy policy: <https://policies.google.com/privacy>).
- Meta Platforms Ireland Ltd., 4 Grand Canal Square, Dublin 2, Ireland ("Facebook"). Which data we receive from Facebook is communicated to users by Facebook as part of the registration process. Information about Facebook and the contact details of the data protection officer, as well as further information about how Facebook processes personal data, including the legal basis and the options for exercising rights as a data subject vis-à-vis Facebook, can be found at <https://www.facebook.com/about/privacy>. We are jointly responsible with Facebook for the data processing taking place through Facebook in the context of the use of the procedure and have concluded a joint responsibility agreement (Art. 26 GDPR) with Facebook. There we have defined the respective responsibilities for the fulfillment of the obligations under the GDPR with regard to joint processing. We are obliged to provide the above information and Facebook has assumed responsibility for the further data subject rights pursuant to Art. 15-20 GDPR.

2.7 Provision of the aero mate Platform

The data collected from you during registration and use is processed for the purpose of fulfilling the user agreement for the aero mate platform. The purpose of the platform is to provide a cloud-based management, documentation, and booking system for general aviation. For pilots, this includes maintaining licenses, recording flight hours (Journey Log), and searching for and booking rental aircraft; for aircraft owners, it includes managing and renting out their aircraft.

The legal basis for processing general registration, user, and booking data in direct relation to us is **Art. 6(1)(b) GDPR** (performance of a contract).

The following categories of data are processed in this context:

- **Personal data (account and master data):** Name of the pilot in command, email address, mailing address, and, if applicable, license and rating information.
- **Flight, crew, and booking data:** names of persons on board, departure and arrival airports, takeoff and landing times, and booking details.
- **Payment data:** Credit card information (transmitted in encrypted form to the payment service provider).
- **Technical data:** IP address, device information, encrypted log files, and system access times to ensure IT security and platform functionality.

We use external service providers and partners to host the platform, securely manage data, and handle billing. Where these parties act on our behalf as so-called data processors, we have entered into contracts in accordance with Art. 28 of the GDPR. This includes, in particular:

- **Google Cloud & Microsoft Azure** (hosting on servers in the EU): Provision of encrypted cloud infrastructure and secure storage of platform databases (including blob storage).
- **MongoDB Cloud (Atlas)** (hosted on servers in the EU): Provision and secure hosting of application databases.
- **Auth0:** Secure user authentication and login management.
- **Apple Maps (EU)** (only when using the **iOS app** and with your consent)
- **Flight schools / aircraft owners (third parties/recipients)**

If a service provider we use is based in the U.S. or other third countries, your personal data will only be transferred on the basis of appropriate safeguards that ensure an adequate level of data protection. The legal basis for this is generally the EU Commission's Standard Contractual Clauses pursuant to **Art. 46(2)(c) GDPR** or the corresponding adequacy decision by the EU Commission for providers certified under the EU-U.S. Data Privacy Framework (DPF).

We store the data collected in connection with your use of the platform for as long as your user account exists and the data is necessary for the performance of the contract. Data subject to statutory retention requirements (e.g., tax-related documents or documentation required under aviation law) is blocked for the duration of the statutory retention periods and deleted upon their expiration. Data processed on the basis of consent is deleted immediately upon revocation.

2.8 Payment processors

For the processing of payments, we use payment processors who are themselves data controllers within the meaning of Art. 4 No. 7 GDPR. Insofar as they receive data and payment data entered by us in the ordering process, we thereby fulfill the contract concluded with our customers (Art. 6 para. 1 s. 1 lit. b GDPR).

- Stripe Payments Europe, Ltd., Ireland

2.9 Third-party tools

2.9.1 Firebase Cloud Messaging

We use Firebase Cloud Messaging to communicate with users. The provider is Google Ireland Limited, Gordon House, Barrow Street, Dublin 4, Ireland. The provider processes meta/communication data (e.g. device information, IP addresses), usage data (e.g. web pages visited, interest in content, access times) in the EU.

The legal basis for the processing is Art. 6 para. 1 s. 1 lit. a GDPR. The processing is based on consent. Data subjects may revoke their consent at any time by contacting us, for example, using the contact details provided in our privacy policy. The revocation does not affect the lawfulness of the processing until the revocation.

The data will be deleted when the purpose for which it was collected no longer applies and there is no obligation to retain it. Further information is available in the provider's privacy policy at <https://firebase.google.com/support/privacy>.

2.9.2 Auth0

We use Auth0 to manage authentications. The provider is Okta, Inc, 100 First Street, San Francisco, California 94105, USA. The provider processes contact data (e.g. e-mail addresses, telephone numbers), meta/communication data (e.g. device information, IP addresses), master data (e.g. names, addresses) in the EU.

The legal basis for the processing is Art. 6 para. 1 s. 1 lit. f GDPR. We have a legitimate interest in sufficiently authenticating users of our applications.

We delete the data when the purpose for which it was collected no longer applies. Further information is available in the provider's privacy policy at <https://www.okta.com/privacy-policy/>.

2.9.3 MongoDB Cloud

We use MongoDB Cloud as a database as a service. The provider is MongoDB, Inc., 1633 Broadway, 38th Floor, New York, NY 10019, USA. The provider processes usage data (e.g. web pages visited, interest in content, access times), meta/communication data (e.g. device information, IP addresses) in the EU.

The legal basis for the processing is Art. 6 para. 1 s. 1 lit. f GDPR. We have a legitimate interest in retrieving data quickly and effectively.

The data will be deleted when the purpose for which it was collected no longer applies and there is no obligation to retain it. Further information is available in the provider's privacy policy at <https://www.mongodb.com/legal/privacy-policy>.

2.9.4 Google Analytics

We use Google Analytics for analytics. The provider is Google Ireland Limited, Gordon House, Barrow Street, Dublin 4, Dublin, Ireland. The provider processes meta/communication data (e.g. device information, IP addresses) in the USA.

The legal basis for the processing is Art. 6 para. 1 s. 1 lit. a GDPR. The processing is based on consent. Data subjects may revoke their consent at any time by contacting us, for example, using the contact details provided in our privacy policy. The revocation does not affect the lawfulness of the processing until the revocation.

The legal basis for the transfer to a country outside the EEA are adequacy decision. The security of the data transferred to the third country (i.e. a country outside the EEA) is guaranteed because the EU Commission has decided as part of an adequacy decision in accordance with Art. 45 para. 3 GDPR that the third country ensures an adequate level of protection.

The data will be deleted when the purpose for which it was collected no longer applies and there is no obligation to retain it. Further information is available in the provider's privacy policy at <https://business.safety.google/privacy/>.

2.9.5 Stripe

We use Stripe for payments. The provider is Stripe Payments Europe Ltd., 1 Grand Canal Street Lower, Grand Canal Dock, Dublin, Ireland. The provider processes payment data (e.g. bank details, invoices, payment history), contact data (e.g. e-mail addresses, telephone numbers) in the USA.

The legal basis for the processing is Art. 6 para. 1 s. 1 lit. b GDPR. The processing is necessary for the performance of a contract to which the data subject is a party, or as it is necessary for the performance of pre-contractual measures that are carried out at the request of the data subject.

The legal basis for the transfer to a country outside the EEA are adequacy decision. The security of the data transferred to the third country (i.e. a country outside the EEA) is guaranteed because the EU Commission has decided as part of an adequacy decision in accordance with Art. 45 para. 3 GDPR that the third country ensures an adequate level of protection.

We delete the data when the purpose for which it was collected no longer applies. Further information is available in the provider's privacy policy at <https://stripe.com/en-gb-de/privacy>.

2.9.6 heyData

We have integrated a data protection seal on our website. The provider is heyData GmbH, Schützenstraße 5, 10117 Berlin, Germany. The provider processes meta/communication data (e.g. IP addresses) in the EU.

The legal basis of the processing is Art. 6 para. 1 s. 1 lit. f GDPR. We have a legitimate interest in providing website visitors with confirmation of our data privacy compliance. At the same time, the provider has a legitimate interest in ensuring that only customers with existing contracts use its seals, which is why a mere image copy of the certificate is not a viable alternative as confirmation.

As the data is masked after collection, there is no possibility to identify website visitors. Further information is available in the privacy policy of the provider at <https://heydata.eu/en/privacy-policy>.

3. Changes to this privacy policy

We reserve the right to change this privacy policy with effect for the future. A current version is always available here.

4. Questions and comments

If you have any questions or comments regarding this privacy policy, please feel free to contact us using the contact information provided above.