

Privacy Policy

cambio Mobility Service GmbH & Co.KG is pleased that you are visiting our website and that you are interested in our company and services.

The protection of your personal data is important to cambio. We are bound by the regulations of the German federal data protection law and by the telemedia law. We have taken technical and organisational measures to ensure that the data protection regulations are upheld. This data protection statement provides an overview of how cambio ensures the protection of personal information, what types of information are gathered for what purposes and how it can be corrected or deleted.

Personal information

Personal information is information about personal or functional relations of a particular person or identifiable natural person. This includes, for example your name, your address, your e-mail address, your telephone number and your date of birth or the IP address with which you visit the cambio website.

Data processing on the cambio website

Each time the cambio website is visited, this is automatically recorded. The IP address, the website from which the IP address reached the cambio website, as well as the cambio website that is visited and the date and duration of the visit are recorded. This information is of a statistical nature and serves for the analysis of the use of the website. It is made anonymous and cannot be connected to an individual person. This data is not forwarded at any time to external service providers for analysis (e.g. Google Analytics).

Cookies and tracking

Cookies are small files with user-specific information which your browser saves on your hard drive.

Session cookies:

These cookies are temporary, i.e. they only stay on your hard drive for the duration of your visit to the website and are automatically deleted when the browser is closed. cambio uses session cookies to ensure uninterrupted identification and functionality during a visit to the cambio customer area. If you use the cambio customer area, your browser must accept session cookies.

Stored cookies:

Stored cookies allow us to analyse website use so that we can measure and improve its performance. We use the data solely for statistical purposes. This data cannot be connected to a particular person and it is not matched with other data sources.

Insofar as you do not log in to the customer area of the cambio website, you can set your browser so that it does not store cookies or so that it rejects them without leading to any limit in functionality. How cookies are deactivated differs from Internet browser to Internet browser. Instructions are generally found in the help section of your Internet browser.

If you do not want cambio to save or analyse any information about your activity on our website, you can opt out at any time.

[Cookie guidelines](#)

Google Conversion Tracking

In order to draw attention to our services, we place Google AdWords ads and use Google Conversion Tracking, which is not visible in the source of this site. This internal setting is set in such a way that the anonymization of the IP addresses required by the Federal Data Protection Act is achieved.

We commissioned the company winlocal to carry out these advertising measures and, in accordance with §11 of the German Federal Data Protection Act (BDSG), we have committed ourselves to complying with the legal provisions on data protection. The ads appear after searches on Google's advertising network websites. We have the possibility to combine our advertisements with certain search terms. Cookies enable us to place ads based on a user's previous visits to our website.

When you click on an ad, Google will set a cookie on your computer. For more detailed information about the cookie technology used, please refer to Google's website statistics and privacy policy.

Using this technology, Google and we as the customer receive information that a user clicked on an ad and was directed to our websites. The information obtained in this way is used exclusively for statistical evaluation for the purpose of optimizing advertising. We do not receive any information that personally identifies visitors. The statistics provided by Google include the total number of users who have clicked on one of our ads and, if applicable, whether they have been redirected to a page of our website with a conversion tag. Based on these statistics, we can understand which search terms were clicked particularly often on our advertisement and which advertisements lead to a contact via the contact form by the user.

If you do not want to do this, you can prevent the storage of the cookies required for these technologies, for example, via the settings of your browser. In this case, your visit is not included in the user statistics.

You also have the ability to select Google ads types or disable interest-based ads on Google through the Ad Setup. Alternatively, you can disable third party cookie use by calling the Network Advertising Initiative's Deactivation Help.

However, we and Google continue to receive statistical information on how many users visited this site and when. If you do not want to be included in these statistics, you can prevent this by using additional programs for your browser (e. g. with the add-on Ghostery).

Data for account set up

Personal information is saved when this is necessary in the context of registration or a request for information. This includes the following information: family name, given name, e-mail address, mobile phone number, telephone number, place of birth, banking information, driving license information. Public transport subscription number, telephone or fax number and favourite station can also be optionally given.

Data in the customer area of the cambio website

If you sign a user contract with cambio, more data than just contact information will be stored. This is mainly data on individual bookings or information on journeys or billing. Most of the stored data is visible to you in the customer area of the cambio website. It is also possible to change this personal information in the customer area.

The documents that you request in the customer portal are deposited in a secured area to which you alone have access. The transfer of data that takes place between your browser and the web server in the customer area is always encrypted.

Other data saved by cambio

Beyond the data visible in the customer area, cambio archives important data from the contractual relationship such as, for example, older bills and journeys and e-mail exchanges between you and the customer service.

Calls to the booking centre

Calls to cambio telephone booking centre are recorded and stored for three months in order to resolve any possible misunderstandings. At the end of three months, the recordings are automatically deleted.

At its central telephone number, cambio informs callers of this recording at the beginning of each call. If you do not agree to the recording, you may make your booking over the Internet or using the cambio app.

In order to avoid listening to the repeated message about the recording of calls, customers or authorised drivers may sign a document indicating their acceptance of the recording and use an alternate telephone number for the booking service where the automatic message about the recording of conversations is not played. Both numbers are published in the customer handbook with the corresponding information on their use.

Reporting of damage, breakdowns or accidents must be done by phone. These reports will likewise be recorded and deleted after three months.

Location information during customers reservations

Location information of vehicles during customers reservations (e.g. by GPS) is not collected or stored by cambio at any time.

Use of stored information

Personal information from customers and authorised drivers is not collected, stored, transferred or used without their express permission except as is needed for the establishment, carrying out or termination of a contractual agreement or to protect the legitimate interests of cambio and is not contrary to the valid interests of the customer or authorised driver. It is subject to strict confidentiality and is only available to employees working directly with customers.

cambio or its contractually bound third parties use the personal information received in order to provide you with a requested service or information about a service. For this purpose, cambio or other contractually bound third parties may contact you by e-mail, fax, post or telephone to for example confirm a booking, to inform you if you have forgotten valuable objects in a vehicle or to give you instructions or information on new stations, vehicles, tariffs or partnerships.

Unfulfilled booking wishes are saved in order to improve service.

Withdrawal

You may withdraw permission to use your e-mail address at any time without it resulting in any cost other than postage costs at the basic rate. You can send your withdrawal request to: datenschutz@cambio-CarSharing.com or you can change your settings in the customer area of the cambio website in the contract section under the menu item "Post or e-mail?" if you do not wish to receive customer information by e-mail.

Sharing of personal information with third parties

We will not share, sell or otherwise transfer your personal information to third parties unless you have expressly permitted it, unless we are obligated within the context of binding legal regulations to pass on the information or unless it is necessary to the fulfilment of our contractual agreement.

Personal information may be shared in the context of binding legal regulations.

This particularly concerns the processing of damages whereby personal data must be made available to insurance companies or to cambio's legal counsel or to that of the opposing side. In addition, law courts, prosecution services or other legally appointed authorities can request access to data or information with legal grounds.

Sharing of personal information for the purpose of processing a contract

If the transmission of personal information to an external service provider is required to provide a service, we use technical and organisational means to ensure that the legal provisions of data protection are upheld. Service providers are carefully selected subcontractors that are contractually bound to cambio and that carry out their tasks in the name of cambio.

Such service providers are, for example, the booking service and service-providing cooperation partners that make your journeys possible, the German postal service when we send invoices to you, our bank when we claim fees or lawyers and insurance providers involved in the processing of damages.

We limit the information transferred to the required minimum. It is used exclusively for provision of the service.

Sharing of anonymous data for research purposes

For research purposes, cambio only provides data in anonymous form. A link to personal information or to individual user activity is not possible.

Security

cambio employs technical and organisational security measures to protect the data it administers. If you are signed in as a customer or potential customer, a secure connection (SSL-encrypted) is established. The data transmitted is protected from unauthorised external access by a series of firewalls.

E-mails

The content of e-mails you send to us is unencrypted. In this way, it is not possible to guarantee the protection of valuable information and content from unauthorised access or distortion. On the other hand, messages sent to us at the customer office via the contact form on the website are encrypted.

Right to information, correction, deletion or blocking

As stated in the German federal data protection law, you have the option to obtain, correct, delete or block the information stored by us at cambio. In the customer area of the cambio website, we show you the most important stored data, which you can see yourself and correct as required. For other information, reporting or deletion requests, please contact your customer office at datenschutz@cambio-CarSharing.com or contact the data protection officer by post, providing your name and your contact address.

Proof of identity is required before we can send a response to your information request.

Data protection officer

cambio is committed to fulfil its data protection obligations as described above. This is overseen by the data protection officer. If you have questions regarding the processing of your personal information, suggestions and/or criticism, you can contact our data protection officer:

Datenschutz/data protection

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