

Data privacy statement for the "yourVoice at Ottobock" platform

Last update: August 2025

1. Scope

The "yourVoice at Ottobock" platform (hereinafter: "platform") was created to enable users who participate in survey projects ("surveys" for short) to voice their opinions on products and services offered by Ottobock. In this way, they can actively help to shape the future by sharing their wishes and needs. This input is used to optimise Ottobock's products and services.

Use of the platform is subject to the following data privacy statement:

2. Controller

The controller (hereinafter: "Ottobock") as defined by the relevant data protection regulations is:

Ottobock SE & Co. KGaA
Max-Näder-Straße 15
37115 Duderstadt,
Germany

3. Data Privacy Officer

Data Privacy Officer of the Legal Entity: confidentially via [contact form](#)

4. Using the platform

4.1. Contact via email

If you have provided us with your email address for the purpose of registration, we will use it to send you the registration questionnaire for yourVoice at Ottobock.

The following data will be processed:

- Email address

Purpose: The email address is collected for the purpose of sending the registration questionnaire for yourVoice at Ottobock.

Legal basis: Personal data is processed by the user's consent after the user consents to the Terms of Use as part of the registration process.

Storage periods: The data will be deleted after 90 days.

4.2. Participating in an initial survey

Use of the platform requires registration and the creation of a user profile. During the registration process, users are invited to complete an initial voluntary survey in which the following data is collected for registration and specification of the user profile:

- First name
- Last name
- Email address
- Country
- Gender
- Date of birth
- Language
- Information on the use of certain medical devices (prosthesis, orthosis, wheelchair)
- Past/previous fittings with specific devices

- Tasks/responsibilities

Purpose: This data is used to create a user account and to communicate with users in order to invite them to participate in surveys. Furthermore, this data serves as selection criteria for inviting specific target groups to participate in surveys. If the registration process is not started or completed, the email address may also be used to send reminders to complete the registration.

Legal basis: Personal data is processed by the user's consent after the user consents to the Terms of Use as part of the registration process.

Storage periods: We require this data in order to issue invitations to studies. Hence, this personal data is stored for as long as the user account continues to exist. The user may delete their user account by sending an email to: yourvoice@ottobock.com. Use of the platform requires that the user is at least 18 years of age and has full legal capacity.

If the registration process is interrupted, the data entered up to that point will be stored for 90 days to enable the registration process to be continued later. If registration is not completed within this period, the data will be deleted.

4.3. Participating in survey projects such as questionnaires, discussion forums etc.

Users will regularly receive invitations to participate in surveys via email. All surveys are conducted for market research purposes only with the aim of making effective, ongoing improvements to products, services, performance and communication. Should the provision of the survey involve processing personal data as detailed in 4.1 and 4.2, this data will be handled as described in the respective clauses.

When analyzing the answers to surveys conducted for market research purposes, the data sets will be anonymized.

Purpose: Data collected through surveys is used to answer project-specific questions, which is the original purpose of the platform.

Legal basis: Personal data is processed by the user's consent after the user consents to the Terms of Use as part of the registration process.

Storage periods: Personal data is stored for the applicable length of time as described in 4.1 and 4.2. The anonymized data sets that are used for the analysis, and the analysis itself, will be stored for as long as they are needed for the market research purpose of the survey project in question. Provided they can no longer be linked to personal data, they will not be deleted if a user account is deleted. If it is possible to link a data set to personal data, the relevant data set will be removed from the raw data set if the user in question deletes their user account. Once completed, overall analyses will not be deleted or adjusted.

4.4. Secure provision of the platform/usage statistics

In addition to imported data (i.e., everything that authorized users actively enter or upload into the system themselves, such as responses to a survey), data generated by using the cloud service is also collected for each survey. This includes:

Survey metadata:

- Start date
- End date
- Recorded data
- Response type
- IP address
- Percentage of survey completed by respondent
- Time taken to complete survey
- Survey completed (yes/no)
- Referrer URL
- Access status/HTTP status code

Computer metadata:

- Operating system
- Browser used and browser version

Purpose: Ottobock has a legitimate interest in the functioning and secure operation of the platform. The logged data is used in particular for the purposes of data security and to ensure and improve data quality. We reserve the right to evaluate anonymised data sets for statistical purposes.

We also use anonymized data, e.g., truncated IP addresses, for anonymous usage statistics. This data is not merged with other data sources or linked to personal data.

Legal basis: We have a legitimate interest in ensuring data security and smooth operation.

Retention period: Data is erased within no more than 90 days.

4.5 Personalized service and product offers via email

Provided you give us your explicit and separate consent, we may send you personalized and customized service and product offers by email. You may revoke this consent at any time. In doing so, we may use information you have provided in surveys or questionnaires to tailor service and product offers to your needs and customize them accordingly. We use your data exclusively for this purpose and only if you give your explicit and separate consent.

Purpose: Sending personalized service and product offers by email.

Legal basis: Your consent to data processing, Articles 6 (1) No. 1, 9 (2) No. 1 GDPR, Section 7 UWG

Storage periods: Your data will be stored for 1 year and then deleted, unless you explicitly consent to further storage in a separate consent form. If you exercise your right of revocation at any time, we will delete your data immediately.

5. Information about the use of cookies and other technologies

The "yourVoice at Ottobock" platform uses cookies to ensure the website is user-friendly, effective and safe. Cookies are small text files which are stored on your computer in your browser. Some are stored temporarily while you browse a website (session cookies) while others are stored on your device permanently (persistent cookies). Session cookies are deleted automatically when you close the website. Persistent cookies remain on your device until you deliberately delete them or until your browser automatically deletes them.

Following cookies are used:

The types of cookies are:

1. Survey Session Management Cookies (i.e., when the survey is open for a specific respondent).
2. Survey Authentication Cookies (i.e., making sure the right person is taking the survey)
3. Survey Sessions Browser Storage (prevents survey takers from taking the same survey multiple times.)
4. Survey Preview Cookies (The cookies in this section are used to manage survey previews.)
5. Bot Manager Cookies (used to help distinguish between real website traffic from bot traffic.)
6. Website / App Insights Browser Cookies

(See support article [here](#) for more details on this)

You can set your browser so that you are informed about the setting of cookies and only allow cookies in individual cases, exclude the acceptance of cookies for certain cases or in general, and activate the automatic deletion of cookies when closing the browser. If you deactivate cookies, the functionality of this website may be limited.

Further information can be found at our provider Qualtrics: <https://www.qualtrics.com/cookie-statement/>

6. Rights of use

6.1. The user retains the right:

- a. To request confirmation about whether their personal data is being processed; If this is the case, the user has the right to information regarding this processing;
- b. To request the correction and/or completion of incorrect and/or incomplete data;
- c. To revoke their consent at any time with effect for the future (e.g., via the "Delete user account" feature in "My profile");
- d. To request the erasure of data in certain cases;
- e. To request the restriction of processing under certain conditions;
- f. Under certain conditions, the right to data portability, which means the user can receive the data they have provided in a structured, commonly used and machine-readable format or have it transmitted to another controller;
- g. To lodge a complaint with a supervisory authority.

The supervisory authority responsible for us is:

Der Landesbeauftragte für den Datenschutz
Postal address: Postfach 221, 30002 Hannover, Germany
Phone: +49 (0)511 120-4500
Fax: +49 (0)511 120-4599
Email: poststelle@lfd.niedersachsen.de

6.2. The right to object

The user retains the right at any time to object, on grounds relating to his or her particular situation, against their personal data being processed for the purposes of the legitimate interests pursued by the controller. (To object, please send an email to: yourvoice@ottobock.com). In this case, personal data will no longer be processed unless there are compelling legitimate grounds for the processing that override the user's interests, rights and freedoms, or where the processing is necessary for the establishment, exercise or defence of legal claims.

7. Sharing/forwarding data

Ottobock reserves the right to share data with processors, i.e., companies commissioned by Ottobock for the processing of data within the applicable legal framework. In such cases, Ottobock remains responsible for protecting your data. Such processors are carefully selected and bound by Ottobock directives. In addition, they are reviewed regularly. Ottobock only engages processors that offer sufficient guarantees that suitable technical and organisational measures are implemented to ensure processing meets the requirements of the relevant data protection laws and to ensure your rights are protected.

Any market researchers that may be involved are bound by the general data privacy guidelines and standards published by ESOMAR, an independent institution that is recognised by more than one hundred national market and social research organisations. Their code of practice states that all user information must be handled confidentially and used only for research purposes. For more detailed information, please see www.esomar.org.

8. Amendment of this data privacy statement

In the event of changes to this website or as warranted on other occasions, we may revise this data privacy statement as and when necessary. The most recent version will always be published on the platform website.