

Privacy Policy

mySOS-App

MOTEC-DATA GmbH

Date: 18/05/2026 Version: V 1.0

Data Controller

The data controller within the meaning of the General Data Protection Regulation (GDPR) and other national data protection laws is:

MOTEC-DATA GmbH
Odenwaldstraße 36
69239 Neckarsteinach
Germany

Phone: +49 6229 4229-885
E-Mail: kontakt@motec-data.de
Website: <https://www.motec-data.de>

You may contact the data controller if you have any questions regarding the processing of your personal data or wish to exercise your rights under the GDPR.

Data Protection Officer

The data protection officer of the data controller is:

Uwe Jäkel
Odenwaldstraße 36
69239 Neckarsteinach
Germany

Phone: +49 6229 4229-885
E-Mail: kontakt@motec-data.de

The Data Protection Officer is your point of contact for all data protection-related matters, e.g. requests for information, rectification, erasure or complaints.

1. Scope of the processing of personal data

We process our users' personal data only to the extent necessary to provide a fully functional website and to deliver our content and services. Any further collection or use of personal data takes place only if the user has given their prior consent.

2. Data erasure and retention period

The data subject's personal data will be erased or blocked as soon as the purpose for which it was stored no longer applies. Storage beyond this period is permitted if required by European or national regulations, such as regulations, laws or other legal provisions to which the controller is subject. In this case, the data will be deleted or blocked as soon as the prescribed retention period ends, unless the data must continue to be retained for the performance or fulfilment of a contract.

3. mySOS-App:

When you download and use the mySOS app, personal data is processed as described in this section. Below you will find information about the legal basis, the purposes, and, where applicable, the legitimate interests and the necessity of processing your personal data.

3.1. Downloading the app

When you download the mySOS app, the Google Play Store provider collects personal data, including your username, email address, customer number, the time of download, payment details (where applicable) and your device's unique identifier. For details of the purposes and scope of data processing, please refer to the provider's privacy policy:

Google Play Store (Android): Google LLC., 1600 Amphitheatre Parkway, Mountain View, California 94043, USA:
<https://policies.google.com/privacy?hl=en&gl=de>

3.2. Purpose and necessity of processing your personal data

The processing of personal data by the mySOS app is necessary to ensure the intended operational use of the application and its technical and organisational functions.

Personal data is processed in particular to:

- trigger an alert in the event of an emergency and transmit the necessary information to the emergency contacts on file (in particular location data and – if provided by the user – the telephone number),
- enable user authentication and verify authorisation to use the app,
- load users' personal settings and provide a user-specific configuration of the app,
- clearly assign and correctly process subscriptions and one-off paid products,
- ensure the secure, stable and functional operation of the mySOS app.

Processing takes place exclusively to the extent necessary for the purposes stated. Without this data processing, proper use of the mySOS app would not be possible, or would only be possible to a limited extent.

The legal basis for the processing is Article 6 Abs. (1)(b) DSGVO of the GDPR and – where necessary – Article 6 (1)(f) DSGVO.

3.3. Legal basis and liability notices:

The processing of personal data in connection with the use of the mySOS app is carried out for the purpose of fulfilling the contractual obligations set out in the app's terms of use, on the basis of Article 6(1)(b) of the GDPR. Where certain functions require consent (e.g. the transmission of location data in the event of an alarm), processing is carried out on the basis of Article 6(1)(a) of the GDPR.

The mySOS app is a technical tool for raising the alarm and forwarding emergency information. Despite careful development and regular maintenance, it is not possible to guarantee that alarms will always be triggered, transmitted or received without error, delay or omission, due to the wide variety of different devices, operating systems, hardware configurations and external factors (e.g. network or system availability), it cannot be guaranteed that alerts will always be triggered, transmitted or received without error, delay or omission. Furthermore, we have no influence over the accuracy, currency or availability of the contact details stored by the user, nor over whether an alerted contact actually responds or initiates rescue or assistance measures. It is the responsibility of each user to ensure that the app is configured correctly, to keep contact details up to date, and to take the necessary organisational steps to ensure that assistance is provided. No guarantee is given that a rescue chain will actually be established or that assistance measures will be successful.

3.4. How to use the app

When you use the mySOS app, we process your personal data, in particular:

Device information that we collect whilst you are using the mySOS app, such as your user ID (email address), device ID, operating system and location data. We do not process any other personal data.

Login Details

To log in to the mySOS app, the login details provided by the user are processed. When logging in using an email address, this is used for authentication. If the user logs in via Google Authentication, both the email address and the Google ID provided by Google are processed.

This data is used solely for the purpose of uniquely identifying the user, authenticating their identity, and providing personalised app features.

This data is processed solely for the purpose of providing and transmitting the mySOS app user's emergency data to our secure backend. This ensures that contact persons can react quickly in an emergency. Processing is carried out on the basis of your voluntary consent (Art. 6(1)(a) GDPR).

The deletion and modification of personal or login data is carried out exclusively via the mySOS app. Without the relevant login details, certain functions of the mySOS app may not be available or may function only to a limited extent.

When you launch the app for the first time, or when a service within the app requires access to certain functions on your device, you will be asked to consent to granting these types of permissions. You can change the permissions at any time in your device settings and choose whether or not to grant them. As described in section 3.5, certain permissions are required to enable specific features of the mySOS app. If you remove the relevant permissions, the mySOS app may therefore not function correctly.

For further information on the specific data that may be accessed when authorising access to certain functions, and on how you can withdraw or confirm your consent, please see the following links:

For Android (version 5.1 and earlier):

https://support.google.com/googleplay/answer/6014972?p=app_permissions&rd=1&hl=en

For Android (version 6.0 and above):

<https://support.google.com/googleplay/answer/6270602?hl=en>

3.5. Authorisations and purpose of processing:

Access authorisations:

To make full use of the mySOS app, access permissions to certain functions/services on your device are required for the following purposes:

- Location
Purpose: To determine the location in the event of an accident at work to facilitate the coordination of emergency services
- Email address and, for Google authentication, your Google ID
Purpose: Identification and registration
- Generated device ID
Purpose: To clearly link the smartphone to the user
- App version
Purpose: To check that the app is up to date. Versions with critical security risks or older versions are excluded from use.

Technical and functional specifications:

The following data is transmitted to the mySOS app server during operation.

- GPS-Position
Purpose: To determine the location in the event of an accident at work to facilitate the coordination of emergency services
- Battery level
Purpose: To ensure the device is ready for use
- Push-to-talk (PTT) button and/or SOS button
Purpose: Detection and documentation of emergencies (Note: Only the type of alarm that was deliberately triggered is transmitted; the button that triggered the alarm is not recorded. The data is used exclusively for the detection and documentation of emergencies).
Purpose: Deliberate, manual triggering of an alarm by the mySOS app user

App diagnostics and performance data

When you use the mySOS app, we collect certain technical data to ensure the app functions properly and performs effectively. This includes, in particular:

- Crash logs and diagnostic data
Purpose of processing: Analysis of errors, improvement of app performance, and for maintenance and certification purposes.

To be more specific:

- App version and internal code
- App build information
- Various app settings
- Device model and brand
- Operating system version (e.g. Android version)
- Hardware information (e.g. memory, CPU)
- System software information
- App stack trace (information on the cause of the crash)
- Technical screen information
- App launch time and time of crash
- Logging information (e.g. last log lines before the crash)
- App environment (e.g. locations where the app stores data)

4. Data processors and third-party service providers used

In connection with the operation of the mySOS app and the associated website, we use the following data processors and third-party providers, which may process personal data. These services are integrated on the basis of Article 28 of the GDPR (data processing by a processor) or Article 6(1)(b) or (f) of the GDPR.

4.1 Hosting and server infrastructure

We use an external hosting provider based in Germany to operate our backend and the associated server infrastructure. This collaboration is governed by a data processing agreement (DPA) in accordance with Article 28 of the GDPR.

All data transmitted in connection with the use of the app – in particular user ID, location data, device information and alarm data – is processed and stored exclusively on servers in Germany. No data is transferred to third countries.

4.2 Google Maps / Coordination Tool

To display location information on a map (e.g. in the event of an alarm), our app uses the Google Maps API and the Google Coordinates tool. For users in the European Economic Area, the service provider is Google Ireland Limited, Gordon House, Barrow Street, Dublin 4, Ireland.

When the map function is activated, data – in particular your IP address and location information – is transmitted to Google's servers. It cannot be ruled out that this data may be transferred to Google LLC, which is based in the USA. Appropriate safeguards are in place for this transfer: Google LLC is an active participant in the EU-US Data Privacy Framework (adequacy decision pursuant to Article 45 of the GDPR); in addition, standard contractual clauses pursuant to Article 46(2)(c) of the GDPR have been agreed.

The legal basis for the processing is Article 6(1)(b) of the GDPR (performance of a contract) and Article 6(1)(f) of the GDPR (legitimate interest in emergency coordination). Further information: <https://policies.google.com/privacy?hl=de>

4.3 Google Play Store (Installation and Updates)

The mySOS app is available exclusively via the Google Play Store. The app is downloaded and subsequently updated via the infrastructure of Google Ireland Limited, Gordon House, Barrow Street, Dublin 4, Ireland. As part of this process, Google processes data such as your Google account, device identifier and installation timestamp on its own responsibility – as the app provider, we have no influence over this processing.

The following applies to any transfer of personal data to the USA: Google LLC participates in the EU-US Data Privacy Framework and has committed to complying with European data protection standards. In addition, the EU Standard Contractual Clauses apply.

Legal basis: Art. 6(1)(b) GDPR. Provider's privacy policy: <https://policies.google.com/privacy?hl=de>

4.4 Google Play Billing (in-app purchases)

We use the Google Play Billing Service to process subscriptions and one-off purchases within the app. This service is provided by Google Ireland Limited, Gordon House, Barrow Street, Dublin 4, Ireland, and is used as soon as you choose a paid product.

In doing so, payment and transaction data, as well as information linked to your Google account, may be processed and transferred to Google servers. Google LLC, as the parent company, is certified under the EU-US Data Privacy Framework; data transfers to the USA are further safeguarded by standard contractual clauses in accordance with Article 46 of the GDPR.

The legal basis is Article 6(1)(b) of the GDPR (performance of a contract). Note: As the free trial period is limited in time, the use of this service is necessary for the long-term use of the app in practice. Further information: <https://policies.google.com/privacy?hl=de>

4.5 Google Play Services Authentication (Google sign-in)

The mySOS app offers you the option to log in using your existing Google account (Google Sign-In). This authentication service is provided by Google Ireland Limited, Gordon House, Barrow Street, Dublin 4, Ireland. Use of this service is voluntary – alternatively, you can log in using your email address at any time.

When using Google Sign-In, your email address and Google ID are transmitted to Google. As Google LLC is headquartered in the USA, data may be transferred to the USA. As a protective measure, Google LLC is certified under the EU-US Data Privacy Framework; in addition, the EU Standard Contractual Clauses pursuant to Article 46(2)(c) of the GDPR apply.

The legal basis is your active consent in accordance with Article 6(1)(a) of the GDPR, which you provide by deliberately choosing to log in via Google. You may withdraw this consent at any time by logging out and using email login from then on. Privacy policy: <https://policies.google.com/privacy?hl=de>

4.6 Disclosure due to a legal obligation

We do not, as a matter of principle, disclose your personal data to third parties. Exceptions to this are cases where we are legally obliged to disclose such data or where an official or court order requires us to do so. In such cases, data may be disclosed to the relevant authorities, law enforcement agencies or courts, insofar as this is permitted and required by law. The legal basis is Article 6(1)(c) of the GDPR (compliance with a legal obligation).

5. Data retention and retention periods

The mySOS app processes personal data in accordance with the principle of data minimisation and only to the extent necessary to ensure user safety:

- Normal operation (no alarm):
All transmitted data is automatically and permanently deleted if no alarm is triggered within 12 minutes. It is not possible to recover the data. Should there be any dead spots or gaps in location tracking (e.g. in buildings without indoor positioning), only the most recently recorded location data (currently the last 10 GPS coordinates) will be temporarily stored until new location information is transmitted or the app is closed or you log out.
- In the event of an alarm:
Data transmitted over the previous 5 minutes is stored to ensure that documentation admissible in court is available and to provide data relevant to the emergency. Access to this data is restricted exclusively to the employer and the relevant emergency services.
- Real-time tracking:
The mySOS app does not allow real-time tracking of a person's current location at any time. Neither the mySOS user themselves nor the designated emergency contact can view the location in real time. Data is only visible in the event of an alarm and solely for the intended emergency and safety purposes.
- No advertising and no sale of data:
The mySOS app does not collect personal data for advertising purposes and does not sell or pass on data to third parties for any purpose other than emergency or security purposes. (Emergency contact)

6. Rights of data subjects

You have the following rights in relation to your personal data:

- To withdraw your consent at any time in accordance with Article 7(3) of the GDPR. In this case, we may no longer continue processing based on that consent.
- Right of access to the data we process (Article 15 of the GDPR).
- Right to rectification of inaccurate or incomplete data (Article 16 of the GDPR).
- Right to erasure of your data, provided there is no legal obligation to retain it (Article 17 of the GDPR).
- Right to restriction of processing under certain conditions (Art. 18 GDPR).
- Right to data portability (Art. 20 GDPR).

Furthermore, you have the right to lodge a complaint with a competent data protection supervisory authority if you believe that the processing of your personal data infringes the GDPR.

7. Update to the Privacy Policy

We reserve the right to update this privacy policy from time to time to protect your personal data.

By using the mySOS app, you agree to the terms and conditions governing the protection of your personal data as they stand at the time.

8. Copyright notice

This document constitutes copyright-protected intellectual property. Use by third parties – including in part – for commercial purposes is not permitted. Any infringements will be prosecuted.