Data protection / Consent to the processing of customer data

Tadano Ltd. has equipped part of its products with the HELLO-Net system. The purpose of this system is to record data on the product's operating conditions. This data can be viewed and analyzed by the user of the system as well as by Tadano's customer service department. This is intended to both ensure that the product is safe and also to provide the usage data to the customer, in order to be able to optimize the application.

When you use the HELLO-Net system, your personal data will be recorded. It can be processed by TADANO Ltd., subsidiaries of Tadano Ltd. as well as their service partners. This concerns the following details:

Alternatively: for the creation of a Hello-Net account, the following personal data are recorded:

User ID
National language
First name and surname
E-Mail address
Job title
Job type
Company name
Country / Region
Telephone number
Fax number
Language
Second language
Remarks
Last login
Last password change
Account creation date

Tadano Ltd. uses your personal data to identify you as user and enable you to login to HELLO-Net and match the product data with your account.

Tadano Ltd. does not save your personal data for longer than necessary to achieve the purposes to provide after-sales services such as repair and inspection of product.

The period is determined by the technical service life of the product. Tadano Ltd. will only pass on your personal data to third parties if this is necessary to implement a contract concluded with you or to fulfil a regal obligation.

How does HELLO-Net work?

GPS can be used to determine the location of your machine. The machine generates technical data, which is transmitted together with the location data through a mobile data network to the HELLO-Net data center every 24 hours or transmitted by the operator when telecommunication service is available. The information is saved in the HELLO-Net data center and displayed on the HELLO-Net portal. This data is hosted in Japan.

What kind of data are generated?

1. Technical data such as:

Engine temperature

Fuel consumption

Operating hours

2. Location data on the actual location

Current location at 12.00 a.m. (midnight)

Current location at the time of transmission by the operator

3. Personal data (if recorded) such as:

User ID

National language

First name and surname

E-Mail address

Job title

Job type

Company name

Country / Region

Telephone number

Fax number

Language

Second language

Remarks

Last login

Last password change

Account creation date

We will be happy to send you a complete overview of the technical data generated upon request.

Who can browse the data?

1. Technical data / Location data

Tadano Ltd., Japan

Subsidiaries of TADANO, through which the account was opened

TADANO Service Partner, through which the account was opened

End customer/owner of the product

2. Personal data

Tadano Ltd., Japan

Subsidiaries of TADANO, through which the account was opened

TADANO Service Partner, through which the account was opened

End customer/owner of the product

You are entitled to inspect, correct or delete your personal data at any time. Please send your written request for information, correction or deletion of your data to the indicated contact data with the subject, HELLO-Net. We will respond to your request as soon as possible.

Tadano Ltd.

Ko-34 Shinden-cho, Takamatsu, Kagawa, 761-0185, Japan

E-mail: info-hello@tadano.com

Subject: HELLO-Net

Tadano Ltd. additionally draws attention to data protection information at https://www.tadano.com/index.html

If you want to unsubscribe from Hello-Net, please contact Tadano service partner.

TADANO LTD