

Data Statement

Information regarding the EU Data Act

Document information

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Data Statement

The European Data Act (Regulation (EU) 2023/2854) imposes transparency and information obligations on providers of data processing services. The aim is to ensure that users can understand what methods and formats are available for switching and transferring data, as well as any associated technical restrictions, under which jurisdiction the respective information and communication technology infrastructure (ICT infrastructure) is operated, and what measures have been taken to prevent unlawful government access to non-personal data stored in the EU.

PTV Planung Transport Verkehr GmbH (hereinafter referred to as '*PTV*' or '*PTV GmbH*') together with its affiliated companies within the meaning of §§ 15 ff. of the German Aktiengesetz (AktG) form the '*PTV Group*'.

The Data Act applies to PTV's data processing services within the European Union. This information is intended exclusively for customers in the European Union. The right to switch processing services can therefore only be exercised by customers within the European Union.

For information on the processing of *personal data*, see our Data Privacy Statements

- [Data Privacy Statement for interested parties and customers](#)
- [Data Privacy Statement Communication](#)
- [Data Privacy Statement Website](#)
- [Data Privacy Statement PTV Vision](#)
- [Data Privacy Statement PTV Software-as-a-Service](#)

1 Definitions

- '*data*' means any digital representation of acts, facts or information and any compilation of such acts, facts or information, including in the form of sound, visual or audio-visual recording.
- '*Data Act*' *European Data Act*' (Regulation (EU) 2023/2854)
- '*data processing service*' means a digital service that is provided to a customer and that enables ubiquitous and on-demand network access to a shared pool of configurable, scalable and elastic computing resources of a centralised, distributed or highly distributed nature that can be rapidly provisioned and released with minimal management effort or service provider interaction.
- '*ICT infrastructure*' information and communications technology infrastructure.
- '*on-premises ICT infrastructure*' means ICT infrastructure and computing resources owned, rented or leased by the customer, located in the data centre of the customer itself and operated by the customer or by a third-party.
- '*PTV Software-as-a-Service*' cloud-based software and data provided by PTV to the customer as a service via the internet.

- '*PTV Software*' Software developed and provided by PTV, but operated on the customer's own IT infrastructure.
- '*switching*' means the process involving a source provider of data processing services, a customer of a data processing service and, where relevant, a destination provider of data processing services, whereby the customer of a data processing service changes from using one data processing service to using another data processing service of the same service type, or other service, offered by a different provider of data processing services, or to an on-premises ICT infrastructure, including through extracting, transforming and uploading the data.

2 Information on switching data processing services

The following information on available procedures for switching and porting to the data processing service applies exclusively to the switching of data processing services (Art. 26 (1) Data Act).

2.1 Switching and porting procedures

2.1.1 PTV Hub

The use of *PTV Hub* is always in conjunction with *PTV software* (*PTV Visum*, *PTV Vissim*, *PTV Vistro*, *PTV Viswalk*). Consequently, the import and export of *traffic models*, as well as the import of *dashboards*, are exclusively performed through the respective PTV software. Further information, including import and export of porting methods and formats are available at the support pages for the specific PTV Software.

2.1.2 PTV Lines & PTV Flows

Information on available procedures for switching and porting to the data processing service, including information on available switching and porting methods and formats as well as restrictions and technical limitations can be found at the support pages at the specific services.

2.2 Request a switch

A switch to a data processing service, covering the same service type, which is provided by a different provider of data processing services, or to on-premises ICT infrastructure, or to use several providers of data processing services at the same time can be requested via the PTV Helpdesk at <https://support.ptvgroup.com/>. For further information please see our Terms of Service (Art 23 Data Act).

3 Jurisdiction of the ICT infrastructure

The following provides information on the jurisdiction to which the ICT infrastructure established for the processing of the individual relevant services is subject according to Art. 28 (1) (a) Data Act.

- **ICT infrastructure on PTV's own premises**

ICT infrastructure of PTV SaaS on PTV's own premises is operated in the company's own data centres at locations in Germany and Italy and is therefore subject to the respective national jurisdiction.

- **Relevant ICT infrastructure on third-party premises**

Microsoft Ireland Operations Ltd, Carmenhall Road, Sandyford, Dublin 18, Ireland, is the relevant service provider for the provision of the ICT infrastructure of PTV SaaS. The respective jurisdiction of Microsoft Ireland Operations Ltd. is based on the specific Azure server locations. These include, in particular, Ireland, the Netherlands, France, Germany, Italy, Norway, Poland, Spain, Sweden, Switzerland, the United Kingdom and Austria.

An up-to-date overview of Azure regions within the European Economic Area (EEA) is available at <https://learn.microsoft.com/de-de/azure/reliability/regions-list>.

4 Technical, organisational and contractual measures

PTV has taken measures to ensure that data is not stored outside the United States. This applies to both non-personal and personal data. Data is stored within the European Economic Area (EEA). PTV has contractually and technically specified that physical data storage on Microsoft servers takes place within the Azure Europe region.