

Privacy Policy for Registered/Logged-In Users

This Privacy Policy provides information on the type, scope and purpose of the processing of personal data by the responsible provider Bundesagentur für Arbeit (BA), represented by the Executive Board, Regensburger Straße 104, 90478 Nuremberg, on this website (portal, hereinafter “web offering”). You can contact the Data Protection Officer of the BA, Mr. Marc Rompf, at the following postal address:

Bundesagentur für Arbeit
Stabsstelle Datenschutz
Regensburger Straße 104
90478 Nürnberg

or via the [Contact Form](#)

1. Web Offering: Use of Log Files, Cookies and Newsletter forms

Every time our website is accessed and every time a file is retrieved, the following information is automatically stored:

- IP address of the user
- Internet service provider of the user
- Date and time of access
- Loaded page of our internet offering/name of the loaded file
- Websites from which the user's system reaches our website
- Websites that are accessed by the user's system via our website
- Transmitted data volume
- Message regarding whether the access/loading was successful
- Browser and operating system used
- Session ID
- Device used
- Security-relevant actions (e.g. incorrect password entry, deletion of the user account)
- Security-relevant manipulations of the application

The log files contain IP addresses of the calling system, which allow for an assignment to a user. Other data that is logged is limited to purely technical information. The data is stored in the log files of our system. This data will not be stored together with other personal data of the user.

The logging of the BA's Internet pages takes place exclusively on the BA's own web servers for a maximum period of 27 days.

There are no other categories of data recipients than the employees who maintain the BA portal.

This information is processed for backup purposes. The BA is thus pursuing legitimate interests within the meaning of Article 6 littera e of the General Data Protection Regulation (GDPR) of the European Union (EU) in connection with § 3 of the Federal Data Protection Act (Bundesdatenschutzgesetz), as this is the only way to ensure the availability and integrity of the portal.

This website makes use of "cookies". Cookies are small text files that are stored in the local cache of the browser. There are different types of cookies. Some of them (statistical cookies, personalisation cookies and marketing cookies) can be actively enabled by agreeing to their use, others (technically necessary cookies) do not need your consent.

Technically necessary cookies are required for smooth technical operation of the website. The cookies with the names "web", "rest", "wwwarbeitsagentur" or "LANG" will be deleted once you close your Internet browser. The cookies "cookie_consent", "personalisation_consent" and "marketing_consent" have a lifetime of 30 days. If you visit our website again within these 30 days, the 30-day period will start again from that day. With the technically necessary cookies, it is possible to read the content on the platform without any restriction. As already mentioned, your consent is not necessary for their use.

The BA requires your consent for the use of statistical cookies, personalisation cookies and marketing cookies. The BA uses these cookies to make it easier for you to use the website. The cookies do not store any personal data or IP addresses. You can change your settings for these cookies at any time in the cookie settings on the following page: www.arbeitsagentur.de/en/privacy-notice.

Statistical cookies are used for a statistical analysis of website visitor behaviour and the user-friendly design of the platform. These cookies allow the browser to be recognised on subsequent visits to the website. The cookie named "_pk_ses." will be deleted when you close your Internet browser. The cookie "_pk_id." has a lifetime of 30 days. If you visit our website again within these 30 days, the 30-day period will start again from that day.

The personalisation cookies help us to optimally support you in the use of the website. We can offer you suitable information about your request and save your settings to facilitate your next visit to the online portal. The following cookies are deleted when you close your Internet browser: "dropsolidCapture", "mtc_id", "mtc_sid", "mtc_device_id", "mautic_referer_id". The two cookies "DS_VARY_ML" and "context-profile-id" have a lifetime of one year. If you visit our website again within this year, this one-year period will start again from this day.

The marketing cookie (USERID1) is part of our web application that allows us to measure user activities and sessions in order to run marketing campaigns. They enable us to offer you targeted marketing campaigns. This cookie has a lifetime of 90 days.

After obtaining consent to the use of the marketing cookies, the technology of ADITION technologies AG will be used. Our service provider Mediascale Köln GmbH & Co. KG is responsible for data collection in online advertising. The following tracking system is used:

ADITION

Virtual Minds Ltd

Ellen-Gottlieb-Straße 16

D-79106 Freiburg im Breisgau

The system is used on our website for the purposes described below. The legal basis is your consent in accordance with point (a) of Art. 6(1) of the GDPR:

Campaign impact tracking:

Tracking allows us to record user interactions (e.g. clicks on banners/content elements) with our online content on third-party websites. We use this information on usage behaviour for statistical purposes in relation to subsequent interactions on our website. The collected data is evaluated in order to optimise the media campaigns. All collected usage data is saved and stored using an anonymous user ID. The data collected is not used to personally identify visitors to our website and is also not combined with personal data.

Control of interest-based online content (including re-targeting and personalisation):

The service provider collects and processes anonymous data on the behaviour of the users on our website. This data is used to provide users with targeted, relevant information about our services again after their visit to our website. These advertisements are made outside our website. The user data is collected exclusively in the form of an individual character string ("ID") and no personal identification takes place.

The following third-party cookie is used for data collection:

Cookie domain: adfarm3.adition.com

Cookie name: UserID1

Storage duration 180 days

Saved information: ID

This website includes videos that are made available via a video management platform from the external service provider movingimage EVP GmbH (Tempelhofer Ufer 1, 10961 Berlin). When a video is called up, a so-called "view event" is created using our web analysis software. This means that the video ID and the URL where the video is embedded are sent to us. The information obtained here does not allow us to draw conclusions about a natural person.

When playing the videos, the video platform operator movingimage uses first-party cookies, in which certain information on the display and playback of videos is transferred to movingimage, as standard for analytical evaluations. The information obtained here does not allow any conclusion to be drawn about a natural person. The video user's IP address will be stored by movingimage in encrypted form for a maximum period of 13 months. Additional information on data collection by movingimage as well as your rights in this regard and the available settings options for protecting your privacy can be found in movingimage's data protection information at

<https://www.movingimage.com/gtc/privacy-policy-of-movingimage-evp-gmbh/?noredirect=en-US>.

The BA uses the web analysis software Matomo and Netmind for statistical visitor evaluation of the website (tracking). This enables visitor behaviour on the platform to be evaluated anonymously. Anonymization is achieved by masking the last two bytes of the IP address (example IP address: 192.168.xxx.xxx). Conclusions about the identity of "users" and "participants" are therefore not possible.

For newsletters, specific forms and marketing automation purposes, this website uses the open source technology Mautic subsequent to consent.

Mautic uses technologies which enable the page-spanning recognition of the user for the purpose of the analysis of user behaviour (for example, cookies). It also uses

technologies in order to collect, store and process information concerning the use of online forms and email newsletters.

The information collected by Mautic concerning the use of this website is saved on the server of the BA. The IP address is anonymised before the saving process.

With the use of Mautic, the BA is able to send newsletters to subscribers who have consented to receive such newsletters, and to analyse their use. With the use of Mautic, it is also possible to set up web forms to enable visitors to the website to access specific information according to their interests.

The use of this tool takes place on the basis of point (f) of Art. 6 (1) GDPR. As a website operator, the BA has a legitimate interest in sending newsletters to those visitors who wish to receive such newsletters and in enabling visitors who wish to access more detailed and further information (for example, white papers).

Insofar as the corresponding consent has been requested (e.g. consent to the storage of email addresses and names), the processing takes place exclusively on the basis of point (a) of Art. 6 (1) GDPR. The consent can be withdrawn at any time. You are free to decide which information you give us. If your personal data has changed (for example, your name or email address), you can notify us by email to redaktion.faktor-a@arbeitsagentur.de so that we are able to correct or update the data.

Mautic is only hosted on the servers of the BA, which means that all data remains in the possession of the BA and is not forwarded to others. The same details apply to the hosting of Mautic as to the hosting of this website.

In addition to Mautic, the BA also uses the technology of Unomi, which collects anonymised data from visitors after they have given their consent. Such anonymously-collected data includes, for example, details on age or gender, as well as user behaviour on our website.

Your anonymised Mautic and website data may be merged with one another on the basis of your consent in order to improve the communication content delivered to you by the BA based on your interests and concerns.

In addition to this collection of data, the technology also provides the possibility for testing, such as A/B testing, with the aim of testing and optimising different versions of our web pages or their components.

Users of this website may request written information about their personal data which is stored by the Federal Employment Agency at no cost. We will carry out possible cases of rectification, blocking or erasure — insofar as it is permitted by law — immediately. You can object to the use and processing of your personal data for marketing purposes at any time by notifying us accordingly in writing. You can also object to the creation of pseudonymous user profiles with the use of your data at any time. If you wish to do so, please deactivate the cookies in your browser.

The data centre of the Bundesagentur für Arbeit is located in Nuremberg. The information serves to further develop and improve the platform.

A statistical evaluation of your visit only takes place if you have selected the cookie type "Statistics" and confirmed your selection. Otherwise no evaluation takes place. You can view your settings via the link: www.arbeitsagentur.de/en/privacy-notice.

2. Processing of Registration Data

Non-Serviced Customers

If you wish to create a user account, registration is required. Your registration data (personal information) is processed for the purpose of enabling access to the portals www.arbeitsagentur.de and www.jobcenter.digital as well as the eServices contained therein and serves to establish a free usage relationship. Your registration data is stored in an internal BA procedure. BA employees have no access to this registration data. Your registration data will not be transmitted to third parties. Access to your data is protected by a password or – when logging in with the new identity card – by entering the identity card PIN. It is possible to use the online portals and the eServices or information contained therein without the BA or the joint facilities accessing the user account and the document storage contained therein (with the exception of access required to secure the portals in accordance with data protection security regulations). You are then considered a “Non-Serviced Customer”. In this case, you can manage your user account independently and change, save or delete data. You have unlimited write access to your user account and the associated document storage including history entries. Your data as a Non-Serviced Customer will be deleted after the 25th month of your account not being used.

Serviced Customers

If you wish to seek advice from the BA or the joint institution as a person seeking advice (§ 29 of the Third Book of the Social Code - SGB III) or to claim benefits as a job-seeker (§ 38 SGB III) or unemployed person (§ 141 SGB III), you will be supported by the BA in accordance with the provisions of SGB III or the Second Book of the Social Code (SGB II). You are then considered a so-called “Serviced Customer”.

From this point in time, you yourself can only change your registration data (personal information) under certain security conditions (TOTP procedure, which stands for “Time-based One-time Password”).

Scope of the Registration Data

The amount of registration data collected and stored depends on the selected security level.

A distinction is made between the following security levels for private individuals:

- **Security level “No check”:**

- a) Salutation
- b) First name
- c) Surname
- d) Date of birth
- e) E-mail address
- f) Username / password

Date of birth and e-mail address are collected for authentication purposes. This serves among other things to prevent misuse of the portal.

- **Security level “E-mail confirmed”:**

- a) Salutation
- b) First name
- c) Surname
- d) Date of birth

- e) E-mail address
- f) Username / password

Date of birth and e-mail address are collected for authentication purposes. This serves among other things to prevent misuse of the portal.

- **Security level “PIN letter confirmed”:**

- a) Salutation
- b) First name
- c) Surname
- d) Date of birth
- e) Nationality
- f) Street and house number
- g) Postal code
- h) City
- i) Country
- j) E-mail address
- k) Username / password

The nationality is a mandatory requirement for a decision on many applications, such as child benefits online.

- **Security level “nPa confirmed”:**

- a) Salutation
- b) First name
- c) Surname
- d) Date of birth
- e) Nationality German
- f) Street and house number
- g) Postal code
- h) City
- i) Country
- j) E-mail address
- k) Pseudonym / card identification
- l) Username / password
- m) Identity card - PIN

The registration data listed is mandatory. All other information is voluntary. If you provide information in this regard, it will also be saved.

- **Security level “ID confirmed”:**

Outside the portal, you can also identify yourself in a personal conversation with a BA employee using your identity card or passport. The BA employee documents this in the BA master data system (customer file).

A distinction is made between the following security levels for companies:

- **Security level “No check”:**

- a) Company name
- b) Number of employees
- c) Industry
- d) Street and house number
- e) Postal code
- f) City

- g) Country
- h) Salutation
- i) Surname
- j) Phone number
- k) E-mail address
- l) Username / password
- **Security level “PIN letter confirmed”:**
 - a) Company name
 - b) Number of employees
 - c) Industry
 - d) Street and house number
 - e) Postal code
 - f) City
 - g) Country
 - h) Salutation
 - i) Surname
 - j) Phone number
 - k) E-mail address
 - l) Username / password

The authenticity of the companies is checked by the BA on a random basis.

3. Usage of www.arbeitsagentur.de and Security Levels for Private Individuals

The use of eServices takes place in a protected area.

Depending on the security level chosen, the eServices can be used in different forms:

- **Security level “No check”:**

After registering in the online portal, you will receive an e-mail from the BA requesting you to click on the link contained therein and thus complete the registration. Without confirmation of the link the following eServices are available:

 - Online job search notification
 - Claiming unemployment benefits
 - Applying for a vocational training allowance
 - Adding job offers to favourites and saving searches (job search)
 - Viewing and changing registration data (personal information)
- **Security level “E-mail confirmed”:**

After registering in the online portal, you will receive an e-mail asking you to click on the link contained in the e-mail to complete the registration process. After confirming the link the following eServices are available:

 - All eServices at the "No check" level
 - Temporary storage when filling out a child benefit application at “Kindergeld Online”
 - BERUFECHECK to save the evaluation (cf. Item 10)
- **Security level “PIN letter confirmed”:**

After registering in the online portal, you will receive a PIN number by letter or German postage. Before using the eServices listed below for the first time, the PIN number must be entered once upon request.

- All eServices of the security level "E-mail Confirmed"
- All functions for publishing applicant profiles can be used when logged in, including publishing job requests and sending applications.
If a PIN has not yet been entered, it is not possible to publish a job request and send an application.
- Submitting notifications of change and reports (cf. Item 12); if you are a customer of a Jobcenter, separate regulations apply.
- Using the post box service
- Applying for insolvency benefits

Security level “nPA confirmed”:

You have the possibility to register in the online portal using the eID function of the new identity card (nPA) or the electronic residence permit. This security level is only available to private individuals and enables the use of the following eServices:

- All eServices of the security level “PIN letter confirmed”
- Viewing data on approved services
- Viewing appointments
- Viewing notifications and supporting documents
- **Security level “ID confirmed”:**
 - Corresponds to the functional scope of security level “nPA-confirmed”

As a private person you have the possibility to register anonymously when using the self-discovery tool. With this registration option, you simply enter a username and optionally your e-mail address (see also section 11).

Changes to address, e-mail address and payment data are additionally protected by two-factor authentication. A so-called TOTP procedure is used for this (Time-based One-time Password). For further details see Item 13 below.

• **Verification of identity:**

When using certain eServices (for example, registering unemployment), an identity verification is required.

The completion of the identity verification process with your ID card, electronic residence permit or eID card using “AusweisApp2” is carried out by an internet offering provided by an external service provider. The external service provider is solely responsible for this offering.

The Federal Employment Agency will not transfer any personal data to the external service provider. The forwarding to the external service provider is required so you can identify yourself online.

So that you are able to identify yourself online with your EU ID card, you will be redirected to a page in your home country. This is an identity verification service provider that has been certified by your selected country.

The service provider is responsible for the specific content which is provided for the use of the identity check according to the general legislation. Further information on data protection is available on the website of the service provider.

The Federal Employment Agency will not transfer any personal data to the certified service provider.

4. Usage of www.jobcenter.digital and Security Levels for Private Individuals

The use of www.jobcenter.digital takes place in a protected area.

Depending on the security level chosen, the functions can be used in different forms:

- **Security level "No check":**

After registering in the online portal, you will receive an e-mail from the BA requesting you to click on the link contained therein and thus complete the registration. Without confirmation of the link the following functions are available:

- Viewing and changing registration data (personal information)

- **Security level "E-mail confirmed":**

After registering in the online portal, you will receive an e-mail asking you to click on the link contained in the e-mail to complete the registration process. Following confirmation of the link the following functions are available:

- All functions at the "No check" level

- **Security level "PIN letter confirmed":**

After registering in the online portal, you will receive a PIN number by letter or German postage. The PIN number must be entered once upon request before using the following functions for the first time.

- Changes of address and payment data for the user groups Stoppers / SGB II customer deregistered from agency / SGB II customer deregistered from career guidance

- **Security level "nPA confirmed":**

You have the possibility to register in the online portal using the eID function of the new identity card (nPA) or the electronic residence permit. This security level is only available for private individuals and allows the use of the following functions:

- All functions of the security level "PIN letter confirmed"
 - Applying for further authorisation
 - Submitting notifications of change (cf. Item 12)
 - Viewing appointments
 - Viewing service records for private health and nursing care insurance in the online notice board (activation by user under "Settings" required)
 - Changes of address and payment data

- **Security level "ID confirmed":**

- Corresponds to the functional scope of security level "nPA-confirmed"

Changes to address and payment data are additionally protected by two-factor authentication. A so-called TOTP procedure is used for this (Time-based One-time Password). To use the TOTP procedure, a mobile phone number must be stored. For further details see Item 13 below.

5. Use of eServices and Security Levels for Companies

The use of eServices takes place in a protected area.

- **Security level "No check"**

At this security level, it is possible to register in the portal www.arbeitsagentur.de.

- The functions for publishing job offers and events are only available to a limited extent when logged in. With this security level, it is not possible to publish job offers and events, contact candidates or view the contact details of candidates with fully published job applications.
- **Security level “PIN letter confirmed”:**
After registering, you will receive a PIN number by letter or German postage. Before using the eServices listed below for the first time, the PIN number must be entered once upon request.
Following the PIN letter confirmation you can use the following eServices:
 - All functions for publishing job offers and events can be used when logged in, as well as
 - Publishing job offers and events,
 - Contacting applicants,
 - Viewing applicant contact information in the case of fully published applicant profiles.
 - Viewing data on approved services
 - Viewing company data
 - Using document filing
 - Submitting the questionnaire on the integration grant
 - Applying for an integration grant
 - Applying for short-time working benefits
 - Using the post box service

6. Consent to Monetary Benefits

It is possible to use the online portals and the eServices or information contained therein without the BA or the joint facilities accessing the user account and the document storage contained therein (with the exception of access required to secure the portals in accordance with data protection security regulations). You are then considered a “Non-Serviced Customer”. In this case, you can manage your user account independently and change, save or delete data. You have unlimited write access to your user account and the associated document storage including history entries.

If you wish to receive advice from the BA or the joint institutions as a person seeking advice (§ 29 SGB III) or benefits as a job seeker (§ 38 SGB III) or unemployed person (§ 141 SGB III), you will be supported by the BA or the joint institutions according to the regulations of SGB III or SGB II. You are then considered a so-called “Serviced Customer”. In these cases you can give your consent to the BA to transfer your data. As soon as you have voluntarily agreed to the data transfer, the employees of the BA can access your registration data (cf. “personal information”), but not the document storage. At the same time, you yourself can only change your registration data (personal information) under certain security conditions (TOTP procedure). Consent to the transfer of data is indicated on the relevant eServices web pages and is given by pressing a button. A consent granted once for an eService also applies to all other eServices.

With your consent, you agree that your data stored for the purpose of use in the portals may now also be used for purposes in accordance with the German Social Security Code and be kept in the master data system (customer file) of the BA.

The BA may only pay out monetary benefits to entitled parties. Therefore, the declaration of consent to a data transfer is not sufficient for the use of eServices in the context of monetary benefits. For example, if you want to submit an application for unemployment benefits to the BA electronically, you need a user account assigned or approved by the Service Center or the entrance area. To do so, you must contact the responsible Service Center by telephone or in person at the entrance area of the responsible Agentur für Arbeit. Please bring your identity card with you when you visit the entrance area or have your customer number ready when you call the Service Center.

6a. Explanations on the use of the phone number and email address voluntarily provided in eServices

Some eServices provide for the option to voluntarily enter your telephone number and email address. In these cases, you give your consent in the respective eService to the use of the telephone number and/or email address voluntarily provided by you by the Federal Employment Agency or the joint institution. Not providing this information will not result in any legal disadvantages. In the following, the use of your voluntarily provided data will be described in more detail. Explanations on the use of data voluntarily provided in eServices in the non-password-protected area can be found in the section on data collection.

1) Telephone number

If you enter your telephone number, it is possible that questions may also be clarified by telephone. Providing the telephone number is voluntary. Not providing this information will not result in any legal disadvantages. By entering the telephone number, you agree to its internal use. Internal use here means contacting you. This also includes use for research purposes. For example, you may be contacted by the Institute for Employment Research of the Federal Employment Agency or by a survey institute commissioned for this purpose in order to ask you to participate in a voluntary survey (section 282 para. 5 of volume III of the German Social Code (SGB III)). The phone number will be stored in your master data. You can withdraw your consent to the use of your telephone number at any time with effect for the future without giving reasons.

In the following eServices, your telephone number will not be stored and/or used for purposes other than contacting you as part of the eService, unless you have agreed otherwise, and will then be deleted:

a. Online registration as a job seeker

2) Email address

If you enter your email address, it is possible that questions may also be clarified in writing. Providing the email address is voluntary. Not providing this information will not result in any legal disadvantages. By entering the email address, you agree to its internal use. Internal use here means contacting you. This also includes use for research purposes. For example, you may be contacted by the Institute for Employment Research of the Federal Employment Agency or by a survey institute commissioned for this purpose in order to ask you to participate in a voluntary survey (section 282 para. 5 of volume III of the German Social Code (SGB III)). The email address will be stored in your master data. You can withdraw your consent to use the email address for internal purposes at any time with effect for the future without giving reasons.

7. Revocation Option

You can revoke your consent to the transfer of data by the Federal Employment Agency and by the joint institutions at any time with effect for the future without providing reasons.

7.1 Withdrawal of consent to the use of voluntarily provided information

If you withdraw your consent to the use data described in 6.a, this data will be erased accordingly.

7.2 Full withdrawal

In the event of a complete withdrawal, the data in your user account will be erased, but not your registration data (personal information). These are processed by the Federal Employment Agency or joint institutions not on the basis of your consent, but on the basis of a legal authority and are therefore stored in the master data system (customer file) and, if applicable, in specialist procedures of the Federal Employment Agency or joint institutions for as long as the statutory retention and archiving periods require. For more details, please refer to the information on data collection in accordance with Art. 13 and 14 of the GDPR (see separate information on data collection in the portal).

7.3 Form of withdrawal

The withdrawal can be declared orally or in writing to the Service Centre or the entrance area of the Federal Employment Agency or joint institution responsible for you.

8. Additional special rules for using the portal www.arbeitsagentur.de for publishing job offers and applicant profiles and events

8.1 Purpose of data processing

Data processing within the portal www.arbeitsagentur.de for publishing job offers and applicant profiles and events is carried out for the purposes of registration, independent training or job searches or for training and/or job placement, as well as for information on the range of job-oriented events on offer. Data processing is carried out on the basis of § 1 SGB III on market compensation and the provisions of SGB III and SGB II on placement and integration in work and training.

The security levels in the portal www.arbeitsagentur.de have the following effects on usage for publishing job offers and applicant profiles and events (in addition to Point 2 of the privacy policy):

- Security level “No check”:**

At this security level, the functions of the portal www.arbeitsagentur.de for publishing job offers and events may be used to a limited extent.

- Security level “PIN letter confirmed”:**

The functions for publishing job offers and applicant profiles and events may be used to their full extent. It is also possible to publish applicant profiles and send applications. In the case of private individuals, the date of birth and email address are collected for authentication purposes and to avoid misuse. The nationality must be entered when you transmit to the portal **European Employment Services** (EURES) and this is to support the work permit procedures.

By agreeing to the terms and conditions of use, you agree that the data you have published on the applicant profile / job offer and, if applicable, your photograph, insofar as you are able to publish it in a manner permitted by copyright law, may also be viewed by third parties. You yourself are responsible for the content you publish or make available. The BA recommends making your data anonymous (see further details in Items 8.4 to 8.6).

8.2 Duration of data storage/data recipient

The application/job offer will be removed from publication after 4 weeks without current use. If the user account is not used for a continuous period of 3 months, a priority notice is made for archiving. If there is still no use in the period thereafter, the entire user account will be deleted after 25 months.

Categories of recipients of applicant profiles can be temporary employment agencies, private employment agencies, companies or the EURES portal (cf. 8.7). These recipients also have the opportunity to contact the private individuals directly, for example, via the "Invite to apply" function. In the case of anonymous applicant profiles, the recipients can use a reference number to obtain contact details from the employment agencies by contacting so-called Serviced Customers (cf. 8.3).

For job vacancies, the recipients may be other job boards, individuals or the EURES portal (cf. 8.7). The portal www.arbeitsagentur.de cooperates with other job boards and companies to increase the chances of placement in jobs and training. For their part, the data recipients must ensure compliance with data protection regulations. Please note that the terms of use of other job boards may differ from the terms of use and privacy standards of our site. This also applies to linked pages. For this reason, you should read and comply with the terms of use and privacy policy of the data recipients.

8.3 Consent to the transfer of data by the BA

With your consent to the data transfer, your user account can be taken over by the BA or a joint institution. In these cases, the responsible employees of the BA or the basic social security institution have reading and/or writing access rights to the specialist data (job application, CV and skills), to application templates, applications and to personal data. In the case of serviced user accounts, customers (private individuals and companies) have read-only rights to personal data. Writing rights for the data subject can be assigned to serviced job applications by the responsible employees of the BA or the basic social security institutions. The data subject can create new job applications on their own responsibility. Writing rights may also be assigned to the affected parties for the purposes of adding to the competences. However, it is only possible to change the existing CV entries for the respective employees of the BA. Changes to job applications and job offers as well as other data are made in consultation with the customers served (private individuals and companies). In the absence of agreement with the data subject, the data subject may request correction or deletion or exercise their right of appeal.

The user account becomes serviced with the consent of the company to transfer a job offer for servicing by the BA or a joint institution. In these cases, the responsible employees of the BA or the basic social security institution have reading and writing access rights to serviced job offers and the company and employer profile.

All applicant profiles and job offers may be used by the BA for placement purposes. This includes the disclosure of information and contact details (name, address) for the purpose of establishing training or employment relationships even if applicant profiles are published anonymously in the context of placement proposals. The telephone number and e-mail address may only be transmitted with the prior consent of customers (private individuals and companies).

8.4 Publication of an applicant profile in the applicant pool

The Agentur für Arbeit or the Jobcenter may only include data on training and/or job-seekers in the applicant pool in the portal www.arbeitsagentur.de insofar as they are necessary for placement and cannot be assigned by third parties to an identified or identifiable person (§ 40 SGB III). Data that can be assigned by third parties to an

identified or identifiable person may only be recorded with the consent of the data subject. Consent is obtained during the consultation/placement interview. For this reason, you have the choice between an anonymous publication or a complete publication of your applicant profile in the applicant pool. In justified exceptional cases, publication may be waived altogether.

In case of an anonymous publication the following data will be published in the applicant pool:

- Your CV with the relevant professional time periods (anonymisation is also possible, e.g. name of the company)
- Your knowledge and skills
- Your requirements for the new position

In case of a complete publication the following data will be published in the applicant pool:

- Your CV with the relevant professional time periods
- Your knowledge and skills
- Your requirements for the new position
- Your first name and surname
- Your address

The publication of your telephone number and e-mail address, which you have voluntarily stored with the BA, requires separate consent.

8.5 Advertising

The Bundesagentur für Arbeit is not responsible for any unsolicited advertising or e-mails (so-called spam e-mail). We therefore recommend anonymous publication. See also point 8.6 (Supplementary information). Reference is made to § 7 of the Act against Unfair Competition.

8.6 Supplementary information

As a precautionary measure, we would like to point out that for many companies address data is of great economic importance and is not always used for purposes related to the portal (e.g. address trading). The Bundesagentur für Arbeit assumes no liability for such misuse of the portal. Address data obtained in this way could be misused to send you unwanted advertising. This type of advertising is also increasingly being distributed en masse by e-mail. In this context, we advise you to handle address data, e-mail addresses, telephone numbers, etc. with care and to use the portal preferably anonymously.

Please note that the anonymity of your data is not always guaranteed for rarely occurring job titles in combination with very small regions.

A reference number is assigned automatically to each applicant profile or job offer. As long as an offer is published, this reference number can be used for a targeted search at any time. It must be pointed out that in individual cases the reference number can be used to draw conclusions about the applicant or job offer. This is particularly true if an applicant has applied with their real data within an obvious context (for example, for a company in a very small region).

8.7 Transmission of data to the EURES portal

In accordance with Article 17 of the EU Regulation 2016/589 from the European Parliament and of the Council on Equal Opportunities in the European Labour Market, the BA is obliged to transmit all job vacancies published at the BA and the job offers

transmitted by the EURES members and, where applicable, the EURES partners in accordance with Article 12 Paragraph 3 of the said regulation, to the EURES portal <http://www.europa.eu/eures>. Job offers are transmitted from the following job offer types:

- Work
- Artists
- Apprenticeships
- Integrated degree programme
- Internships / Trainees

Job offers for work and for artists

Transmission to the EURES portal is automatic if the following conditions are met:

- job offers subject to social security contributions (for managers, specialists, assistants or artists)
- the job offer is published, or
- the job offer is published anonymously and managed by the BA (placement order issued)

Job offers for apprenticeships, integrated degree programme, internships and trainees

With your consent (cf. Click within the job application, section Publications) or in agreement with the placement agency of the BA, it is also possible to submit job offers for apprenticeships, internships and trainees to the EURES portal in accordance with Article 17 of EU Regulation 2016/589.

For transmission to the EURES portal, the same conditions apply to internships and trainees as for job offers for employment subject to social security contributions.

In addition to the above-mentioned conditions for transmission, the following conditions apply to job offers for apprenticeships and integrated degree programmes:

- it is not school-based training
- the job offer is serviced by the BA (existence of a placement order)

General

In addition, job offers can be marked as “particularly EURES-relevant” in order to achieve a better ranking when advertised on the EU website and to emphasise the employment potential for EU citizens. Excluded from the transmission are anonymously published job offers for which no placement order has been issued.

Job applications

At your request, your candidate profile, which consists of your job application, your published CV, your skills and your personal data, can be submitted to the EURES portal.

Your consent is required for publication on the EURES portal (cf. Click within the job application, section Publication). Your consent can be given to the BA staff responsible for transmitting job applications serviced by the BA to the EURES portal.

With your consent and the following conditions, the data will be transmitted to the EURES portal:

- job application for offers of work or artists subject to social insurance contributions
- the job application has been published, or
- the job application is published anonymously and serviced by the BA.

Anonymously published job applications that are not managed by the BA cannot be submitted to the EURES portal. If a minor (under 18 years of age) is present, the consent of the parents / legal representative must also be obtained.

Revocation of consent

Consent to the transmission of applicant offers to EURES can be revoked at any time with effect for the future.

Job offers may be excluded from transmission to the EURES portal if there is sufficient justification in terms of skills and competences or if, by its nature or due to national rules, a job offer is only open to nationals of a particular country. (EU Regulation 2016/589 Article 17 (1) and (2)).

Upon revocation of the consent for transmission to the EURES portal, the respective job application or job offer will be removed from the EURES portal within 24 hours.

The BA points out that the data according to Article 17 of the EU Regulation 2016/589 can also be used by EURES members/partners for the purpose of job placement. Users of the EURES portal may be private individuals (EU citizens), companies, job boards and private and public employment services who are either registered on the EURES portal or approved as EURES members/partners under EU Regulation 2016/589.

For further information on the use of your data, in particular on the storage period on the EURES portal, please refer to the [Declaration on the protection of personal data](#) on the EURES portal.

9. Additional exclusive special regulations for BERUFECHECK

The BERUFECHECK is a freely accessible, free online application for the professional self-discovery for adults. Interested users can use it to assess their professional skills for specific occupations and thus better judge whether an occupation suits them.

Registration/login is required to save your test results, which are transferred to your document repository. The application itself does not store any test results or personal data. The test results will be deleted together with the user account if it is not used for more than 25 months.

10. Additional special regulations for the exploratory tool “Check-U” and StudiChecks

Check-U - The exploration tools of the Federal Employment Agency and StudiChecks are freely accessible, free online applications (www.check-u.de and www.studichecks.de). They are available at www.arbeitsagentur.de via the “School, training and studies” tile. To be able to save your results, a previous registration/login is required. In Check-U and StudiChecks, users have the option to register with a user name of their choice and optionally an e-mail address. In addition, an existing account (e.g. job search) can be used. The data will be stored as long as your user account is active. After 90 days of inactivity in Check-U, unfinished test runs are no longer available.

If the user account is not used for more than 25 months, the data will be deleted together with the account.

11. Additional rules for change notifications and reports

Via the portals, users have the possibility to send cancellations and notifications of change to the BA and the joint institutions via a secure connection. Cancellations or notifications of change can be made, for example, on the following issues: Starting of work, starting of training, starting of an old-age or invalidity pension, starting of a course of study. To use these eServices at www.arbeitsagentur.de the security level PIN letter confirmed is required. To use these functions via www.jobcenter.digital the security level nPA-confirmed or ID-confirmed is required.

12. Changing data

It is only possible to change data online, for example the account number or the residential address, by using the TOTP procedure. This is dual authentication. As well as registering / logging in, the user must also authenticate themselves using an authentication app on their smartphone or computer. To do this, the user must set up the TOTP procedure in their profile once, and then they can use the code which is regenerated in the app every 30 seconds. The Federal Employment Agency does not provide its own authentication apps or programmes.

13. Additional Regulations for BA Mobile Apps for Smartphones and Tablets

13.1 Type of data processed, purposes of processing, legal basis and storage period

1. Data processing when using the app

a. Data collection when downloading and installing the app

In order to download and install our app from an app store (e.g. Google Play, Apple App Store), you must first register for a user account with the provider of the respective app store and conclude a corresponding usage agreement with them. We have no influence on this, as we are not a party to such a usage agreement. When downloading and installing the app, the necessary information is transferred to the respective app store, in particular your user name, your e-mail address and the customer number of your account, the time of the download, payment information and the individual device identification number. We have no influence on this data collection and are not responsible for it. We only process this provided data insofar as this is necessary for downloading and installing the app on your mobile device (e.g. smartphone, tablet). Data processing is carried out on the basis of the BA's legitimate interest in the efficient and secure provision of its online services in accordance with Art. 6 para. 1 lit. f. GDPR. Beyond that, this data is not stored any further.

b. Log files when using the app

For the purpose of ensuring network and information security and on the legal basis of Art. 6 para. 1 lit. f GDPR (EC 49), data required for the provision of the service is processed each time the app is used. This includes:

Your device identification (e.g. "Apple iPhone 7")

Operating system and version

App and API on

Set system language

Storage duration: After the end of the usage process, this information is deleted from the device. No further analysis or storage of technical data takes place. We also do not collect or store any analysis data on user behaviour.

The data processing is based on the legitimate interest of the BA in a stable and secure provision of its online services in accordance with Art. 6 para. 1 lit. f GDPR.

c. Web analytics (app tracking; user behaviour), e.g. cookies, log files, tags, pixels, etc.

Purpose: Optimisation of online service (identification of strengths and weaknesses of the online presence; reduction of drop-outs; customer-friendly design; matching the offer to the target group, etc.).

Legal basis:

- Art. 6 para. 1 lit. a GDPR (consent, i.e. opt-in solution): controversial; may be mandatory as of the validity of the ePrivacy Regulation.
- Art. 6 para. 1 lit. f GDPR (legitimate interest); reference to right of objection according to Art. 21 GDPR necessary
- Art. 6 para. 1 lit. e GDPR in conjunction with. § 3 BDSG (solution of the BMAS); reference to right of objection according to Art. 21 GDPR required.

Storage period: Every time you access our app and internet service and every time you retrieve a file, information is automatically stored for statistical and backup purposes. Each time the platform is accessed, the following non-personal / personal data is automatically stored temporarily on the systems of the Federal Employment Agency:

- IP address of your internet service provider
- Date and time
- Page of our website accessed (views) / name of the file accessed
- Amount of data transferred
- Message whether the access / retrieval was successful
- Operating system used

This information is used exclusively to improve our app and internet service and is evaluated in anonymised form. The *Matomo* software is used for statistical visitor analysis of the app. This enables visitor behaviour on the platform to be evaluated anonymously. Conclusions about the identity of the “users” and “participants” are not possible. The information serves to further develop and improve the platform.

You will be asked if you want to share anonymous usage data with the BA when you first start the app. Afterwards, you can decide at any time in the settings of the respective app whether a unique web analysis cookie may be stored in your app to enable the operator of the app to collect and analyse user behaviour (statistical data). If you wish to opt out, click the toggle button to deactivate Matomo in the app.

2. Collection of personal data within the scope of contacting us

If you contact us via the “Feedback / Error” app function, we do not collect any personal data, only data from the device you are using. This includes the following data:

- Brand and model number
- Version of the operating system

The data will be automatically inserted in the form to be submitted.

Legal basis: Art. 6 para. 1 lit.a GDPR (Consent)

Storage period: After the regular evaluation, the sent forms are deleted.

13.2 Requested permissions

1. Location

If you answer the question regarding whether an app may access your location with “Allow”, you allow the app to access the location services of your mobile device. Your device’s location services use information from mobile, Wi-Fi, GPS networks and/or iBeacons to determine your approximate location.

Authorisation to access your device’s location services is required so that the app

can offer you location-based functions, such as searching for apprenticeships in your area, if necessary. If you do not allow access, the location-based display of content is only possible to a limited extent.

For more information on the location-based functions of smartphones / tablets in general and on how to deactivate location services, please refer to the instructions for use of your respective device.

2. Push notifications

If you answer "Allow" to the question regarding whether an app can send you push notifications, you allow the app to notify you of certain events and topics via push notifications when you do not have the app open. The notifications can be made using sounds, messages (e.g. in the form of on-screen banners) and/or icon identifiers (e.g. a picture or a number on the app icon).

For more information on push notifications from smartphones / tablets in general and on their configuration options, please refer to the user manual of your respective device.

3. Delete or change SB memory contents, read USB memory contents (Android)

During installation, the permissions "Delete or change USB memory contents" and "Read USB memory contents" are requested. These permissions allow apps to cache content on your device. This is necessary to allow apps to access the camera as well as the photos and to provide you with content such as the profile pictures you have saved. The apps only use storage content created by the apps themselves for this purpose. Other data on the USB memory will not be deleted, changed or read.

4. Retrieve data from the internet (Android)

During installation, the authorisation "Retrieve data from the internet" is requested. Through this authorisation, you allow the apps to automatically load content from the internet that is to be displayed in the apps or that is required to access individual functions (e.g. access to occupational fields, professions or details of training positions).

5. Retrieve network connections (Android)

During installation, the permission "Retrieve network connections" is requested. With this permission, you allow the apps to determine whether there is a connection to the Internet via a WLAN network or via a mobile data connection (GRPS, 3G, LTE). This is to prevent larger amounts of data from potentially burdening limited data volumes.

13.3 Data collection and processing when using certain functions

1. Use of the contact function

If you contact us via the "Feedback / Error" app function, we do not collect any personal data, only data from the device you are using. This includes the following data:

- Brand and model number
- Version of the operating system

The data will be automatically inserted in the form to be submitted.

If you have agreed to the app analysis (see point 14.1.a.iii), an incident ID may also be transmitted, which helps our technical development team to better analyse an error message.

2. Data security

We take state-of-the-art technical measures to ensure data security. In particular, to protect your personal data against risks during data transmission and against unauthorised third parties gaining knowledge, data is only transmitted in SSL-encrypted form.

14. Additional Special Regulations for the AzubiWelt App

14.1 Data that you expressly and knowingly provide to us

If you contact us via the “Profile & Contact” app function or via the “Feedback & Support” app function, we collect all the data you provide us with in the process (e.g. by filling in the relevant fields or pressing a query). This includes, for example, data such as:

- Your first name and surname
- Your e-mail address
- Your address
- Your date of birth
- Your schooling details

The provision of this data is in principle voluntary. However, the provision of the information is required for the use of the app functions “Contact” and “Feedback & Support”. For further information on data processing, please refer to section 5.b.i.

14.2 Using the contact functions

1. Contacting the Federal Employment Agency for guidance purposes

If you decide to contact the Federal Employment Agency in the app, you must provide all profile data. Profile data consists of your personal details: Your first name, surname, address and date of birth, as well as your telephone number, e-mail address, schooling details and your message to us. All profile data and the message are required for contacting the Federal Employment Agency for guidance purposes and therefore constitute mandatory data. The data is necessary to find the right contact person from the career guidance service of the Federal Employment Agency for you in a service centre of the Federal Employment Agency. Our service centre will receive your message and the data provided in order to contact you and clarify your request. The data you enter will be stored for further processing in specialist procedures of the Federal Employment Agency in accordance with §§ 67 ff SGB X. After expiry of the legal retention periods, the data is deleted again. The data is stored with a high level of data security and used exclusively in the Federal Employment Agency. The data will not be passed on to third parties. The profile picture or the profile banner will not be transmitted to the Federal Employment Agency or third parties.

2. Contacting the Federal Employment Agency for feedback and support

If you choose to contact the Federal Employment Agency via the Feedback & Support form in the app, you must provide all form field data. This data includes: Your first name, last name and e-mail address and your message to us. All information in the Feedback & Support form is mandatory. Your data will be held until your request has been clarified and then deleted. The data will not be passed on to third parties.

3. Profile & Contact

In the “Profile & Contact” section you can enter, view and change your profile data.

The app saves your profile data in the app’s database so that it remains available to you when you open the app again. The profile data is only transferred and collected when using the app function “Contact” together with the message to the

Federal Employment Agency and otherwise remains exclusively in the app. Some profile data is used to personalise the app, e.g. your first name, last name, place of residence, as well as profile picture and profile banner. The profile picture and profile banner are used exclusively to personalise the app. The profile picture or profile banner will not be transmitted to the Federal Employment Agency or third parties.

14.3 Automatic search for apprenticeships

Up to 15 apprenticeship search requests can be saved under "My AzubiWelt". Under "My AzubiWelt", these searches are automatically updated daily when the app is used. The app can additionally search for new training positions for these search queries in the background. This background update is activated by default and can be deactivated in the app settings. To do this, you will find the menu item "Search for new apprenticeships" in the settings. If "Never" is selected, this function is deactivated. In principle, we do not collect or pass on data relating to search queries.

15. Additional specialist regulations for applying at the BA

15.1 General information

e-Recruiting allows you to search for a job within the BA, to set up a corresponding Job Agent, to create a personal profile, and to make an electronic application. The BA collects and stores your required personal data within the scope of the aforementioned functionalities. We store your details on state of the art and secure data processing equipment, and ensure that no unauthorised persons are able to read, access, change or erase your data.

If you would like to apply for a job at the BA, we can also give you these tips:

- In addition to applying via e-Recruiting, you can also send us your documents using another method (by letter, for example).
- Your application data will be processed electronically within the BA, regardless of the method of receipt. The type of the data processing is at the sole discretion of the BA.
- If you do not consent to the electronic processing of your application data within the BA, your application cannot be considered further. Your application data will then be erased from our systems.

15.2 Types, purposes and legal bases of processing

15.2.1 General

Every time you access our website and each time you retrieve a file, the following information is automatically stored:

- IP address of the user
- Internet Service Provider of the user
- Date and time of access
- Page of our website accessed/name of the retrieved file
- Websites from which the user's system accesses our internet site
- Websites that are accessed by the user's system via our website
- Transferred data volume
- Notification of whether the access / retrieval was successful
- Browser and operating system used
- Session ID used
- Device used

- Security-relevant actions (for example, incorrect password entry, erasure of the user account)
- Security-relevant manipulations of the application

The log files contain IP addresses of the accessing system which enable an assignment to a user. Other data which is logged is limited to technical information only. The data is stored in the log files of our system. This data is not stored together with any other personal data of the user.

The logging of the internet pages of the BA takes place exclusively on the web servers of the BA for a maximum period of 27 days.

This information is processed for backup purposes. The BA therefore pursues legitimate interests within the meaning of point (e) of Article 6 of the EU General Data Protection Regulation (GDPR) in connection with Section 3 of the German Federal Data Protection Act (BDSG), as this is the only way to ensure the availability and integrity of the portal. There are no categories of data recipient other than the employees who manage the BA portal.

Session cookies may be used when using the website. Cookies are small text files that are stored in the local cache of the browser. These cookies serve to support the use of the portal during the respective "session" and are erased after the use has been completed. Cookies are also used for a statistical visitor analysis of the website and the user-friendly design of the platform. These cookies allow the browser to be recognised on subsequent visits to the website. The lifetime of these cookies is limited to 30 days. The cookies do not store any personal data or IP addresses.

With the technically necessary cookies, it is possible to read the content on the platform without any restriction. It is necessary for you to have given your consent to the use of these cookies. There are different types of cookie that you must actively select and agree to. You can change these cookie settings at any time via the following link:

<https://www.arbeitsagentur.de/en/privacy-notice>.

For the statistical evaluation of visitors to the website, the BA uses the web analysis software Matomo (tracking). This allows the visitor behaviour on the platform to be evaluated anonymously. The anonymisation takes place by masking the last two bytes of the IP address (example IP address: 192.168.xxx.xxx). No conclusions about the identity of the "users" and "participants" can therefore be drawn.

The data processing centre of the Federal Employment Agency is located in Nuremberg. The information is used for the further development and improvement of the platform. A statistical evaluation of your visit only takes place if you have selected the "Statistics" cookie type and confirmed the selection. Otherwise, no evaluation takes place.

You can change your settings via the following link:

<https://www.arbeitsagentur.de/en/privacy-notice>.

15.2.2. Job search unregistered

The functions

- Carry out a job search and
- View job advertisements

can be used without any particular requirements:

No data apart from the data already presented in 4.1. is processed (legal basis: point (a) of Art. 6 (1) GDPR)

15.2.3. Registration (without verification)

Your name and email address will be stored during the registration process. You are also required to create a password. Only you are able to access the data that you enter during the registration or when using the following functions.

Registration without verification is a prerequisite for the use of the following functions (respective legal basis: point (a) of Art. 6 (1) GDPR):

- 1. Job Agent**

The Job Agent informs you by email about job advertisements at the Federal Employment Agency according to the criteria you specify. The criteria you specify are saved.

- 2. Create application profile**

With e-Recruiting, you are able to create an application profile which you can use when you apply for a job. The data you enter are saved.

You can also add attachments in your personal profile. For example, a curriculum vitae, references or proof of qualifications.

- 3. Create, edit and erase a draft application**

You can create an application, edit the draft and erase the draft.

It may be necessary to answer a job-specific questionnaire.

All of the other details and information from the attachments you add are taken from your personal profile.

15.2.4. Registration with verification

After your registration, an email will be sent to the email address you provide. To complete your registration, you are required to click on the link contained in the email.

Registration with verification is a prerequisite for the use of the following functions (respective legal basis: Art. 88 GDPR in connection with sentence (1) of Section 26 (1) BDSG):

- 1. Send application**

As soon as you have sent your application, within the Federal Employment Agency,

- areas responsible for personnel management,
- possible other bodies involved in personnel selection (especially the manager, the equal opportunities officer and the staff representatives),
- and, in exceptional cases, IT support of the Federal Employment Agency if required,

will have access to the application.

- 2. Receipt of correspondence via the Inbox**

Via the Inbox, you are able to receive, read, download and print correspondence.

- 3. View and withdraw sent applications**

You can view and withdraw sent applications.

15.3 Erasure

The data collected from you in the course of using the e-Recruiting functionalities will be accordingly erased as follows:

- The data on your applications (see 4.4) will be erased six months after the end of the selection procedure for the advertised post (including the participation of the staff representatives).

- The data on your personal profile (see 4.3.2) will be erased six months after the last application, but no earlier than six months after the end of the last application procedure in which you participated.

15.4 Recipients or categories of recipients

The recipients of the data according to point 4.4.1 are the departments at the Federal Employment Agency involved in the recruitment and the employees in these departments, in particular Internal Services personnel.

For statistical purposes, the data for evaluations is used in anonymised form.

15.5 Rights of data subjects

In principle, you have the following rights vis-à-vis the Federal Employment Agency with regard to the personal data concerning your person. Legal derogations may exist regarding these rights.

15.5.1 Right of access – Art. 15 GDPR

You have the right of access to the data stored concerning your person in the scope of the e-Recruiting. As a data subject, you also have full access to the personal data stored in your application profile at all times.

15.5.2 Right of rectification – Art. 16 GDPR

Insofar as it is proven that the processed personal data is logged inaccurately or incompletely, it will be rectified or completed immediately after this becomes known. You also have the option to correct personal data and the attachments in your application profile yourself.

15.5.3 Right of erasure – Art. 17 GDPR

Insofar as it is proven that personal data has been processed unlawfully, the erasure of the data will be initiated without delay. This also applies if the personal data concerning your person is no longer necessary for our recruitment process, or within the scope of legal reviews of the selection process.

15.5.4 Right to data portability – Art. 20 GDPR

The right to data portability includes the possibility for you to be able to view the personal data that you provide within the data overview of your application profile at any time, and to download and print this data overview if necessary. Other data (in particular data on your training and career, certificates) will be stored by us in the file format in which you upload this data as an attachment in your application profile (for example, a Word or PDF file). You can download these files on your PC again if required.

15.5.5 Right to object – Art. 21 GDPR

The right to object includes the option you have to object to the further processing of your personal data insofar as the collection of the data takes place for the purposes of public tasks (point (e) of Art. 6 (1) GDPR) or on the basis of the legitimate interests of the controller (point (f) of Art. 6 (1) GDPR).

15.5.6 Right to lodge a complaint – point (d) of Art. 13 (2) GDPR

Data subjects are able to contact the Federal Commissioner for Data Protection and Freedom of Information (Husarenstr. 30 in 53117 Bonn, Germany) if they believe that the processing of data concerning their person infringes the EU General Data Protection Regulation.

16. Updates to this Privacy Policy

As far as data protection contents in this portal change, this Privacy Policy will be updated.

17. Information requirements

Regarding the obligation to provide the data, the existence of automated decision making, etc., reference is made to the information on data collection in accordance with Articles 13, 14 of the GDPR www.arbeitsagentur.de/datenerhebung (available in German).

You also have the right to complain at any time to the supervisory authority, the Federal Commissioner for Data Protection and Freedom of Information (Bundesbeauftragten für den Datenschutz und die Informationsfreiheit), Graurheindorfer Straße 153, 53117 Bonn.

18. Contact

Responsible for data processing is the Bundesagentur für Arbeit, represented by its Executive Board, Regensburger Str. 104, 90478 Nürnberg.

The Data Protection Officer of the BA is Mr. Marc Rompf.

Please address questions, suggestions, criticism or complaints regarding data protection issues to:

Bundesagentur für Arbeit
Stabsstelle Datenschutz
Regensburger Straße 104
90478 Nürnberg
...or via the [Contact Form](#)

15.11.2023