

Privacy Notice for Customers & Suppliers Explaining How Schenker Limited uses Personal information

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1 Who we are

We are Schenker Limited, a company incorporated in England and Ireland with registered number 00383914. We are also registered with the Information Commissioner's Officer with registration number Z8101870. This registration covers the uses of personal information set out below.

2 What is Personal Information

Personal information is any information which we collect about you that can be used to identify you. It includes any information, such as your name, address, IP address. It also includes any personal information that we may collect about you that is in the public domain, such as information made public on social media that is available to us when you connect with us on social media. It is our intention to provide you with as much information as possible about what we do with that personal information, so that when you provide the personal information to us, you do so with an awareness of how it will be used.

3 How we collect your personal information and why

Schenker Limited (**we, us, our**) collect personal information about you, and there are different ways that we might do so; this privacy notice tells you what to expect when we collect personal information from:

- (a) Visitors to our website
- (b) Social media
- (c) Anyone who contacts us;
- (d) Anyone who subscribes to our marketing

(e) Business Cards

(a) Visitors to our website

All data collection and processing is performed for specific purposes. These may result from technical necessities, contractual requirements, or explicit customer requests.

For technical reasons, certain data might be collected and stored during a visit to dbschenker.com. As for example the date and duration of the visit, the web pages used, the identification data of the browser and operating system type used, and the website from which you visit us.

If you register for one of our newsletters, the following required information is collected:

Salutation, first name, last name, E-Mail address, industry you are working in.

In this case, we may use your e-mail address for promotional purposes.

If you sign up for our newsletter “logistics NewsFeed”, we save the IP address of the computer system assigned to you by your Internet service provider (ISP) and the date and time of registration. We save this data to track (potential) abuse of the e-mail address of a data subject, for our own legal protection.

You can deregister from the newsletter at any time by clicking the deregister link at the end of your newsletter.

If you object to the promotional use of your data, your data will only be used anonymized, for statistical analysis purposes.

To continuously improve our offerings, we save and analyse usage data from the online area on a pseudonymized basis. The legal basis for this is Article 6(1)(f) GDPR.

To the extent that we request consent to process your personal data, it serves as the legal basis according to Article 6(1)(a) GDPR.

For processing of personal data required to fulfill a contract with you, the contract is the legal basis according to Article 6(1)(b) GDPR. Article 6(1)(b) GDPR also applies to processing operations that are required to execute preliminary measures, for example, if you ask about our products or services.

If our company is subject to legal demands that require us to process personal data, for example, to fulfill tax responsibilities, then processing is based on Article 6(1)(c) GDPR. If you click on a link to an external page, you will move outside the pages of dbschenker.com. Schenker AG is therefore not responsible for the content, services or products offered on the linked website and also for the privacy and technical safety on the linked website.

i) When will your data be deleted?

Your data will be deleted as soon as they are no longer required for the purpose for which they were collected (e.g. within the framework of a contractual relationship). Your data must also be deleted if it is not permissible to store them (particularly if the data are inaccurate and correction is not possible). Where legal or practical obstacles prevent deletion, the data are blocked (e.g. special archiving obligations).

ii) Is data encrypted?

The transmission of data and emails via the internet is generally unencrypted, and is therefore unprotected against third-party access. When you contact us by email, the confidentiality of the information provided cannot be guaranteed during the transmission; we therefore recommend that confidential information should be sent exclusively by letter.

iii) What rights do users of dbschenker.com/global have?

You can request information about what data is stored about you.

You may request rectification, deletion and limitation of the processing (blocking) of your personal data as long as this is legally permissible and possible within the framework of an existing contractual relationship.

You have the right to appeal to a supervisory authority. The supervisory authority responsible for the Schenker AG is:

Landesbeauftragte für den Datenschutz Nordrhein-Westfalen
Kavalleriestrasse 2-4
402013 Duesseldorf
poststelle@ldi.nrw.de

You have the right to transfer the data that you have provided us on the basis of a consent or a contract (data portability).

If you have given us consent for data processing, you can revoke it at any time in the same way that you have granted it. The revocation of the consent does not affect the legality of the processing due to the consent until the revocation.

To exercise your rights, send an e-mail to: gdpr@dbschenker.com

iv) Is data disclosed to third parties?

For the execution of the contract, the activation of instructions-dependent processors is usually a must, such as data centre operators, printing or shipping service providers or other parties involved in the performance of the contract.

External service providers, who process data for us, are carefully selected by us and are strictly contractually obligated. The service providers work according to our instructions, which is ensured by strict contractual regulations, by technical and organisational measures and by supplementary controls.

Furthermore, your data will only be transmitted if you have given us your express consent or because of a legal regulation.

Transmission to third countries outside the EU/EEA or to an international organisation shall not take place unless there are adequate guarantees. These include the EU standard contractual clauses and an adequacy decision of the European Commission.

v) Cookies

We want to give you the opportunity to make an informed decision for or against the use of cookies, unless these are not strictly necessary for the technical functioning of the website.

Cookies are small text files in which personal data can be saved.

Our data protection notice is intended to ensure that you are fully aware of data collection and processing, even where our web pages use cookies, and that you can make a correspondingly informed decision.

We therefore inform you here about the type and scope of the intended use of cookies on our web pages.

The use of dbschenker.com is generally possible without cookies, unless these do not serve for technical purposes.

You can prevent tracking by cookies by changing your browser settings (Do not track, Tracking protection list) or prevent third-party cookies from being saved. You can change your browser settings as follows:

Google Chrome	http://www.google.com/support/chrome/bin/answer.py?hl=en&answer=95647
Google Browser-Add-on	https://tools.google.com/dlpage/gaoptout/
Internet Explorer	https://support.microsoft.com/en-us/help/17442/windows-internet-explorer-delete-manage-cookies
Mozilla Firefox	https://support.mozilla.com/en-US/kb/cookies-information-websites-store-on-your-computer
Mozilla Firefox Privacy and Security extensions	https://addons.mozilla.org/en-US/firefox/extensions/privacy-security/
Mozilla Firefox Do-not-track	https://support.mozilla.org/en-US/kb/how-do-i-turn-do-not-track-feature
Opera	http://help.opera.com/Linux/12.10/en/cookies.html#prefs
Safari	https://support.apple.com/en-gb/guide/safari/manage-cookies-and-website-data-sfri11471/mac

We also recommend regularly checking and deleting the cookies that are saved, where they are not specifically desired. We use cookies that are active from the start of your visit to our website until the end of the respective browser session. These cookies are automatically invalid and deleted as soon as you close your internet browser. These cookies are also known as "session cookies". Session cookies are used in the following areas:

The cookie identifies the user when visiting the website for the duration of the active session.

The cookie ensures that once the language has been selected, it is retained and applied for the duration of the active session, and continues to be provided to the user when they change between pages.

The cookie serves for data security, and prevents data and content from being manipulated, accessed, and transmitted to other systems by third parties.

Name	Function	Storage time
_pk_ses.15.dd94	Saves user session information	as long as the session is active, max 10 hours
_pk_id.15.dd94	Identifies user and tracks analytics data (anonymized)	13 months

vi) Third party services

Web Analysis Service

We use the Matomo analysis service on our website. Small text files (cookies) store data about how you use our website, including your IP address. These data are anonymized and stored by us. If you do not wish to agree to the analysis of your use of our website, you can change your browser settings at any time to prevent cookies from being used. In this case, however, it may be the case that not all functions can be used.

Opting out of Website Tracking

You may choose not to have a unique web analytics cookie identification number assigned to your computer to avoid the aggregation and analysis of data collected on this website.

Google Maps

dbschenker.com embeds Google Maps. If you give your consent, in addition to log data, your IP address is transmitted to the Google Inc. 1600 Amphitheater Parkway, Mountain View, CA 94043, USA.

The relevant privacy policy can be found at https://www.google.com/intl/en_policies/privacy/.

On the site <https://policies.google.com/technologies/product-privacy?hl=en&gl=en> you can make settings for your privacy.

New functions, updating the privacy policy

We adapt the privacy policy to changed functionalities. Therefore, we recommend that to read the privacy policy when you visit the new version of dbschenker.com/global

(b) Social media

Any information you provide to us via social media (including messaging, "liking", "following" and other communications) is controlled by the social media network.

Our website contains links to our social media pages. We currently use: LinkedIn, which has its own privacy notice that can be located at:

<https://www.linkedin.com/legal/privacy-policy>. We recommend that you read their privacy notice and contact them directly if you have any concerns regarding their use of your personal information.

(c) Contacting us

Our website provides you with different ways to contact us. All communications are handled, reviewed and responded to internally by us.

Please note, however, that:

- (e) email monitoring or blocking software may also be used and that you have a responsibility to ensure that any email you send to us is within the bounds of the law;
- (f) we use Cisco (in the UK) and Avaya (in Ireland) for our main call system, which provides caller ID services, we will only use this information for the purposes of handling your call and contacting you in relation to the purpose of your call.

As part of communicating with us, you will also submit personal information about you that we require in our legitimate interest. This includes basic contact information that is used to conduct our business with you.

We will delete this personal data when we reasonably consider that we no longer need it for this purpose.

Please note that we may need to contact you by post, email or telephone. Please can you make sure that you keep us updated of any changes to your contact details?

We do not collect any "special" personal data as defined in the data protection legislation.

(d) Subscribing to our marketing

If you are a customer, or have made an enquiry, we will have given you a clear opportunity to object or opt-out of receiving marketing communications at the time of collecting your personal information. If you have not opted out of receiving the marketing communication, we will contact you by email or telephone in our legitimate interests to promote our products and services that are relevant to your purchase or enquiry. **You have the right to object to receiving these communications at any time by contacting us on the details below.**

If you are not a customer but are interested in our products and services, we will provide you with a clear choice to consent to receiving marketing promotional material, updates, reminders and communications by giving you an opt-in to receiving such communications. If you have provided your consent we will collect your contact details (name, postal address and email address) to provide you with such communications. **You have the right to withdraw your consent at any time. For full details on how to withdraw consent please see below.**

If you ever decide you no longer wish to receive our marketing communications, you opt out at any time by unsubscribing from the mailing list, using the link provided in the marketing communications email, or by using the contact details below. If you do unsubscribe, please note that we will still keep your email in a separate secure list so that we can make sure that you do not receive our marketing communications again in the future.

(e) Business Cards

If you provide us with a business card, we will take care to ensure that it is only used for business purposes. Personal data from the business card will be stored securely on our Sales Cloud with appropriate protection in place to keep secure.

4 Your data and third parties

We do use third parties to provide services to us from time to time; therefore, we will need to share data with them that it is in our legitimate interests for business administrative needs.

When personal data is transferred to countries outside of the UK & Ireland and the European Economic Area those countries may not offer an equivalent level of protection for personal data to the laws in the UK. Where this is the case we will ensure that appropriate safeguards are put in place to protect your personal data.

Your personal data may be shared with international affiliates. This data is subject to Corporate Privacy Policies and is stored in a secure manner.

5 Disclosure of personal information

We will not usually disclose your personal information other than as already explained in Section 2 and 3 above. However, there may be circumstances where we need to share personal information other than as anticipated in Section 2 and 3 above. These include:

- 5.1.1 where we are legally required to disclose the information. This includes sharing the personal information with tax authorities and law enforcement agencies for the purposes of the prevention and detection of crime;
- 5.1.2 where we need to disclose the personal information for the purpose of or in connection with any legal proceedings, or for the purpose of obtaining legal advice, or the disclosure is otherwise necessary for the purposes of establishing, exercising or defending legal rights;
- 5.1.3 disclosure is required to protect the our interests, or someone else's interests (for example, to prevent fraud);
- 5.1.4 disclosure is necessary to protect your vital interests (for example if you are unwell at our premises, we may need to seek medical assistance);
- 5.1.5 it is to a third party for the purposes of providing administrative or processing services on our behalf. If such disclosure is required we will take steps to ensure that the third party protects the personal information in the same way that we do and notify you of any changes to this privacy notice; and
- 5.1.6 to any prospective purchaser of our business assets or organisation.

6 Keeping personal information secure

We know that you provide your personal information in good faith and expect it to be looked after. This is why we take the security of your personal information seriously. This means that we have taken steps internally in order to ensure that our systems adequately protect your personal information.

This includes: Personal Data stored on local drives, shared folders, locked cabinets and other platforms) and the security measures include firewalls, virus-checking, security updates, encryption and password protection, regular back-ups, secure removal before disposing of old computers and anti-spyware tools.

7 Your rights

You have a number of rights in relation to your personal data, these include the right to:

- be informed about how we use your personal data;
- obtain access to your personal data that we hold;

- request that your personal data is corrected if you believe it is incorrect, incomplete or inaccurate;
- request that we erase your personal data in the following circumstances:
 - if we are continuing to process personal data beyond the period when it is necessary to do so for the purpose for which it was originally collected;
 - if we are relying on consent as the legal basis for processing and you withdraw consent;
 - if we are relying on legitimate interest as the legal basis for processing and you object to this processing and there is no overriding compelling ground which enables us to continue with the processing;
 - if the personal data has been processed unlawfully (i.e. in breach of the requirements of the data protection legislation);
 - if it is necessary to delete the personal data to comply with a legal obligation;
- ask us to restrict our data processing activities where you consider that:
 - personal data is inaccurate;
 - our processing of your personal data is unlawful ;
 - where we no longer need the personal data but you require us to keep it to enable you to establish, exercise or defend a legal claim;
 - where you have raised an objection to our use of your personal data;
- request a copy of certain personal data that you have provided to us in a commonly used electronic format. This right relates to personal data that you have provided to us that we need in order to perform our agreement with you and personal data where we are relying on consent to process your personal data;
- object to our processing of your personal data where we are relying on legitimate interests or exercise of a public interest task to make the processing lawful. If you raise an objection we will carry out an assessment to determine whether we have an overriding legitimate ground which entitles us to continue to process your personal data;
- not be subject to automated decisions which produce legal effects or which could have a similarly significant effect on you.

8 Complaints

You are important to us, and so is protecting your personal information. We have high standards when it comes to collecting and using personal information. For this reason, we take any complaints we receive from you about our use of your personal information very seriously and request that you bring any issues to our attention.

Where you are communicating with us for the purpose of making a complaint, we will only use your personal information to handle, investigate and respond to the complaint and to check on the level of service we provide. Where the complaint is about a member of our team, we may have to disclose your identity to whoever the complaint is about. You may let us know that you don't want information that identifies you to be disclosed and we will try to respect your request; however, it may not be always possible to handle a complaint on an anonymous basis.

If you are unhappy, you can also contact the Information Commissioner's office to make a complaint directly.

9 Updating this privacy notice

We keep our privacy notice under regular review in order to ensure that it properly reflects our use of personal information.

10 How to contact us

You can contact us by:

Post:

Schenker House
Unit 3 Lhr Portal Scylla Road
London Heathrow Airport
Hounslow
Middlesex
TW6 3FE

Email: gdpr@dbschenker.com