

Your privacy

Schenker believes good treatment of personal data is of great importance. For this reason, we want to use our privacy policy to provide you with clear and transparent information about the way in which Schenker processes personal data from relations, including prospects, customers, suppliers, stake holders and visitors to our website.

Of course, personal data are secured and treated with the utmost care. Schenker complies with the General Data Protection Regulations and the Dutch GDPR implementation law (UAVG).

This means that we:

- clearly indicate – via this privacy statement – for which purposes we process personal data;
- limit our collecting of personal data to those personal data necessary for those purposes;
- process your personal data for the execution of our business activities and ask your consent in those cases this consent is required;
- take appropriate security measures to safeguard your personal data and require the same from parties processing personal data on our behalf;
- respect your right to request access or correct or erase your personal data.

Controller of the processing is Schenker Logistics Nederland BV, Emma Goldmanweg 1, 5032 MN Tilburg, the Netherlands.

For which purposes do we process your personal data

There are several purposes for which Schenker collects and processes your personal data. As part of the agreements with relations, Schenker collects and processes contact information therefore, including your name, function, business and/or professional interests, business mobile telephone number and business email address:

- If you are a (potential) customer, then we use your data:
 - To send you a quote (update), to determine which specifications a product or service needs to meet, to deliver products or services to you, to test the conditions, to send invoices and to communicate quickly and efficiently with you about the implementation aspects of your agreement.
 - For internal analysis for process improvement, the development of products and services and market research;
 - To keep relations and their employees informed about our (new) products and services – directly, but also, for example, via social media – in which Schenker tries to consider the preferences based on the previously purchased products and/or services.
- If you are a (potential) supplier or other contractor, your personal data are also necessary to conclude and implement an agreement as well as meet security requirements. When purchasing, this is necessary to let you know which specifications or wishes a particular product or service must comply with in our opinion, to send you a request for a quotation or place an order with you, to pay your invoices and to communicate quickly and efficiently with you about other aspects of the agreement.

If you order from us and/or supply to us, we will store and use the personal data to personally keep you informed via email of the existing and new products and services as well as possibly provide you with a discount for these. We have a legitimate interest in the use of your personal data for this purpose, namely informing, promoting and selling our products and services. Every time we send you an advertising mailing, you have the option to let us know you no longer appreciate this. Also see the opt-out link at the bottom of every mailing.

If you are a one-time customer with us, we will only send you advertising messages if you have given us permission to do so.

Because of our security regulations, we must check your identification when you visit our locations and / or carry out (transport) services on our behalf. We do not make a copy, but, depending on the security level of the location concerned, we may register the type of identification and the number of the identification document. We do not store these data longer than necessary.

You are not required to provide your personal data. If you do not or insufficiently supply personal data to us, it is possible that we can not execute the aforementioned actions or can not supply the requested services.

Newsletter and contact form

We could send you a newsletter in which we inform interested parties about products and/or services. Your email address is only added to the list of subscribers with prior consent. Every newsletter contains a link through which you can opt-out. If you fill in a contact form on the website or send us an email, the data you send us will be stored for as long as is necessary according to the nature of the form or is necessary to fully respond to the content of the email and the handling thereof.

Your email address is also used for sending information about (new) products and services by Schenker if you have given consent for this. You can always withdraw this consent by using the opt-out link in the received email message or by sending an email to Schenker.

Publication

We treat your personal data confidentially and do not publish them.

Disclosure of personal data to third parties

Your data are only shared with third parties if this is necessary for carrying out a product or service agreed upon with you or your company or if there is a legal obligation to do so.

Security

To prevent unauthorised persons from obtaining access to your personal data, Schenker uses technical and organisational security procedures. These procedures guarantee an appropriate level of security, paying attention to the types of processing and the nature of the personal data to be protected.

Changes to the privacy statement

Schenker retains the right to make changes to the privacy policy. If Schenker makes important changes that affect the way in which Schenker processes your personal data, we will make this known via a notification on our website(s), in our newsletter or in our Schenker magazine.

Questions, requests for access to or alteration of your data

If you have questions or comments about our privacy policy after reading it or want to exercise your right to access, alteration or erasure of your personal data, you can direct these to:

GDPR.Benelux@dbschenker.com.