



## PRIVACY NOTICE FOR END CUSTOMERS

### 1 GENERAL PROVISIONS

Protection of personal data is one of our priorities. We have prepared this privacy notice (hereinafter referred to as the "Privacy Notice" or "PN") to inform you by way of end addresses of consignments sent by our clients whom we provide with warehousing services and related transport and logistic services (hereinafter referred to as the "Services") of the method employed by the Divisions of **DHL Supply Chain**, i.e. the companies DHL Supply Chain s.r.o., DHL Solutions k.s. and DHL Automotive s.r.o. (hereinafter referred to as the "**DHL Supply Chain Division**" or "**we**") when processing personal data related to the provision of the Services.

Through this Privacy Notice, we would like to provide you with information on the method that we employ to process and protect your personal data (chapters 3 and 5 below) and on your rights and the way in which you can exercise them (chapter 6 below).

Personal data refers to any information concerning an identified or identifiable natural person, in particular our contractors and other persons whose personal data may be processed by us, including the employees and other contact persons of our contractors.

We strongly recommend that you familiarise yourself with this Privacy Notice. In case of any questions, do not hesitate to contact us at any time using the contact details provided below.

In the event of inconsistency or discrepancy between the Czech version and any of the other linguistic versions of this document, the Czech language version shall prevail.

### 2 PERSONAL DATA CONTROLLER AND CONTACT DETAILS

The Controller of your personal data is one or more of the following companies depending on which of the companies of the DHL Supply Chain Division provides the Services:

- DHL Supply Chain s.r.o., with its registered office at Loděnická 963, ZIP 691 23, Pohořelice, incorporated in the Commercial Register administered by the Regional Court in Brno, File No. C 43542, ID No.: 492 40 650, e-mail: dscz.dp@dhl.com
- DHL Solutions k.s., with its registered office at Nádražní 2967/93, Moravská Ostrava, ZIP 702 00, Ostrava, incorporated in the Commercial Register administered by the Regional Court in Ostrava, File No. A 20956, ID No.: 282 13 866, e-mail: dscz.dp@dhl.com
- DHL Automotive s.r.o., with its registered office at Nepřevázka 153, ZIP 293 01, incorporated in the Commercial Register administered by the Municipal Court in Prague, File No. C 56691, ID No.: 256 34 917, e-mail: dscz.dp@dhl.com



### 3 PERSONAL DATA PROCESSING

- 3.1. **Purpose of the Processing.** We process personal data primarily to provide the Services. The legal basis for the personal data processing is the legitimate interest of the DHL Supply Chain Division, the sender (our customer) or you as the consignment addressee in the timely delivery of ordered goods and meeting the related requirements.
- 3.2. **Scope of Processed Data.** We only process the personal data that is necessary for ensuring the provision of the Services. The following data is concerned:
- contact and identification details necessary for the consignment delivery;
    - identification details – name, surname and other identification details;
    - contact details – e-mail and telephone number.
- 3.3. **Processing Time.** Your personal details are processed over the time necessary for the consignment delivery and the time necessary for the settlement of a possible complaint concerning the Services as imposed on us by applicable legal regulations.

### 4 PERSONAL DATA RECIPIENTS

- 4.1 We may share personal data with third parties that provide certain services related to the provision of our services, processing of orders, administrative support or use of software applications. Such persons play the role of personal data processors. Therefore, we can share your personal data in particular:
- with other companies within the DPDHL Group for the purpose of administrative support if certain services are provided on a shared basis;
  - certain personal data of yours may be exceptionally accessed also by our IT systems and other providers who are in the position of personal data processors. This concerns in particular contractual forwarders or companies providing consignment preparation;
  - with insurance companies and insurance brokers that we use in relation to the settlement of individual claims;
  - certain personal data of yours may be exceptionally made available to external auditors, tax or other advisers if it is necessary for the recovery of debts or posting of claims or for the protection of our legitimate interests;
  - if we are approached by the authorities exercising their powers and asking us to disclose information part of which might be your personal data, we will be obliged to disclose your personal data to the extent necessary based on duties imposed on us by the applicable law or a different legal act.

#### 4.2 Guarantees

We have concluded agreements on personal data processing with our personal data processors that guarantee at least the same level of your personal data protection as this Privacy Notice.

### 5 DATA SECURITY

We have put in place and maintain adequate technical and organisational measures, internal information security controls and processes in line with best business practice corresponding to the potential risk for you as a data subject. At the same time, we take into account the state of technological development in order to protect your personal data from accidental loss, destruction, alteration, unauthorised disclosure or access. These measures may include, but are not limited to, taking reasonable steps to ensure the responsibility of the relevant employees having access to your data, employee training, regular backups, data recovery procedures and incident management, and software protection of devices on which personal data is stored etc.



## **6 YOUR RIGHTS AS A DATA SUBJECT**

In compliance with applicable legal regulations you have the right to request information on the methods of your personal data processing and the right to the rectification of your personal data that we process as the personal data controller. In certain cases you have the right to request for the erasure of your personal data and you also have the right of access to your personal data or to its transferability (e.g. transfer to a different service provider). In some cases, you have the right to object and also the right to request the restriction of your personal data processing. The individual rights and method of exercise thereof are described in detail hereunder.

We will respond within one month from the date on which we receive your request and we reserve the right to extend the time limit by two months.

### **6.1 Method for Exercising Your Rights**

If you exercise any of your rights under this article or applicable law, we will inform you of the measure taken or the deletion of your personal data or the processing restriction in accordance with your request of each recipient to whom that data was provided in chapter 4 of this Privacy Notice if such communication is possible and/or does not require undue efforts.

If you wish to exercise these rights of yours and/or obtain relevant information, please contact us using the contact details provided in chapter 2 of this Privacy Notice.

If you exercise your rights, we may ask you to provide us some additional personal data that you previously provided to us. The provision of such data is necessary for the verification of whether the respective request was really submitted by you. We will respond within one month from the date on which we receive your request and we reserve the right to extend the time limit by two additional months in complicated cases.

### **6.2 Your Personal Data Rectification**

According to the applicable legislation, you are authorised to request the rectification of your personal data that you share with us. In case you wish to request for your personal data rectification, please contact us via the contact details specified in chapter 2 of this Privacy Notice.

We take reasonable measures to ensure that you can maintain your personal data to be accurate and up-to-date. You may always contact us with an inquiry as to whether we still process your personal data or not.

### **6.3 Your Personal Data Erasure**

You may request that your personal data be erased at any time using the contact details provided in chapter 2 of this Privacy Notice.

If you contact us with such a request, we will erase, without any undue delay, all personal data that we have unless we need your personal data for the fulfilment of contractual obligations or legal duties or for the protection of our legitimate interests as specified above.

### **6.4 Your Personal Data Accessibility and Portability**

You have the right to request information on whether we process your personal data and to what extent. In addition, you have the right to request to be disclosed personal data that you have provided to us as well as other personal data concerning you as a person, including the acquisition of a copy of such data. If you wish to ascertain the extent to which we process data in connection with you, please contact us using the contact details provided in chapter 2 of this Privacy Notice.

If you exercise the right of transferability of your personal data that we process in relation to performance under a contract, you may request us to transfer it directly to a third party (a different data controller) that you specify in your request, unless such a request has a negative effect on the rights and freedoms of other persons, and provided that it is technically feasible.



## 6.5 Right to Object

In case we process your personal data based on our legitimate interest, you have the right to object to such processing at any time on the grounds of your specific situation. If in such a case, we are not able to demonstrate our serious legitimate reasons that outweigh your interests or rights and freedoms or if we fail to demonstrate that such data is necessary for the determination, execution and defence of our legal claims, we will no longer process such data and we will erase it without any undue delay. If you raise objections against the processing of your personal data for the purposes of direct marketing, your personal data will no longer be processed for such purposes.

You may object to processing using the contact details provided in chapter 2 of this Privacy Notice.

## 6.6 Processing Restriction

If you ask us to limit the processing of your personal data, for example, when you question the accuracy, legality or our need to process your personal data, we will limit the processing of your personal data to the minimum necessary (storage) and will only process it for determination, performance or defence of legal claims, or for the protection of the rights of another natural or legal person, or for other limited reasons prescribed by applicable laws. If the restrictions are cancelled and we continue to process your personal data, we will inform you without undue delay.

You may exercise your right to processing restriction using the contact details provided in chapter 2 of this Privacy Notice.

## 6.7 Complaint at the Office for Personal Data Protection

You have the right to file a complaint regarding your personal data processing performed by us at the Office for Personal Data Protection, Pplk. Sochora 27, ZIP 170 00 Prague 7. Official website: [www.uoou.cz](http://www.uoou.cz).

## 7 PRIVACY NOTICE AMENDMENTS

We can modify or update this Privacy Notice on a continuous basis. Any amendments to this Privacy Notice will become effective upon their publication in places specified in chapter 2.