DHL Connect App

The DHL Connect app enables freight service drivers to use their mobile devices to enter departure and arrival times for loading and unloading. The app can also be used to confirm loading equipment containers and report delays (including the reason and duration of the delay and a photo). The app's document photo function can be used to create a digital image of freight documents and other paperwork. DHL uses this data to optimize the flow of information and to offer transport service providers a mobile option for submitting transport data.

Data for validating departure and arrival times is processed for a specific purpose: carrying out the contract between DHL and the transport service provider, i.e., for the performance of the agreement; Article 6(1) letter (b) of the General Data Protection Regulation (GDPR).

DHL has a legitimate interest in processing data to improve business and service processes; Article 6(1) letter (f) GDPR. You can object to the processing of this data anytime by e-mail (datenschutz@dpdhl.com). No formal procedure is required.

Categories of data

-   GPS data: Allow the DHL Connect app to access your location (in the app's location services settings for the particular operating system). The location function must be turned on for location-related services – such as validating departure and arrival times at specific checkpoints and changes resulting from delays – to be offered. To determine locations, we process location data through the device's GPS function. The location of the shipment will only be used at set checkpoints for the reasons already described. The GPS location will not be not tracked continuously in order, for example, to generate a movement profile.
-   The truck license plate number, which was entered beforehand to confirm the planned route, is used for logging in.
-   Device data is recorded (and analyzed where necessary) for maintenance purposes and improving services. That data consists of the device ID, the device model and the operating system and version number currently in use.
-   Photograph of waybill
-   Contractual partner's first name and last name
-   Customer or supplier number, where available
-   Contractual partner's e-mail address
-   Contractual partner's telephone/mobile telephone number
-   Contractual partner's bank account details
-   Contractual partner's address
-   Contractual partner's delivery addresses
-   Contractual party's function

Duration of storage

The data will be stored for as long as necessary. The need is determined by statutory or contractual retention periods. In the absence of statutory retention periods, the data is stored for the purpose of fulfilling and settling the given contract and for evidencing proper fulfillment until the expiration of liability periods; it is erased afterwards. The regular storage period for location data is sixty (60) days.

Data recipient

In general, we do not forward the personal data of our customers to third parties unless this is absolutely necessary to comply with statutory regulations or perform the contract. In this case, the data subjects will be notified provided they are not already aware of this fact. The servers required to provide the app service are operated within the EU by T-Systems GmbH and administered by Micromata (Micromata GmbH
Headquarters, Marie-Calm-Str. 1-5, D-34131 Kassel).

Competent controller
DHL Freight GmbH
Godesberger Allee 102-104
53175 Bonn

Contact details of the Data Protection Officer
Deutsche Post AG, Corporate Data Protection,
53250 Bonn, Germany
datenschutz@dpdhl.com

Relevant regulatory agency for complaints
LDI NRW
Landesbeauftrage für Datenschutz und Informationsfreiheit NRW
Kavalleriestraße 2-4
40213 Düsseldorf, Germany

Right to information, rectification, erasure and to restriction of processing
You have the right to obtain information at any time regarding the personal data concerning you stored by us. Similarly, you have the right to rectification, blocking or – except whether the prescribed data storage is for contractual purposes – deletion of your personal data.
If you would like to exercise your right to object – in particular to the use of your data for advertising purposes – please contact: datenschutz@dpdhl.com.