



# PRIVACY NOTICE

## WE AT DHL SUPPLY CHAIN VALUE YOUR FEEDBACK!

When you participate in our surveys, we can provide you with a better customer experience, hear your thoughts, and use your feedback to improve our services. We will process your name, email, and IP address for the provision of the survey based on our legitimate interest as data Controller (article 6 par. 1 f GDPR). To achieve a perfect survey delivery we will use strictly necessary cookies related to the display and the language settings of the survey, which will be deleted after two months. In addition, we will process your data for analytic purposes to gain metrics and insights to craft a better relationship.

We will not process your data for any additional purpose. Your data will only be made available to authorized employees. We have taken appropriate technical and organizational measures to ensure the security of the processing of your personal data, we monitor access control, and we comply with the applicable data protection laws. If personal data is transferred outside the European Economic Area we will ensure that there are safeguards in place to secure such transfer. We will keep your personal data only for the period of time required to pursue the purposes described in this Notice.

We will share your data with our service provider offering the survey, who is bound with us contractually to assure the same level of data protection pursuant to the Article 28 GDPR. At any time you may exercise your right to access, amend, delete, restrict, and/or object to the processing of your personal data or your right to data portability, as well as your right to lodge a complaint with the competent Supervisory Data Protection Authority of your country of residence.

For any question or clarification regarding the protection of your personal data you may contact our DPO at the following email:

**email: [dsc.dataprotection@dhl.com](mailto:dsc.dataprotection@dhl.com)**