

Data Controller: DHL Global Forwarding Hungary Ltd. (registered office: DHL Building (264), 1185 BUD International Airport, Budapest, Hungary, e-mail: barnabas.bekesi@dhl.com, phone: +3629556000)



PRIVACY NOTICE ON REQUESTING A QUOTE

The data subject may exercise his or her rights (right of access, rectification, erasure, right to be forgotten, restriction, objection, data portability, right to withdraw consent) by sending a request to the contact details of the Data Controller and by lodging a complaint with the public authority (www.naih.hu). If the data subject considers his or her rights being infringed, he or she may also bring the matter before the court competent in his or her place of residence. **For a detailed explanation of the data subject's rights and the data security measures applied by the Data Controller, see the end of this privacy notice.**

Data processing related to quote requests

Quotes for the request of the data subjects can be provided in different ways, but the processing is independent of the specific purpose, way or form.

Summary table of data processing in relation to a request for a quote by a data subject						
Purpose	Legal basis	Data subjects	Data category	Duration	Method	Data source
Creating a suitable quote and contacting the data subject	Voluntary consent, or Article 6(1)(b) GDPR	Any natural person, including a natural person acting on behalf of or representing an organisation, who requests a quote from the Data Controller while providing personal data	See in the below privacy notice	The quote's validity period; in case of acceptance of the quote, the statute limitation period after the termination of the legal relationship; in the case of processing based on legitimate interest, until the legitimate interest ceases to exist	electronically and/or on paper, but typically electronically and manually	Data subjects

1. The Data Controller allows data subjects to request an individual, personalised quote from the Data Controller by providing the following details.

What is the legal basis for processing?

2. The request for a quote is based on voluntary consent. The legal basis of the processing is Article 6(1)(b) GDPR if the request is necessary to take steps at the request of the data subject prior to the conclusion of the contract with him or her.

Who are the data subjects?

3. Data subjects: Any natural person, including a natural person acting on behalf of or representing an organisation, who requests a quote from the Data Controller while providing personal data.

What are the scope and purposes of the data processed?

4. The scope and purposes of the data processed are typically, but not exclusively as follows:

name*	identification/addressing by name
company name*	identification
phone number*	for contact purposes
e-mail address*	for contact purposes

The data subject may exercise his or her rights (right of access, rectification, erasure, right to be forgotten, restriction, objection, data portability, right to withdraw consent) by sending a request to the contact details of the Data Controller and by lodging a complaint with the public authority (www.naih.hu). If the data subject considers his or her rights being infringed, he or she may also bring the matter before the court competent in his or her place of residence. **For a detailed explanation of the data subject's rights and the data security measures applied by the Data Controller, see the end of this privacy notice.**

delivery method	to provide the quote
number of occasions	to provide the quote
description of delivery request	to provide the quote
pick-up address	to provide the quote
transport parity	to provide the quote
name of addressee	to provide the quote
delivery address	to provide the quote
description of goods	to provide the quote
number of items	to provide the quote
size of consignment	to provide the quote
weight of consignment	to provide the quote
date of pick-up of the goods	to provide the quote

What is the purpose of the processing?

5. The purpose of the processing is to provide the data subject with a suitable quote and to maintain contact.

How is the data processed?

6. The activities and processes related to the data processing are typically, but not exclusively as follows:
 - a. The data subject sends his or her data to the Data Controller by the means made available to him or her by the Data Controller.
 - b. The personal and other data that are sent to the Data Controller by using the text boxes on the website are transmitted to the Data Controller's server via an encrypted channel.
 - c. The Data Controller will prepare a suitable quote in response to the data subject's request for an offer. If it's necessary to obtain further information required to provide a quote, the Data Controller will contact the data subject at the contact details provided and, in possession of the information, will prepare the quote and send it to the data subject.

How long does the processing last?

7. Duration of the processing:
 - a. If the data subject has not responded to the quote made by the Data Controller within the period of validity of the offer, the Data Controller shall process the data until the expiry of the period of validity.
 - b. If the data subject has responded to and accepted the quote within the period of validity of the offer, the Data Controller shall

The data subject may exercise his or her rights (right of access, rectification, erasure, right to be forgotten, restriction, objection, data portability, right to withdraw consent) by sending a request to the contact details of the Data Controller and by lodging a complaint with the public authority (www.naih.hu). If the data subject considers his or her rights being infringed, he or she may also bring the matter before the court competent in his or her place of residence. **For a detailed explanation of the data subject's rights and the data security measures applied by the Data Controller, see the end of this privacy notice.**

process the data for the statute of limitation period of the rights and obligations arising from the legal relationship between the Data Controller and the data subject.

- c. If the data subject reacts to the offer within the period of validity, the Controller may, based on legitimate interest, process the data beyond the period of validity of the offer, until the time limit indicated by the data subject.

As far as possible, the Data Controller will not include any personal data in the quotes to be exempted from the above retention periods and to keep the quotes without personal data without any time limit.

How is the data processed?

8. Data processing methods: electronically and/or on paper, but typically electronically and manually.

Where did the data come from?

9. Data source: directly from the data subject.

Do we disclose data to third parties?

10. Disclosure of data: not disclosed to third parties.

How does the Data Controller ensure data security?

11. Organisational and technical measures to protect the data processed: see the end of this privacy notice.

Does the controller perform automated decision-making, profiling?

12. Neither automated decision-making, nor profiling is performed in relation to the data processing.

Other

13. Regarding the data marked with *, the Data Controller draws attention to the fact that if the data subject does not provide them to the Data Controller, the Data Controller refuses to provide the service (data processing).

The data subject may exercise his or her rights (right of access, rectification, erasure, right to be forgotten, restriction, objection, data portability, right to withdraw consent) by sending a request to the contact details of the Data Controller and by lodging a complaint with the public authority (www.naih.hu). If the data subject considers his or her rights being infringed, he or she may also bring the matter before the court competent in his or her place of residence. **For a detailed explanation of the data subject's rights and the data security measures applied by the Data Controller, see the end of this privacy notice.**

DETAILED EXPLANATION OF DATA SUBJECTS' RIGHTS AND DATA SECURITY MEASURES

DHL Global Forwarding Hungary Ltd. (registered office: DHL Building (264), 1185 BUD International Airport, Budapest, Hungary; company registration number: 01-09-178634, tax number: 10414741-2-44; represented by: Zoltán Rezsek managing director, phone: +36(29)556000; name and contact details of the Data Protection Officer: Barnabás Békési, barnabas.bekesi@dhl.com, +36 (30) 382 3586), as Data Controller, hereby informs the data subjects about the data security measures implemented by the Data Controller in connection with the above data processing activity (detailed in the Privacy Notice on Requesting a Quote) and the rights of the data subjects.

How does the Data Controller ensure data security?

Data Controller shall particularly ensure in the context of its IT security responsibilities the followings:

- a. denying unauthorised persons' access to the systems used for data processing (hereinafter referred to as the "data management system"),
- b. preventing the unauthorised reading, copying, modification or removal of data carriers,
- c. preventing any unauthorised input of personal data into the data management system and the unauthorised access to, modification or deletion of personal data stored in the data management system,
- d. preventing the use of the data management systems by unauthorised persons by means of data transmission equipment,
- e. ensuring that persons authorised to use the data management system have access only to the personal data specified in their access authorisation,
- f. ensuring that it is possible to verify and establish to which recipients the personal data have been or may have been transmitted or made available by means of a data transmission installation,
- g. ensuring that it is possible to verify and establish a posteriori which personal data have been put into the data management system, at what time and by whom,
- h. the prevention of unauthorised access to, copying, modification or deletion of personal data during their transmission or during the transport of the data carrier / storage medium,
- i. ensuring that the data management system can be restored in the event of a malfunction,

The data subject may exercise his or her rights (right of access, rectification, erasure, right to be forgotten, restriction, objection, data portability, right to withdraw consent) by sending a request to the contact details of the Data Controller and by lodging a complaint with the public authority (www.naih.hu). If the data subject considers his or her rights being infringed, he or she may also bring the matter before the court competent in his or her place of residence. **For a detailed explanation of the data subject's rights and the data security measures applied by the Data Controller, see the end of this privacy notice.**

- j. that the data management system is operational, that any errors in its operation are reported and that the personal data stored there cannot be altered by the system's malfunctioning.

What rights do data subjects have?

The following table shows the relationship between the data subject's rights and the legal basis of the processing, so that it is clear to the data subject what rights he or she can exercise under the legal basis used.

	Right to Information	Right of Access	Right to Rectification	Right to Erasure	Right to Restriction of Processing	Right to Data Portability	Right to Object	Right to Withdraw Consent
Consent	✓	✓	✓	✓	✓	✓	✗	✓
Agreement	✓	✓	✓	✓	✓	✓	✗	✗
Legal obligation	✓	✓	✓	✗	✓	✗	✗	✗
Vital interest	✓	✓	✓	✓	✓	✗	✗	✗
Public task, public authority law	✓	✓	✓	✗	✓	✗	✓	✗
Legitimate interest	✓	✓	✓	✓	✓	✗	✓	✗

Right to Information (Article 15 GDPR)

The data subject has the right to receive feedback from the Data Controller on whether his or her personal data are being processed. If such processing is in progress, the data subject shall have the right to obtain access to the personal data and information about the circumstances of the processing. Where personal data are transferred to a third country or an international organisation, the data subject is entitled to be informed of the appropriate safeguards for the transfer in accordance with Article 46 GDPR. For the data subject's request the Controller shall provide the data subject with a copy of the personal data which are the subject of the processing.

Right to Withdraw Consent (Article 7 GDPR)

The data subject has the right to withdraw his or her consent at any time. Withdrawal of consent shall not affect the lawfulness of processing based on consent prior to its withdrawal.

Right to Rectification (Article 16 GDPR)

The data subject shall have the right to obtain, at his or her request and without undue delay, the rectification of inaccurate personal data relating to him or her.

Right to Object (Article 21 GDPR)

The data subject may exercise his or her rights (right of access, rectification, erasure, right to be forgotten, restriction, objection, data portability, right to withdraw consent) by sending a request to the contact details of the Data Controller and by lodging a complaint with the public authority (www.naih.hu). If the data subject considers his or her rights being infringed, he or she may also bring the matter before the court competent in his or her place of residence. **For a detailed explanation of the data subject's rights and the data security measures applied by the Data Controller, see the end of this privacy notice.**

The data subject has the right to object at any time, on grounds relating to his or her situation, to the processing of his or her personal data based on Article 6(1)(e) or (f) of the GDPR.

In this case, the Data Controller may no longer process the personal data, unless it can demonstrate that the processing is justified on legitimate grounds which override the interests, rights, and freedoms of the data subject.

Right to Restriction of Processing (Article 18 GDPR)

The data subject shall have the right to obtain, at his or her request, the restriction of processing by the Data Controller if any of the conditions set out in the GDPR are met. In this case the Data Controller shall not perform any operation on the data other than storage.

If the data subject has objected to the processing: in this case, the restriction applies for the period until it is established whether the legitimate grounds of the Data Controller prevail over the legitimate grounds of the data subject.

Right to Erasure (to Be Forgotten) (Article 17 GDPR)

The data subject shall have the right to obtain from the Data Controller the erasure of personal data relating to him or her without undue delay where the processing has no purpose, consent has been withdrawn and there is no other legal basis, there is no overriding legitimate ground for processing in the event of an objection, the data have been unlawfully processed, or the data must be erased in order to comply with a legal obligation. Where the Data Controller has disclosed the personal data and is under an obligation to erase it, it shall take reasonable steps, including technical measures, considering the available technology and the cost of implementation, to inform the controllers that process the data that the data subject has requested the deletion of the links to, copies or replicas of the personal data in question.

Right to Data Portability (Article 20 GDPR)

The data subject is entitled to receive the personal data concerning him or her which he or she has provided to the Controller in a structured, commonly used, machine-readable format and to transmit these data to another controller without hindrance from the Data Controller to which he or she has provided the personal data, if legal conditions (automated processing and consent or agreement being the legal basis of the processing) are met.

Where and how can data subjects request detailed information on the processing and transfer of their data? Where and how can data subjects exercise their rights?

The data subject may exercise his or her rights (right of access, rectification, erasure, right to be forgotten, restriction, objection, data portability, right to withdraw consent) by sending a request to the contact details of the Data Controller and by lodging a complaint with the public authority (www.naih.hu). If the data subject considers his or her rights being infringed, he or she may also bring the matter before the court competent in his or her place of residence. **For a detailed explanation of the data subject's rights and the data security measures applied by the Data Controller, see the end of this privacy notice.**

Data Controller: DHL Global Forwarding Hungary Ltd. (registered office: DHL Building (264), 1185 BUD International Airport, Budapest, Hungary, e-mail: barnabas.bekesi@dhl.com, phone: +3629556000)

The Data Controller draws the attention of the data subjects to the fact that they may request information, exercise their right of access and other rights by sending a statement to the Data Controller's postal or e-mail contact details. The Data Controller will examine and reply to the statement as soon as possible after receipt and will take the necessary steps in accordance with this privacy policy, the Data Controller's Internal Privacy Policy, and the law.

How to contact the authority in the event of a complaint (Article 77 GDPR):

Hungarian National Authority for Data Protection and Freedom of Information (NAIH)

Address: Falk Miksa street 9-11, 1055 Budapest, Hungary; Mailing address: P.O. Box 9, 1363 Budapest, Hungary; Phone: +36 (1) 391-1400; Fax: +36 (1) 391-1410; Website: www.naih.hu; E-mail: ugyfelszolgalat@naih.hu

For more information about your rights and details of how to complain to the authority, please visit:

<http://naih.hu/panaszuegyintezes-rendje.html>.

In the event of a breach of the data subject's rights, the data subject may also bring the matter before the competent court in his or her place of residence and claim, among other things, damages. You can find the court of your place of residence here:

<https://birosag.hu/birosag-kereso>

The data subject may exercise his or her rights (right of access, rectification, erasure, right to be forgotten, restriction, objection, data portability, right to withdraw consent) by sending a request to the contact details of the Data Controller and by lodging a complaint with the public authority (www.naih.hu). If the data subject considers his or her rights being infringed, he or she may also bring the matter before the court competent in his or her place of residence. **For a detailed explanation of the data subject's rights and the data security measures applied by the Data Controller, see the end of this privacy notice.**