

Information on processing of personal data

in accordance with **Article 13 and 14** of the Regulation (EU) No. 2016/679 of the European Parliament and of the Council, on the protection of natural persons with regard to the processing of personal data and on the free movement of such data ("**GDPR**")

This document provides information about the processing of your personal data by the **cargo partner SR, s.r.o.**, as well as your rights related to this processing. **cargo partner SR, s.r.o.** is the data controller for the processing of your personal data, i.e. a person which shall decide on the purposes and means of processing and on the processing of your personal data for the following purposes.

Contact information:

cargo-partner SR, s.r.o.

registered office: Kopčianska 92, 852 03 Bratislava

Identification number: 31 358 152

Registered in the Commercial Register of the District Court Bratislava I, section. Sro, Inset No.: 5741/B

Phone number: +421 (0) 2 68242 300

Fax: +421 (0) 2 68242 222

(hereinafter referred to as "Company" or "We" in the appropriate grammatical form)

What data we process

We process the following personal data:

- a) **identification details**, including, in particular, title, first and last name, ID and VAT number, if you are an entrepreneur, and your position in the organization, if you represent a legal entity;
- b) **contact details** including personal data which allow us to contact you, in particular: e-mail address, phone number, postal address, employer address, department, job description, billing address;
- c) **data about services ordered** including, in particular, information about shipments that you or your company have ordered with us, form of payment, including your payment account number, and complaint data;
- d) **data relating your visit to our facility**, especially records from CCTV camera systems in branch offices
- e) **information about your behaviour on the website** during your visit of our website <https://www.cargo-partner.com/>.¹

Why do we process personal data and what entitles us to process such data?

As part of our operation, we process personal data for various purposes and to various extent, either:

- a) **without your consent** on the basis of performance of the contract (Article 6 (1) (b) of the GDPR), our legitimate interest (Article 6 (1) (f) of the GDPR) or processing necessary for compliance with a legal obligation (Article 6 (1) (c) of the GDPR), or
- b) **based on your consent** (Article 6 (1) (a) GDPR).

What type of processing we may do without your consent depends on the purpose of such processing and what is your position in relation to us - whether you have concluded a contract with us, ordered a service, or, whether, at the given time, there is no contractual relationship between you and cargo-partner SR, s.r.o. We may also process your data if you are the recipient of a shipment that has been ordered with us, if you communicate with us or if you visit our facility.

Purposes of processing

1. If you order a shipment or conclude a contract with us

If you order transport of a shipment or conclude a contract with us for providing a service or another contract, we will perform the following processing:

1.1. Processing based on performance of the contract

If you are a natural person and you order transport of a shipment with us, we will process your personal data **for the purpose of transport and tracking of the shipment**, in the case of another contract, for the purposes of that contract performance we will process your **identification and contact details and details of your orders**.

In case you order with us the transport of a shipment with as an employee of a legal entity, we will process the following data **for the purpose of transport and tracking of the shipment**, and, in the case of another contract, then for the purpose of this contract performance: your **identification and contact details and data on the services ordered, pursuant to § 78 (3) of the Act No. 18/2018 Z. z. on the Protection of Personal Data and on Amendments to Certain Acts (the "Act")**.

Using this data for the purpose of shipping and tracking a shipment or performance of a contract means that we will use them in particular for the following purposes:

¹ For information on the processing of your personal data during your visit of our website, please see the "Privacy Policy" section at <https://www.cargo-partner.com/rechtliches/privacy-policy/>.

- so that we can communicate with you about your shipment being transported, for example, to send you a confirmation of the shipment delivery;
- for the purposes of payment for transport or other service, or for the delivery of the service; to that end, we may also provide your data to our other shipping partners as described in the section [Who processes your personal data and to whom we provide those data?](#);
- in connection with a complaint;
- in connection with your other requirements.

1.2. Processing on the basis of legitimate interest

If you order transport of a shipment or conclude a contract with us, we will process your **identification, contact details, and data on ordered services** based on our legitimate interest (without your consent) in order to protect legal claims, keeping our internal records, statistics and audit, to complete satisfaction surveys in order to improve the services provided, as well as marketing activities (provide information on goods or services similar to those you have purchased) by e-mail or by phone. Our legitimate interests include the protection of legal claims and checking the due provision of our services, and direct marketing.

1.3. Processing based on legal obligations

We must also comply with certain legal obligations. If we process your personal data for this reason, we do not need your consent to such processing. On this legal basis, we process your identification, contact details and data on ordered services, in particular to comply with the following regulations: Act No. 40/1964 Coll. - Civil Code, Act No. 513/1991 Coll. - Commercial Code, Act No. 250/2007 Coll. on the Consumer Protection (if you order the transport as a natural person), Act No. 222/2004 Coll. on Value Added Tax, Act No. 431/2002 Coll. on Accounting, Act No. 395/2002 Coll. on Archives and Registers, IATA rules on air transport, EU regulations targeted against the support of terrorism, money laundering, etc.

2. If you are the recipient of a shipment the transport of which was ordered with us

If you are the recipient of a shipment the transport of which was ordered with us, we will process your **identification and contact data**:

- in order to fulfil the shipping contract, to transport and track the shipment;
- in order to fulfil legal obligations, in particular pursuant to the Act No. 222/2004 Coll. on Value Added Tax and Act No. 431/2002 Coll. on Accounting;
- in order to protect legal claims and keeping of our internal records, statistics and audit; our legitimate interests here include the protection of legal claims and the checking the due provision of our services.

3. If you communicate with us via different channels

If you communicate with us via different channels, especially via phone, email and social networks, we will process your **identification, contact information, and records of communication** based on our legitimate interest (i.e. without your consent) for these purposes:

- to process your requirements; if you ordered a shipment transport with us, or you have entered into another contract with us and your request relates to this contract, we may process such data based on the performance of the contract concluded with you;
- to record your requests so that we can check that we fulfil them in due and timely manner;
- evidence that we have accepted and processed your request, e.g. when you order some goods using this channel or when you raise a complaint;
- data analysis to improve the quality of our services.

4. If you visit our facility

If you visit our branch office or its neighbouring area, we will process the CCTV video recordings on which you may be recorded, based on our legitimate interest (i.e. without your consent) in order to protect your and our property, life and health of persons moving around the branch office and its neighbouring area, as well as to prove and investigate any damage claims.

For this purpose, we will keep personal data for a period of 14 days. If the record is used in criminal or other proceedings to investigate the circumstances of the damage, crime, offence, etc., we will keep the personal data for the time necessary for such purpose.

5. If you give us your consent

If you have not used our services yet (you did not conclude a shipping contract with us, nor did you order shipment transport with us) and you give us your consent at the time of providing your data, we may use your **identification and contact data** to send you offers by e-mail, text message, to notify you of our offers by phone or other electronic means, or we can send them to you by post.

Your consent is completely voluntary and you can withdraw it at any time. To withdraw your consent please contact us as described in the section [How to apply individual rights?](#) Withdrawal of the consent does not affect the lawfulness of data processing until the moment of withdrawal.

How long shall we be processing your personal data?

We shall be processing your data for a given purpose only for the time necessary to achieve the purpose of processing, including archiving, for a maximum period of 10 years from the end of the business relationship and settlement of all related business obligations (unless the legislation provides for a longer period). Personal data for marketing purposes will be processed for a period of 5 years from the date of giving the consent. Personal data will be always erased (deleted) without undue delay after the purpose (or legal reason) of the processing has ceased to exist; or after the expiration of the statutory period during which we were authorized or obliged to process such data.

Who processes your personal data and to whom your data is provided?

We shall process the above personal data as the data controller.

We may also provide your personal data to other entities which are in the role of the **controller**, namely:

- if you are the recipient of the service that is ordered with us, we may provide your personal data to our partners involved in this performance, as listed in the section If you are the recipient of a shipment the transport of which was ordered with us, specifically, to the partners who provide the transport and delivery of shipments, e.g. to our foreign partners at the time of international shipping;
- as part of the fulfilment of our legal obligations to the administrative and state authorities, if we have such obligation or if we are called upon to do so;
- our partners providing shipping on our behalf (courier).

We also transfer personal data within the cargo-partner group. Data transfer within the group takes place especially in the case of products or services that are subject to international shipping and without which the service or product cannot be delivered. In particular, this includes the transfer of contact or identification data to other cargo-partner companies that provide shipping services on behalf of cargo-partner SR, s.r.o. in the final destination, based on the performance of a contract obligation or based on legitimate interest for the administrative and statistical needs of the group and, furthermore, to provide those data to the controllers in the group for the purpose of the shipment delivery. Further, this may include processing in legitimate interest or performance of a legal obligation the aim of which is mostly to ensure security.

For personal data processing we also use third party services that process personal data on their own behalf only according to our instructions and for the purposes described in Why do we process personal data and what entitles us to process such data? Such **third parties** include, in particular, lawyers, tax consultants, auditors and debt collection agencies.

From what sources do we obtain personal data?

In most cases, we process personal data provided by you to us when ordering services or communicating with us. If you are the recipient of a shipment which we are transporting, we will collect your details from the person who ordered the transport.

Transfer of personal data outside the EU and the EEA

As part of providing data to the recipients listed in Who processes your personal data and to whom we provide your data? we may also transfer your data to third countries outside the EU and the European Economic Area that do not guarantee adequate level of personal data protection. We will only complete such transfers if it is necessary to perform a contract between you and us as a controller, to execute pre-contract measures taken at your request as the data subject, to conclude or perform a contract concluded in your interest between you and another person or if such transfer is necessary to prove, enforce or defend our legal claims. Except those cases, we may also complete such transfer upon your express consent after providing the information on the risks associated with such transfer. In other cases, the transfer of personal data outside the EU and the EEA is subject to the conclusion of the Standard Contractual Clauses.

What are your rights in processing of your personal data?

- **right of access (Article 15 of GDPR)** - the right to obtain confirmation of processing (no processing) of your personal data as well as the right to access personal data which apply to you and which we process
- **right to rectification (Article 16 of GDPR)** - if you find out that your personal data being processed by us are inaccurate or incomplete, you have the right to have us rectify or amend the data without unnecessary delay
- **right to erasure or restriction of processing (Articles 17 and 18 of GDPR)** - the right to erasure or restriction of the processing of your personal data if the conditions provided by legal regulations are fulfilled
- **right to data portability (Article 20 of GDPR)** - the right to obtain from us all your personal data that you have provided to us and which we process based on your consent and the performance of the contract. We will provide your personal data in a structured, commonly used and machine-readable format. In order to easily transfer your data at your request, this may only include data which we process by automated means in our electronic databases
- **right to object to processing (Article 21 of GDPR)** - right to object to the processing of personal data based on our legitimate interest, including objection to processing for direct marketing purposes
- **right to lodge a complaint with the supervisory authority (Article 77 of GDPR)** - the right to lodge a complaint with the Office for Personal Data Protection at Hraničná 12, 820 07 Bratislava. You may exercise this right, in particular if you believe that we process your personal data improperly or in violation of generally binding legal regulations.

How can you exercise your rights?

In all matters relating to the processing of your personal data by cargo-partner SR, s.r.o. you can contact us using the email address dataprotectionoffice@cargo-partner.com or contact us by phone at +421 (0) 2 68242 300.

We will process your request without undue delay, but no later than one month. In exceptional cases, especially due to the complexity of your request, we will be authorized to extend this period for a further two months. We will, of course, inform you of any possible extension and reasons thereof.

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