

# PRIVACY NOTICE

DHL Freight Germany Holding GmbH (hereinafter referred to as “**DHL**”) is pleased that you have visited our website and you are interested in our company, products and services. Depending on the country in which products and services are offered, the respective local DHL may be responsible for providing them. It is important to us to protect your personal data during handling throughout the entire business process. The information provided below is intended to give you an overview of how your data are processed.

## What is Personal Data?

Personal data means any information relating to an identified or identifiable natural person ('data subject'); an identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person. This includes information such as your real name, address, telephone number and date of birth. Information which cannot be linked to your real identity - such as favorite website/landing pages or number of users of a site - is not considered personal data.

## Who is Responsible?

This Privacy Notice applies for the data processing carried out by:

### **The Controller's name and contact details:**

DHL Freight GmbH  
Godesberger Allee 102-104,  
53175 Bonn

### **The Data Protection Officer of Controller and contact details:**

Deutsche Post AG  
Konzern Datenschutz  
53250 Bonn

If you have queries with regard to the processing of your personal data, please contact us by sending an email to: **[dataprotectionDGFF@dhl.com](mailto:dataprotectionDGFF@dhl.com)**

## What Are the Purposes of and the Legal Basis for the Processing of Personal Data? / What Are the Controller's or Third Party's Legitimate Interests?

### **Visiting our website**

DHL is committed to preserving the privacy of users of our website. When you visit our website, the web servers temporarily store data for security reasons that may permit identification.

An online registration form takes place via the Internet. The following data may be collected: full name, job title, function, seniority level, work email, work telephone, customer ID, shipment detail (addresses, frequency), shipment quantities, service type, billing, user ID.

Access reviews and controls, strong authentication and data backups are in place to ensure the functionality of the website and the security of our IT systems. These purposes are also covered by a legitimate interest in data processing. In particular, in order to guarantee security and a smooth connection setup, we have also a legitimate interest to process this data as provided in Art. 6 (1)(f) of the European General Data Protection Regulation (GDPR). The data is deleted as

soon as they are no longer needed to achieve the purpose for which they were collected. Data retention periods have been identified, documented and followed.

### **Performance of a contract**

For contractual reasons, we also need personal data to provide our services and comply with the obligations arising from contractual agreements concluded with you. This data is used e.g. for performing a (shipment) contract, managing customer data, handling payments and, as the case may be, assessing creditworthiness. Certain shipment data will also be provided to the authorities of the country of transit or destination for customs and tax clearance or for security screening, as required by the laws of such country. The information provided would usually include: shipper name and address, receiver name and address, description of the goods, number of pieces, weight and value of shipment. The legal basis is usually Art. 6 (1) (b) and (c) European General Data Protection Regulation (GDPR) since the processing is required to comply with legal obligations in connection with the performance of a contract to which you are a party.

### **Export control and sanctions laws and regulations**

DHL must comply with applicable export control and sanctions laws and regulations ("Export Laws") when providing its services. Therefore, DHL is required to take measures to prevent customers, consignees, consignors or any other party contracted by its customer (in the following referred to as "Person") from accessing DHL services in cases where a Person is listed as a known denied or restricted party in applicable Export Laws. DHL regularly performs checks of names, contact data and other provided information against sanctions and denied party lists. In case of a suspected match, DHL will temporarily suspend its service until further validation has been carried out and reserves the right to directly contact any such Person for the purpose of identity verification. Where such activity entails the processing of personal data, it is based on Export Laws in conjunction with Art. 6(1) (c) of the European General Data Protection Regulation (GDPR) and DHL's legitimate interest as per Art. 6(1) (f) of the European General Data Protection Regulation (GDPR) in minimizing risk, avoiding infringement of Export Laws and to maintain our customs status as an Authorized Economic Operator (AEO).

### **Use of cookies**

"Cookies" are small files that enable us to store information related to your device and you, the user, specifically, while you visit one of our website/landing pages. Cookies help us to determine how frequently our internet pages are accessed as well as the number of users. And they help us configure our offers so that they are as convenient and efficient as possible for you.

For other cookies/technologies, such as analysis of cookies in this case, consent is also obtained in accordance with Article 6(1)(a) of the European General Data Protection Regulation (GDPR). We are using "session cookies" in order to optimize our website and to guarantee a convenient and undisturbed user experience. These cookies are stored exclusively for the duration of your visit to our internet pages. They are automatically deleted when you close your browser.

In addition, we use "persistent cookies" for retaining information about visitors who repeatedly access one of our internet pages. The purpose of using cookies is to be able to offer you optimal user guidance as well as to "recognize" you and thus be able to present (as much as possible) diversified internet pages and new contents during repeated use.

## Table of cookies and categories

We have provided details of all cookies used in the table below.

All cookies in this table have been categorized according to 4 numbered groups – the relevant category numbers are listed in column 1. Please note that cookies can belong to more than one category.

The categories are as follows:

[1] Strictly Necessary: These cookies are essential in order to enable you to move around the website and use its features. Without these cookies, services you have asked for cannot be provided. As already stated above, this is based on Art. 6 (1) (f) of the European General Data Protection Regulation (GDPR).

[2] Performance: These cookies collect information about how visitors use a website, for instance which pages visitors go to most often. These cookies don't collect information that identifies a visitor. All information these cookies collect is aggregated and therefore anonymous. It is only used to improve how a website works.

[3] Functionality: These cookies allow the website to remember choices you make and provide enhanced, more personal features. For example, these cookies can be used to remember and store the last tracking number that you entered when using a tracking application. Information these cookies collect may be anonymized and they cannot track your browsing activity on other websites.

[4] Targeting or Advertising: These cookies are used to deliver adverts more relevant to you and your interests. They are also used to limit the number of times you see an advertisement as well as helping measure the effectiveness of an advertising campaign. They are usually placed by advertising networks with the website's operator's permission.

Cookie	Name	Purpose	More Information
.dhl-apifarm.session	Session Cookie	Identifies the session as temporary purpose	Those cookies are part of ASP.NET Framework and provided by Freight API Farm Team
.dhl-apifarm	Authentication Cookie	Gets sent with each subsequent request to inform the server the identity of the logged in user	
.AspNetCore.Antiforgery	Antiforgery Cookie	Used to ensure that values comes from the webfrom when posting data to the server. It is there to stop (XSRF/CSRF) attacks	

## Will My Data Be Passed on

DHL does not share, sell, transfer or otherwise disseminate your personal data to third parties and will not do so in future, unless required by law, unless required for the purpose of the contract or unless you have given explicit consent to do so. For instance, it may be necessary to pass on your address and order data to our contractors when you order products. Further information on data protection in specific services and products is available at the relevant Customer Portal. External service providers that process data on our behalf are contractually

obliged to maintain strict confidentiality as per Art. 28 GDPR. DHL retains responsibility for safeguarding your information in such circumstances. The service providers follow the instructions of DHL, and this is guaranteed by technical and organizational measures, as well as by means of checks and controls.

### Transfer To Third Countries

Your data is only transferred outside the European Economic Area (EEA) to other DHL legal entities, third party business partners or public authorities when permitted by applicable data protection laws. In such cases, DHL will make sure that appropriate safeguards are foreseen to ensure the transfer of your data (e.g. binding corporate rules, standard contractual clauses).

### What Are My Data Subject's Rights?

Apart from the right to obtain you have the following rights:

- You can request information as to what personal data is stored
- You can request that we correct, delete or block your personal data provided these actions are permitted by law and in compliance with existing contractual conditions.
- You can request to receive personal data you have provided in a structured, commonly used and machine-readable format.
- You may lodge a complaint with the supervisory authority. To find your competent data protection authority, please click [here](#).

### Right To Object

The right to object applies for all processing of personal data which is based on Art. 6 (1)(f) of the European General Data Protection Regulation (GDPR). To exercise your right, simply get in touch with us by using the contact details mentioned under "Contact".

### How About Data Security

DHL takes the necessary technical and organizational security measures to protect customer personal data from being lost or misused. For instance, data is saved in a secure operating environment which is not accessible to the public. In certain cases, data is encrypted using Secure Socket Layer technology (SSL) during transmission. To make sure personal data is secure, we communicate our privacy and security guidelines to DHL employees and ensure that appropriate safeguards are enforced.

### Changes to Privacy Notice

DHL keeps this Privacy Notice under regular review. DHL reserves the right to change its Privacy Notice at any time with or without prior notice. Please check back frequently to be informed of any changes. This notice was last updated on September 19<sup>th</sup>, 2023.

### DHL Group Data Privacy Policy

The "DHL Group Data Privacy Policy" regulates the Group-wide standards for data processing with a special focus on so-called third country transfers, meaning transfers of personal data to countries outside the EU, which do not have an adequate level of data protection. If you are interested in learning more about the "DHL Group Data Privacy Policy", please use the following link:

DHL Group Data Privacy Policy [Download](#)