

The data controller is DHL Global Forwarding sp. z o. o. with its registered office in Warsaw (02-255) at ul. Krakowiaków 44 (hereinafter: "DGF").

The Data Protection Officer, Agnieszka Rzycka-Osiej, can be contacted in all matters regarding the processing of personal data and the exercise of rights related to data processing via the following e-mail address: pl.dgf.rodod@dhl.com.

Personal data is processed by DGF in order to fulfill your order, respond to interventions, complaints, complaints or changes to instructions, send financial and billing information, carry out promotions, fulfill DGF's legal obligation.

The legal basis for the processing of your personal data will be:

- an agreement between you and DGF regarding the execution of your order, maintaining contacts in connection with the provision of services, responding to interventions, complaints, complaints or changes to instructions (Article 6(1)(b) of the GDPR),
- the necessity of processing for purposes arising from DGF's legitimate interests, including preparing a response or settling a matter that was reported in your message, sent to DGF's e-mail address or via a form on DGF's website or chat, as well as examining the quality of services provided, which in some cases may include the transfer of your data to other DHL group companies to the extent necessary (Article 6(1)(f) of the GDPR),
- legal obligation incumbent on DGF, in particular related to the provision of specific information to public authorities, including law enforcement authorities, and documenting economic events for tax and accounting purposes (Article 6(1)(c) of the GDPR).

Your data will be accessible to, apart from employees, proxies and members of DGF bodies, persons and entities ensuring the operation, maintenance and service of IT systems and solutions used by DGF. In addition, depending on the nature of the case, DGF may transfer your personal data only to the following entities:

- entities cooperating with DGF and providing services for DGF, including transport services,
- DGF insurers,
- entities providing accounting, bookkeeping, financial, legal or tax consulting services to DGF,
- public authorities, including courts, at their justified request,
- public authorities, including courts and proxies, DGF insurers and DGF advisers, if it is necessary to defend DGF against claims or for DGF to pursue claims,
- DGF partners,
- other companies from the DHL group participating in the implementation of a specific task.

As a rule, your personal data will not be transferred outside the territory of the European Economic Area or to international organizations. Only when a complaint is considered, your personal data may be transferred to other DHL group companies for internal administrative purposes. In this case, our IT service providers may process such data outside the European Economic Area. The basis will be the mechanisms indicated in Chapter V of the GDPR, in particular the so-called approved contractual clauses. The basis for the transfer of data to Great Britain and Northern Ireland are the decisions of the European Commission stating that they provide an adequate level of protection. More information in this regard can be obtained by contacting our Data Protection Officer.

In the event that your data is processed by DGF in order to perform a contract between you and DGF (e.g. a contract of carriage), your personal data will be stored by DGF for the period necessary to perform DGF's obligations to you, e.g. resulting from a contract of carriage (order) and until the expiration of the limitation period for all your claims against DGF and DGF's claims against you, related to such obligations, e.g. resulting from the contract of carriage (order), unless data storage is necessary for longer for the purposes of tax obligations - in which case the deletion will take place immediately after the expiration of the limitation period for tax liabilities related to the liability, e.g. with a contract of carriage

(order) (e.g. for billing purposes related to a given order, your data will be stored for 5 years from the end of the calendar year in which the deadline for payment of tax related to with the order).

For the implementation of DGF's legitimate interests, including the establishment and pursuit of claims or defense against claims, DGF may store your data for the period of limitation of your claims against DGF or DGF's claims against you under the law (for example, the general limitation period for claims related to business activity is 3 years , and the general limitation period for consumer claims against DGF is 6 years; the above-mentioned periods for storing personal data may change along with the change of generally applicable law).

In order to implement the legitimate interests of DGF, including responding to your message, question, complaint or suggestion, DGF may store your data for the period necessary to answer or settle the matter you ask DGF, and DGF may extend this period for a period limitation of your claims against DGF or DGF's claims against you resulting from legal provisions, if the processing of this data is necessary to establish or pursue claims, as well as to defend against such claims.

In the event that your data is processed by DGF due to a legal obligation imposed on DGF, DGF will store this data for as long as DGF is subject to the relevant legal obligation. If your data is necessary to document economic events for accounting purposes, your data in this regard will be stored by DGF as long as DGF is legally obliged to hold a document of these events.

You have the following rights:

- the right to rectify data,
- the right to delete data (right to be forgotten),
- the right to limit data processing,
- the right to transfer data,
- the right to object to data processing,
- the right to lodge a complaint with the supervisory authority

Your personal data will not be used for automated decision making, including profiling.