

Data controller

General Logistics Systems d.o.o. - GLS d.o.o. (GLS Slovenia) is a subsidiary of General Logistics Systems B.V., Amsterdam.

GLS Slovenia performs reliable and high quality parcel services as well as express deliveries and logistics related value added products.

Personal data

Personal data includes particulars on personal or factual circumstances of a specific or determinable individual person. This includes for instance information such as name, address, telephone number and email address.

Information that cannot be linked to a specific or determinable individual - such as statistical data - is not considered as personal data.

Data subject

Identified or identifiable natural person who visits or use our website.

Applicable Data Protection Law and Commitment to Data Secrecy

GLS Slovenia performs data management in compliance with the applicable rules on data management, especially with regard to the provisions of Regulation (EU) 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, and repealing Directive 95/46/EC (GDPR), and national legislation in the field of personal data protection and sectoral legislation is relevant for operations of GLS Slovenia.

Information Security

By means of technical and organisational security measures, GLS companies do their best to protect personal data from loss or misuse.

Personal data is processed only in systems which are protected by appropriate security measures.

GLS Slovenia will modify the security and data protection measures as much as necessary in the light of technological progress.

Data Subjects Rights

GLS Slovenia respects the fundamental rights and freedoms of data subjects. GDPR increases the privacy rights of the data subject. Under this regulation you have the right to:

- be informed about and have access to your personal data processed (Right to be informed and Right of access according to Art. 15 GDPR)
- obtain the correction of inaccurate personal data (Right to rectification according to Art. 16 GDPR)

- obtain deletion of your personal data (Right to erasure according to Art. 17 GDPR)
- restrict processing (Right to restriction of processing according to Art. 18 GDPR)
- receive your personal data provided to us (Right to data portability according to Art. 20 GDPR)
- object to processing data on grounds relating to your particular situation based on legitimate interests or the performance of a task in the public interest (Right to object according to Art. 21)

Provided that the necessary legal requirements are fulfilled.

Withdrawal of Consent

In case your consent has been requested for the processing of your personal data, please be informed that you have the right to withdraw that consent at any time in the future, without affecting the lawfulness of the processing based on the consent before its withdrawal.

Exercising your Rights

If you want to exercise your rights as a data subject or withdraw an explicit consent given please send a message to the Data Protection Officer of GLS Slovenia explaining what right you want to exercise so that GLS Slovenia can take the necessary further steps to respect your rights.

dataprotection@gl-slovenia.com

Right to lodge a complaint

You have the right to lodge a complaint with the data protection authority of your country if you believe that your rights have been violated. For further information on the complaints process, please click [here](#).

Data Categories, Purposes of Processing Personal Data and Legal Basis

For further information on the data categories and purposes of processing personal data and legal basis, please click [here](#).

Collection, Processing and Use of Personal Data

(1)

Each time a user accesses a GLS web page data is saved in a log file. The following specific data is temporarily saved:

Example bullet points:

- IP number of the querying computer
- Domain name
- Date and time of access
- HTTP answer code
- Visited pages
- Operating system with version

- Browser with version
- Screen resolution

(2)

We use the website analytics tool Piano from Applied Technologies Internet SAS., 85 avenue Président JF Kennedy, 33700 Merignac, France. on our website. We use Piano to analyse your use of the website in order to compile reports on the activities on our websites and improve the user-experience.

With Piano, interactions of website visitors are recorded and systematically evaluated by use of cookies and specific visitor-IDs.

The data collected using Piano is anonymised or pseudonymised as soon as possible. The IP address is shortened and login and device IDs are converted into a pseudonymous key. This generally rules out the possibility of a direct personal reference. In particular, it is no longer possible to assign the data to the website visitor's computer or end device.

We process the following data when using Piano:

- Visitor ID
- IP-Address
- Audience information: number of visitors, visits, page views, events, bounce rate, geolocation (country, continent, region, subregion, language).
- the referrer URL (the previously visited website), including search engines and social media sites as well as campaign parameters;
- the URL visited with the associated page title and optional information about the page content;
- Technology details: devices, browsers, operating systems.
- How you navigate and interact with our website from entry page to the end of the visit: Displayed pages, click action, navigation, downloads, scroll-behaviour;
- How you search on our website: search results displayed to you and results you click on;
- How you get in contact with us: start of filling out our contact form, progress and submission. Please note that we do not analyse the content of the contact form.
- If you register for an account on our website we also track if you are logged in or out.

We delete this data after 25 months.

The legal basis for the data processing is your consent in accordance with Art. 6 (1) a) GDPR. You can withdraw your consent at any time with effect for the future by adjusting your preferences in our consent banner.

Sending newsletter

GLS Slovenia – until withdrawal of the consent – is allowed to send e-news to those customers who have previously agreed to send a newsletter to a given e-mail address. The database of the newsletters includes the name, email address and the time of the given consent or withdrawn consent. Data subjects have the right to withdraw their consent any time, they just have to click on the link included in the e-news, write a letter to dataprotection@gl-slovenia.com

[slovenia.com](https://www.gls-slovenia.com) or contacting the customer service of GLS Slovenia, Cesta v Prod 84, 1129 Ljubljana. The e-news database is only used for sending newsletters.

Identity and contact details of the Controller and Data Protection Officer/Country Data Protection Manager

If you want to contact the Data Protection Manager/Data Protection Officer please use the email address dataprotection@gl-slovenia.com.

You may also contact GLS Slovenia by sending a written letter to the Data Protection Officer of GLS Slovenia.

Data Protection Officer of GLS Slovenia:

Katja Bušić

Data Protection Officer

Number of Certificate: 332/2022-1975/3

Certificate issued by: INFO HOUSE

VIDEO SURVEILLANCE:

Contact for video surveillance is Katja Bušić, dataprotection@gl-slovenia.com

Kontakt: _____

dataprotection@gl-slovenia.com

GLS Slovenia d.o.o., Cesta v Prod 84, 1129 Ljubljana - Slovenia

Where can you formally complain?

In case of violation of the data protection, you can complain to the supervisory authority: Information Commissioner, Zaloška cesta 59, 1000 Ljubljana (gp-ip@ip-rs.si).

Updates to this data protection information

This information was last updated on **21th MFebruary 2025**