

GLS General Logistics Systems  
Slovakia s.r.o.



Budča 1039  
962 33 Budča / Slovensko

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## Privacy

### in GLS General Logistics Systems Slovakia s.r.o.

#### Data Controller

GLS General Logistics Systems Slovakia s.r.o., registered seat Budča 1039, 962 33 Budča, Slovak Republic (GLS Slovakia) is a subsidiary of General Logistics Systems B.V., Amsterdam.

GLS Slovakia performs reliable and high quality parcel services and transport services as well as express deliveries and logistics related value added products (supplementary services).

#### Personal Data

Personal data includes data and information about specific (identified) or determinable (identifiable) individual person. This includes for instance information such as name, surname, address, identification number, 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

A data subject is any identified or identifiable natural person who visits or use GLS Slovakia website.

#### Applicable Data Protection Law and Commitment to Data Secrecy

GLS Slovakia processes personal data in accordance with Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, repealing Directive 95/46/EC (General Data Protection Regulation) (hereinafter referred to as "GDPR"), in accordance with Act no. 18/2018 Coll. on the Protection of Personal Data and on the amendment of certain acts (hereinafter referred to as "Personal Data Protection Act"), in respect of the relevant legislation of the Slovak Republic, in particular pursuant to Act no. 324/2011 Coll. on Postal Services and on the amendment of certain acts, as amended (hereinafter referred to as "PS Act"), which regulates the conditions for the provision of postal and postal payment services, as well as the rights and obligations of postal service providers, i.e., also GLS Slovakia. Under the PS Act, for the provision of postal and postal payment services, GLS Slovakia is entitled to request and record personal data of the sender and the addressee and their representatives in the scope of the name, surname, title, address, identity card details, bank connection for postal payment transactions and process, and to store them in the information systems to the extent necessary for the provision of postal or postal payment services unless the Personal Data Protection Act provides otherwise. GLS Slovakia secures information about postal and postal payment services provision and personal data protection against unauthorized disclosure or disclosure and against their misuse.

GLS Slovakia is obliged to observe the provisions related to postal secrecy. All employees and authorized persons of GLS Slovakia are bound by the obligation to maintain confidentiality of the information and data which is subject to postal secrecy and the confidentiality of personal data.

## **Security of Information Systems**

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 necessary security measures.

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

## **Data Subjects Rights**

GLS Slovakia 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 Slovakia / Data Protection Manager of GLS Slovakia explaining what right you want to exercise so that GLS Slovakia can take the necessary further steps to respect your rights.

[dataprotection@gls-slovakia.sk](mailto:dataprotection@gls-slovakia.sk)

## **Right to Lodge a Complaint**

If you believe that your rights have been violated, you have the right to lodge a complaint with the Office for Personal Data Protection of the Slovak Republic. For further information about the complaints process, please click [here](#).

## **Data Categories, Purposes of Processing Personal Data and Legal Basis**

For further information about 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:

- 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)

For usage of the GLS pages it may be necessary for the GLS servers to set so called cookies (small text files that are placed on your computer by web sites that you visit). These cookies are used by the technical administrators of the web site. Every visitor can configure his/her browser to reject cookies. All visitors have the right to refuse cookies. Unless the consent of the user is given, no cookie data will be saved on the computer of the visitor. In this case, the data stored in the cookies will not be transferred to GLS. The functionality of specific areas of the website may be inaccessible with cookies disabled.

(3)

GLS Slovakia makes difference between the open and close areas of the using of the GLS web site. The close area is needed for the fulfilment of the contracts between GLS Slovakia and its Partners. Access allowed only by user name and password.

Among other functions the open area provides the user with an E-mail contact form, "Track and Trace", and the Parcel Shop search. Data entered in the scope of an enquiry via the E-mail form such as name, surname, street, house number, postcode, city, etc. is required by us in order to process your enquiry. Forwarding, sale or any other means of transfer of your personal data to third parties does not occur.

(4)

The log file data is anonymously analysed for statistical purposes. Statistical reports are used to evaluate the usage of the GLS websites. In particular, the order in which the pages are visited and the path taken between pages is shown. This is intended to give GLS Slovakia an indication how the usability of the website can be improved further.

This web site uses Google Analytics, a web analysis service of Google Inc. (hereinafter referred to as "Google") Google uses "cookies" allowing an analysis of how you use the web site. The information about your use of this web site, generated by the cookie (incl. your IP address), is transmitted to a Google server in the USA and saved there. Google will use this information in order to analyse your use of the web site, to compile reports about the web site activities for the web site operators and to perform further services that are connected with the web site use and the internet use.

Moreover, Google will transmit this information to a third party when indicated, as far as this is legally mandatory or as far as a third party is processing this data on behalf of Google. Google will in no case connect your IP address with other data of Google. You can avoid the installation of cookies by adjusting the according settings of your browser software; however we would like to point out that in this case you might not be able to use all functions of this web site to the full extent. By using this web site you agree that Google will process the data collected about you in the manner described before and for the purpose named before.

## **Sending Newsletter**

GLS Slovakia - until withdrawal of the consent - is allowed to send newsletter 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, surname, 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 newsletter, write a letter to [info@gls-slovakia.sk](mailto:info@gls-slovakia.sk) or contacting the customer service of GLS Slovakia. The newsletter database is only used for sending newsletters.

## **Identity and Contact Details of the Controller and GLS Slovakia Data Protection Officer/Country Data Protection Manager**

If you want to contact GLS Slovakia Data Protection Officer / Data Protection Manager please use the email address [dataprotection@gls-slovakia.sk](mailto:dataprotection@gls-slovakia.sk)

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

Data Protection Officer/Data Protection Manager of GLS Slovakia

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## **Updates to this data protection information**

This information was last updated on **1<sup>st</sup> January 2019**