

Privacy Policy of General Logistics Systems Germany GmbH & Co. OHG

General Logistics Systems Germany GmbH & Co. OHG (GLS Germany) is a subsidiary of General Logistics Systems BV, Amsterdam. GLS Germany performs reliable and high quality parcel services as well as express deliveries and logistics related value added products. More detailed information on our company can be found in the „About Us“ area of the GLS website www.gls-group.eu. On our web-site you can also find the latest version of this privacy policy.

GLS Germany takes data privacy seriously. For that reason personal data is collected solely according to the applicable statutory regulations.

Personal data

Personal data comprises particulars on personal or factual circumstances of a specific or determinable individual. This includes for instance information such as name, address, telephone number and date of birth. Information that cannot be linked to a specific or determinable individual - such as favoured web pages or the number of users on a page - is not considered as personal data.

Security of personal data

GLS Germany is a company which renders postal services for the public or contributes to rendering such services respectively. Regarding the postal services, GLS Germany is obliged to adhere to the postal privacy and is subject to the regulations of the Federal Data Protection Act (Bundesdatenschutzgesetz), the Postal Act (Postgesetz) and the Postal Services Data Protection Regulation (Postdienste-Datenschutzerordnung). All employees of GLS Germany have committed themselves by signature to adhere to data secrecy.

By means of technical and organisational security measures, GLS Germany does its best to protect personal data from loss or misuse. Personal data is processed only in systems which are protected by appropriate security measures.

We will modify our security and privacy protection measures as far as this becomes necessary in the light of technical progress. We will also update our privacy policy if necessary. Please note the latest version of our privacy policy.

Consignment and consignee data:

Transfer and processing

For carrying out parcel services and therefore fulfilling the contracts with its customers GLS Germany needs consignee data (name, address, postcode, place, country, optionally phone no.). The compliance with the applicable statutory regulations on data privacy is an original duty of GLS Germany. The transfer of data by a customer to GLS Germany is **no** processing of data on behalf of others in the terms of section 11 Federal Data Protection Act.

Consignee data transferred to GLS Germany as well as interface documentation (scans of the parcels at different locations) and the proof of delivery (POD) are processed and recorded by GLS Germany.

GLS Germany uses personal consignment and consignee data only for the fulfilment of its contractual obligations. Any further use is **not** permitted.

Information and transmission of data

Generally, only shipper and consignee of a parcel are entitled to receive information on the parcel. GLS Germany provides parcel information to third parties (e.g. governmental authorities) only on the basis of statutory regulations.

Recording and erasure

Proofs of delivery, consignment and consignee data are archived and recorded according to the statutory regulations. Archived data is recorded on storage media accessible only for authorised personnel.

Transmitting information via e-mail:

If you want to contact us via unencrypted e-mail, please note that the confidentiality of the transmitted information cannot be guaranteed. Unencrypted e-mails can possibly be read by unauthorised third parties.

Collection, Processing and Use of personal data on the GLS website

- (1) Each time a user accesses a GLS website, data is recorded in a log file. The following data is temporarily recorded:
 - Date and time of request
 - IP address or DNS name of the requesting computer
 - requested page (URL)
 - HTTP answer code
 - Client operating system and version
 - Browser and version

- (2) To use the websites of GLS Germany it may be necessary for GLS Germany's servers to set cookies. These cookies are used for the technical administration of the website. Every visitor can configure his/her browser to refuse cookies. In this case no data will be saved on the visitor's computer. It may be that you cannot use all functions of the website to the full extent when cookies are disabled.

- (3) The GLS Germany website is divided into open and closed area. The closed area partly serves to fulfil the contract between the customer and GLS Germany and is only accessible after login with an individual user name and password.

Among other functionalities the open area provides a contact form, Track and Trace functionality and the Parcel Shop search. Personal data entered in the contact form such as name, street, postcode, place, etc. is required for processing your enquiry and will **not** be passed on to third parties.

- (4) The stored data from (1) 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 Germany an indication as to how the usability of the website can be further improved.

- (5) The GLS website uses Google Analytics, a web analysis service of Google Inc. („Google“). Google Analytics uses so called „cookies“, i.e. text files that are saved on your computer, 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. If IP anonymisation is activated on this website, your IP address is shortened before transmission in member states of the European Union or other contractual states of the agreement on the European Economic Area. Only in exceptional cases the full IP address is transmitted to a Google server in the USA and shortened there. Google will use this information in order to analyse your use of the website, to compile reports about the website activities for the website operator and to perform further services that are connected with the website 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. Furthermore you can block the registration of the data created by the Cookie (incl. your IP address) and related to your use of this website and the processing of this data by Google by downloading and installing the browser plugin available under <http://tools.google.com/dlpage/gaoptout?hl=en>.

The GLS website uses the Google Analytics extension „gat_anonymizeIp()“; This ensures anonymised registration of IP addresses („IP masking“).

Status as of: 29/09/2011