

Personal Data Protection

I. Contact details of GLS Czech Republic s.r.o.

The following information is valid for GLS Czech Republic s.r.o., which acts as a Controller, not a Processor when providing transporting and forwarding services and which is responsible for the collection and further processing of personal data in the Czech Republic:

General Logistics Systems Czech Republic s.r.o.

Průmyslová 5619/1

586 01 Jihlava

Czech Republic

(Hereinafter GLS CZ)

If you want to contact GLS CZ Data Protection Manager, please use the email address dataprotection@gls-cz.com. 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.

You may also contact GLS CZ Data Protection Manager by sending a written letter to the address:

General Logistics Systems Czech Republic s.r.o.

Data Protection Manager

Průmyslová 5619/1

586 01 Jihlava

Czech Republic

II. General Information

1. 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.

2. Applicable Data Protection Law and Commitment to Data Secrecy

All GLS entities located within EU countries are subject to the regulations of the General Data Protection Regulation (GDPR) and other relevant national data protection laws.

GLS CZ renders transporting and forwarding services for the public or contributes to rendering such services and is obliged to adhere to postal secrecy regulations. All employees of GLS CZ have committed themselves to adhere to data secrecy and postal secrecy.

3. 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 according to the GLS IT Security Policies. GLS will modify the security and data protection measures as much as necessary in the light of technological progress.

III. Consignment and Consignee Data

1. Data Categories, Purposes of Processing Personal Data and Legal Basis

For carrying out transporting and forwarding services and therefore fulfilling the contract with its customers (the consignors)¹, including in particular delivery of the parcel, payment of services, complaint management etc., GLS CZ needs consignor data (address details and further contact details, payment information and other relevant personal data according to the services ([Services | GLS Czech Republic \(gls-group.eu\)](https://www.gls-group.eu)) ordered by the consignor) as well as consignee data (name, address, postcode, city, country, optionally phone no. and email address).

Consignee data transferred to GLS companies as well as interface documentation (scans of the parcels at different locations) and the proof of delivery may be processed and recorded by various GLS subsidiaries. GLS uses personal data from consignments and consignee data only for the fulfilment of its contractual obligations. Any further use is not permitted.

In some cases we may process data on consent basis² or because of our legitimate interest³ (in particular regarding the following purposes: solvency checks, complaint handling, criminal trial).

2. Responsibility

Compliance with the applicable statutory regulations on data protection is an original duty of each GLS company. The transfer of data by a consignor to a GLS company is no processing of data on behalf of others.

¹ According to Art. 6 lit. (b) GDPR

² According to Art. 7 GDPR

³ According to Art. 6 lit. (f) GDPR

Additional services like „FlexDeliveryService” and „ShopDeliveryService” ([Services / GLS Czech Republic \(gls-group.eu\)](#)) require the email address or phone number of the consignee to inform him/her about the status of the parcel delivery. GLS companies receive the telephone number and/or email address from the consignor who ordered these additional services. The consignor is also responsible for the accuracy of this data and in particular for the consent of the consignee to the transfer of his email address and/or telephone number to GLS.

If you have questions regarding this procedure, please contact your contractual partner (the consignor). You can also express your withdrawal of consent towards GLS CZ. In this case please use the contact details of the GLS CZ Data Protection Manager (see point I). 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.

You may also contact GLS Data Protection Manager by sending a written letter (see point I).

3. Data Sharing and Recipients

Generally, only the consignor and consignee of a parcel are entitled to receive information about the parcel. GLS provides parcel information to third parties (e.g. governmental authorities) only on the basis of law.

GLS companies will not sell or lease personal data to any third party. However, there are certain circumstances where GLS may share your personal data without additional notice to you. Parties which may receive your data include:

- GLS subsidiaries and contractors in other EU countries or outside of the EU for the purpose of fulfilling the contract (parcel delivery from the consignor to the consignee⁴).
- Affiliated or unaffiliated third parties that are under contract to perform services for or on behalf of GLS, in particular regional depot providers and other third parties with which GLS CZ has concluded appropriate data protection contracts.
- Other persons or organisations which are permitted to collect personal data by applicable law or regulation.
- Law enforcement personnel and agencies for the purpose of meeting national security requirements or as part of a legal process in order to protect property or in furtherance of an investigation regarding a breach of GLS rules and policies, unauthorized access to or use of GLS equipment or any other illegal activity.

4. Retention and Erasure

⁴ According to Art. 49 para 1 lit (b) respectively (c) GDPR

GLS CZ is processing personal data as long as it is required for the purpose for which we retain it. GLS CZ will determine how long to retain the data based on the following requirements:

- Operational requirements: such the length of time that information is needed in order to provide the services.
- Legal requirements: such as where GLS CZ needs to retain personal data for a certain amount of time in order to comply with the law.

Archived data is recorded on storage media accessible only for authorised personnel. After the legal retention period has expired, the data is deleted.

IV. Data Subjects Rights, Withdrawal of Consent, Exercising your Rights, Complaint with the Office for Personal Data Protection

1. Data Subjects Rights

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 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.

2. 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.

3. Exercising your Rights

If you want to exercise your data subject rights or withdraw an explicit consent given, please send a message to GLS CZ Data Protection Manager (see point I) explaining

what right you want to exercise so that GLS CZ can take the necessary further steps to respect your rights.

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.

You may also contact GLS Data Protection Manager by sending a written letter (see point I).

Please be aware that we might ask for a proof of identification in order to protect your information against unauthorised access.

4. Right to lodge a complaint

You have the right to lodge a complaint with the Office for Personal Data Protection if you believe that your rights have been violated (<https://www.uoou.cz>).

V. Updates to this data protection information

GLS CZ may in its sole discretion, update this information by posting the amended information on this site.

This information was last updated on 25th May 2018.