

ANNEX 1
DATA PROCESSING ACTIVITIES COVERED BY THE GENERAL BUSINESS CONDITIONS PERTAINING TO GLS XXL SERVICE

Effective from: 2023.04.01.

1. DATA PROCESSING RELATED TO GLS XXL SERVICE

1.1. DATA PROCESSING RELATED TO THE BASIC SERVICE CALLED GLS XXL SERVICE

Purpose of the data processing: Performing the contract on GLS XXL Service and the proof of delivery

Legal basis of data processing: Performance of a Contract

Scope of personal data processed:

Related to the Sender (personal data collected from the data subject or his /her representative) Name, Pickup address, Email address, Telephone number, Signature

Related to the Recipient

- personal data collected from the Sender: Name, Delivery address, Email address, Telephone number, These data are provided by the Sender based on the legal relationship (contract) between the Sender and the Recipient. The email address and the telephone number are not compulsory in the event of a basic service.
- personal data collected from the Recipient (data subject): signature

Related to the Other authorized recipient (in the event the Shipment is not delivered directly to the Recipient): Signature (which is collected from the data subject)

Duration of data storage: The end of the fifth year following the dispatch of the Shipment

1.2. DIFFERENCES BETWEEN THE DATA PROCESSING RELATED TO THE NORMAL AND THE VALUE-ADDED SERVICES

This Point contains those personal data which

- shall be provided to the Controller contrary to the GLS XXL Service (basic service),
- shall be provided in addition to the personal data processed for GLS XXL Service (basic service) or
- shall not be provided due to the nature of the service. Personal data or rules related to the purpose of the data processing, legal basis of data processing and duration of data storage not mentioned herein shall be processed and applied in compliance with the rules applicable to GLS XXL Service.

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Data processing related to the AddresseeOnlyService

Scope of personal data processed: the number of the Recipient's official certificate suitable for the proof of identity

Legal basis of data processing: Legitimate interest of the Controller

2. OTHER DATA PROCESSING ACTIVITIES RELATED TO CONCLUDING OR ENTERING INTO CONTRACTS WITH CLIENTS/SENDERS

2.1. DATA PROCESSING RELATED TO CONTACTING POTENTIAL CUSTOMERS BY PHONE ("COLD CALLS")

Purpose of the data processing: Contacting potential customers, making quotations

Legal basis of data processing: Legitimate interest of the Controller

Scope of personal data processed: Contact person's name, phone number, e-mail address, position, customary behaviours relating to parcel sending.

Duration of data storage: Until the purpose of data processing is achieved. In the case of customers where a quote is made and then a contract is signed, the data is stored for the duration specified for this data processing purpose.

2.2. DATA PROCESSING RELATED TO CUSTOMER VISITS

Purpose of the data processing: Visiting potential customers with the purpose of making a quotation or concluding a contract.

Legal basis of data processing: Legitimate interest of the Controller

Scope of personal data processed: Contact person's name, phone number, e-mail address, position, customary behaviours relating to parcel sending, place, date of visit to customer, names, phone number and e-mail address of participants.

Duration of data storage: Until the purpose of data processing is achieved. In the case of customers where a quote is made and then a contract is signed, the data is stored for the duration specified for this data processing purpose.

2.3. QUOTATION, CONTRACT

Purpose of data processing: signing and performing the contract for the provision of GLS XXL Service

Legal basis of data processing: Performance of a Contract.

Providing the personal data is a prerequisite of the contract signed with GLS and is mandatory. Scope of personal data processed: Client's (Sender's) name, Client's (Sender's) website address, name of person authorized to act on behalf of the Client (Sender); Client's (Sender's) bank account number, Contact person's name, email address, phone number, Parcel pick-up address.

Duration of data storage: 5 years from termination of contract.

2.4. DATA PROCESSING RELATING TO CONTRACTS SIGNED WITH SOLE TRADERS, SMALLHOLDERS

Purpose of data processing: signing and performing the contract for the provision of GLS XXL Service
Legal basis of data processing: Performance of a Contract.

Providing the personal data is a prerequisite of the contract signed with GLS and is mandatory.

Scope of personal data processed: Client's name, mother's name, home address, personal identification data, place and date of birth.

Duration of data storage: 5 years from termination of contract

2.5. INVOICING

Purpose of data processing: invoicing the fee payable for the service.

Legal basis of data processing: Compliance with legal obligation (The legal obligation is based on Section 169(2) of the Accounting Act).

Scope of personal data processed: Client's (Buyer's) name, address, Recipient's name, address, phone number, e-mail address.

Duration of data storage: Based on Section 169 of the Accounting Act, 8 years.

2.6. MANAGING CASH-ON-DELIVERY

Purpose of data processing: collecting and settling COD.

Legal basis of data processing: Performance of a Contract Indicating the personal data is not a prerequisite to the contact signed with GLS, but if the customer wishes to order this service, indicating the data is a condition of its performance. If it is not indicated, the service cannot be performed, therefore indicating it is mandatory.

Scope of personal data processed: Contact person's name, e-mail address, Recipient's name, e-mail address, address, bank account number, position, phone number.

Duration of data storage: The end of the fifth year following the dispatch of the parcel

2.7. DEBT COLLECTION

Purpose of data processing: managing and collecting debt

Legal basis of data processing: Performance of a Contract

Scope of personal data processed: Buyer's Name, address, mother's name, place and date of birth, phone number, e-mail address. Duration of data storage: 5 years following termination of contract or collection of debt. Based on the General Business Conditions pertaining to GLS XXL Service, these personal data are transmitted to the Companies specialized in debt collection defined in Annex 3.

Adatkezelés célja: követelések kezelése, behajtása.
Adatkezelés jogalapja: szerződés teljesítése.

Kezelt személyes adatok köre: Számlában szereplő fél (vevő) neve, számlázási címe, anyja neve, születési hely, idő, telefonszám, email cím.

Adatok tárolásának időtartama: a szerződés megszűnését vagy a követelés behajtását követő 5 évig.

Ezen adatok az ÁÜF-ben foglaltak értelmében a 3. sz. mellékletben meghatározott követeléskezelő cégek részére kerül továbbításra.

2.8. RECIPIENT'S PERSONAL DATA PRINTED ON THE LABEL

Adatkezelés célja: GLS XXL szolgáltatás teljesítése

Adatkezelés jogalapja: szerződés teljesítése

Kezelt személyes adatok köre: Címzett neve, küldemény rendeltetési helye, Címzett telefonszáma

Adatok tárolásának időtartama: A küldemény kézbesítését követően a címkére nyomtatott adatok az érintetthez kerülnek.

2.9. CONTACT PERSONS RELATED TO THE CONTRACTS

Purpose of data processing: Cooperation in order to perform the postal service contract

Legal basis of data processing: Legitimate interest of the Controller

Scope of personal data processed: Contact person's name, phone number, email address

Duration of data storage: During the term of the contract to the end of the position of contact, otherwise 5 years following the termination of the contract

3. DATA PROCESSING RELATED TO CUSTOMER SERVICE

3.1. DATA PROCESSING RELATED TO EMAILS SENT TO THE CUSTOMER SERVICE

Purpose of data processing: communication with the customer, complaint management

Legal basis of data processing: Compliance with legal obligation (The legal obligation is based on Section 17/A-17/C. of Consumer Protection Act)

Scope of personal data processed: Recipient's name, e-mail address, Delivery address, phone number, Sender's name, address, phone number, e-mail address, Other authorized Recipient's name, telephone number, email address, Pickup address, The number of the official certificate suitable for the proof of identity, bank account number

Duration of data storage: 5 years

3.2. COMPLAINT MANAGEMENT

Purpose of data processing: complaint management, complaint approval, parcel identification

Legal basis of data processing: Compliance with legal obligation (The legal obligation is based on Section 17/A-17/C. of Consumer Protection Act)

Scope of personal data processed: Recipient's name, e-mail address, Delivery address, phone number, Sender's name, address, phone number, e-mail

address, Other authorized Recipient's name, telephone number, email address, Pickup address, The number of the official certificate suitable for the proof of identity, bank account number
Duration of data storage: 3 years after the complaint has been filed

3.3. MANAGING COD

Purpose of the data processing: Managing (modifying) inquiries relating to COD received at the e-mail address xxlbeszedes@glshungary.com
Legal basis of data processing: Performance of a Contract Indicating the personal data is not a prerequisite to the contact signed with GLS, but if the Client wishes to order this service, indicating the data is a condition of its performance. If it is not indicated, the service cannot be performed, therefore indicating it is mandatory.
Scope of personal data processed: Recipient's name, Recipient's e-mail address, home address, bank account number, position, phone number.
Duration of data storage: The end of the fifth year following the dispatch of the Shipment

3.4. NEW CLIENT STARTING PACKAGE

Purpose of data processing: Performance of the contract pertaining to GLS XXL Service
Legal basis of data processing: Performance of a Contract Indicating the personal data is not a prerequisite to the contact signed with GLS, but if the Client wishes to order this service, indicating the data is a condition of its performance. If it is not indicated, the service cannot be performed, therefore indicating it is mandatory.
Scope of personal data processed: Client's name, address, phone number
Duration of data storage: 5 years following the termination of the contract

3.5. PHONE CALLS

Purpose of data processing: providing information, complaint management
Legal basis of data processing: Compliance with legal obligation (The legal obligation is based on 5 Applicable from: 4 October 2021 Section 17/A-17/C. of Consumer Protection Act)
Scope of personal data processed: voice of the data subject;
Duration of data storage: 3 years from the recording

4. DATA PROCESSING RELATED TO FILING DAMAGE CLAIMS, DAMAGE CLAIM ADMINISTRATION

4.1. DATA PROCESSING RELATED TO FILING DAMAGE CLAIMS

Purpose of data processing: complaint management, complaint approval which could be filled in various ways including complaint received at the e-mail address qualitygroup@glshungary.com
Legal basis of data processing: Compliance with legal obligation (The legal obligation is based on Section 6:268-269 of Civil Code)
Scope of personal data processed: Recipient's name, phone number, e-mail address, home address, Sender's name, phone number, e-mail address,

home address, Other authorized Recipient's name, phone number, e-mail address, home address, personal identity card number, bank account number
Duration of data storage: The end of the fifth year following the dispatch of the parcel

4.2. DATA PROCESSING RELATED TO PAYMENTS RELATED TO DAMAGE CLAIMS ACCEPTED BY THE CONTROLLER

Purpose of data processing: complaint management, complaint approval
Legal basis of data processing: Compliance with legal obligation (The legal obligation is based on Section 169(2) of the Accounting Act)
Scope of personal data processed: Statements, invoices
Duration of data storage: 8 years

4.3. DATA PROCESSING RELATED TO LOST, UNFOUND PARCELS

Purpose of data processing: parcel identification, managing claims received at the e-mail address lossp@glshungary.com
Legal basis of data processing: Compliance with legal obligation
Scope of personal data processed: recipient's name, phone number, e-mail address, home address, Sender's name, phone number, e-mail address, home address, Other authorized Recipient's name, phone number, e-mail address, home address
Duration of data storage: The end of the fifth year following the dispatch of the parcel