

# Privacy Notice

## The contact details of the enterprise / controller

The controller within the meaning of the General Data Protection Regulation, other data protection laws applicable in the Member States of the European Union and other provisions of a data protection character is:

Deutsche Afrika Linien GmbH & Co. KG  
Palmaille 45  
22767 Hamburg  
Germany  
Tel.: ++49(0)40 38016-0  
Website: [www.dal.biz](http://www.dal.biz)

## General Information

As a user of our website, you receive in this Privacy Notice all necessary information on how, to what extent and for what purpose we or third party providers collect and use data from you. The collection and use of your data is carried out strictly in accordance with the provisions of the EU General Data Protection Regulation (GDPR), the German Federal Data Protection Act (*BDSG*) and the German Telemedia Act (TMG). We are particularly committed to the confidentiality of your personal data and therefore work strictly within the limits set by law. The collection of these personal data takes place on a voluntary basis if this is possible for us. Also, we only pass on these data to third parties with your express consent. We ensure high security for particularly confidential data, such as in payment transactions or with regard to your requests to us, by using SSL encryption. However, we do not want to pass up the opportunity to point out the general dangers of internet usage, that we have no influence on. Especially in email traffic your data are not safe without further precautions and may, under certain circumstances, be captured by third parties.

## Rights as a data subject within the meaning of Article 4 (1) GDPR

As the data subject within the meaning of the GDPR (Article 4 (1) GDPR) you have numerous rights in relation to us, about which we inform you below:

- **Right of access:** you have the right to obtain from us information about whether and what data we process about you. In addition, you, as the data subject, may receive a copy of these data from us.
- **Right to rectification:** you have the right to obtain from us without undue delay rectification of information that is not or no longer accurate concerning you. You may also request that incomplete personal data be completed. If required by law, we shall also inform third parties about this rectification if we have transferred your data to them.
- **Right to erasure:** you shall have the right to obtain from us erasure of your personal data without undue delay if one of the following reasons applies:
  - Your data are no longer necessary for the purposes for which they were collected or otherwise processed or the purpose has been achieved;
  - You withdraw your consent and where there is no other legal ground for the processing;
  - You object to the processing and there are no overriding legitimate grounds for the processing;
  - You object to the processing;
  - Your personal data have been unlawfully processed;
  - Your personal data have to be erased for compliance with a legal obligation under Union law or the law of the Member States to which we are subject.

Please note that your right to erasure may be restricted by legal provisions. These include in particular the restrictions listed in Article 17 GDPR and Section 35 of the Federal Data Protection Act (as amended on 25 May 2018).

- **Right to restriction of processing (blocking):** you have the right to obtain from us restriction of processing of your personal data where one of the following applies:
  - You contest the accuracy of your personal data, for a period enabling us to verify the accuracy of the personal data;
  - the processing is unlawful and you oppose the erasure of the personal data and request the restriction of the use of your personal data instead;
  - We no longer need your personal data for the purposes of the processing, but they are required by you for the establishment, exercise or defence of legal claims, or
  - You have objected to processing pending the verification whether our legitimate grounds override yours.

If you have obtained a restriction of processing according to the aforementioned list, we shall inform you before the restriction is lifted.

- **Right to object:** if we process your data for our legitimate interests, for legitimate interests of third parties or in the public interest, you have the right to object to the processing of your data. Please also note the information provided at the end of this information letter regarding your right to object.
- **Right to withdraw consent:** you may withdraw your consent given to us at any time with effect for the future. This withdrawal of consent may be made in the form of an informal notification to the aforementioned contact addresses. This also applies to consent you gave us prior to the application of the GDPR (i.e. before 25 May 2018). If you withdraw your consent, this will not affect the lawfulness of the data processing carried out until then.
- **Right to data portability:** you have the right to receive personal data concerning you, which you have provided to us, in a structured, commonly used and machine-readable format and to transmit these data to others. For details and restrictions, please refer to Article 20 GDPR. The exercise of this right is without prejudice to your right to erasure.

Further details of your rights can be found in Articles 15 to 21 GDPR and Sections 32 to 37 BDSG (as amended on 25 May 2018).

For all questions and concerns concerning the rectification, blocking or deletion of personal data, please contact our data protection officer under the contact data in this Privacy Notice or to the address stated in the legal notice.

#### Right to lodge a complaint with a supervisory authority

Pursuant to Article 77 GDPR you have the right to lodge a complaint with a supervisory authority if you consider that the processing of personal data relating to you infringes provisions on data protection.

The complaint may be lodged with a supervisory authority in particular in the Member State of your habitual residence, your place of work or the place of the alleged infringement.

The authority responsible for us is:

Der Hamburgische Beauftragte für Datenschutz und Informationsfreiheit  
Klosterwall 6 (Block C), 20095 Hamburg  
Tel.: 040 / 428 54 - 4040  
Fax: 040 / 428 54 - 4000  
Email: [mailbox@datenschutz.hamburg.de](mailto:mailbox@datenschutz.hamburg.de)

## Server Logfiles

The website of Deutsche Afrika Linien GmbH & Co KG collects a set of general data and information each time the website is accessed by a data subject or an automated system. These general data and information are recorded in the log files of the server and stored after being rendered anonymous. The following may be recorded: (1) browser types and versions used, (2) the operating system used by the accessing system, (3) the website from which an accessing system reaches our website (so-called referrer), (4) the sub-websites which are addressed via an accessing system on our website, (5) the date and time of access to the website, (6) an internet protocol address (IP address), (7) the internet service provider of the accessing system and (8) any other similar data and information used to avert dangers in the event of attacks on our information technology systems.

When using these general data and information, Deutsche Afrika Linien GmbH & Co. KG does not draw any conclusions about the data subject. Rather, this information is required to (1) correctly deliver the content of our website, (2) to ensure continued functioning of our information technology systems and the technology of our website and (3) to provide law enforcement authorities with the information necessary for law enforcement in the event of a cyberattack. These anonymously collected data and information are therefore evaluated by Deutsche Afrika Linien GmbH & Co. KG statistically, on the one hand, and further with the aim of increasing data protection and data security in our enterprise in order ultimately to provide the best possible level of protection for the personal data processed by us. The anonymous data of the server log files are stored separately from all other company data on a separate server.

The basis for data processing is point (f) of Article 6 (1) GDPR, which allows processing of data in order to safeguard the controller's legitimate interests, provided that the interests or fundamental rights and freedoms of the data subject are not overriding.

## RSS

On our site we offer the use of an RSS feed; when using this, the IP address of the users is stored. Without the IP address, the content cannot be sent to the browser of the respective user. The IP address is therefore required for the presentation of this content and is only used to deliver the content.

## Cookies

We use cookies on our website. These are small files that your browser creates automatically and are stored on your IT system, (laptop, tablet, smartphone, etc.) when you visit our site.

Information arising in connection with the specific terminal device used is stored in the cookie. However, this does not mean that we obtain knowledge of your identity directly as a result.

On the one hand, the use of cookies serves to make the use of our offer more pleasant for you. For example, we use only so-called session cookies to recognize that you have already visited individual pages of our website. These are automatically deleted when you leave our site.

The data processed by cookies are required for the purposes mentioned to safeguard the legitimate interests pursued by us and by third parties in accordance with point (f) of the first sentence of Article 6 (1) GDPR.

Most browsers accept cookies automatically. However, you can configure your browser so that no cookies are stored on your computer or a warning appears before a new cookie is created. However, disabling cookies completely may mean that you cannot use all functions of our website.

## Contacting us

When contacting us (for example, by email), personal data are processed. These data are stored and used solely for the purpose of answering your request or for establishing contact and the associated technical administration. The legal basis for processing the data is our legitimate interest in answering your request in accordance with point (f) of Article 6 (1) GDPR. If you contact us with the aim of concluding a contract, the additional legal basis for the processing will then be point (b) of Article 6 (1) GDPR. Your data will be deleted after the final processing of your request; this will be the case if it can be inferred from the circumstances that the matter in question has been finally clarified and in so far as this does not conflict with statutory obligations to preserve the data.

### Registration as a user

You have the option of registering on our website **my.dal.biz**, stating personal data. Which personal data are transmitted to us in the process can be seen from the input mask used for the registration. The personal data entered by you are collected and stored solely for internal use by us and for our own purposes. We may arrange for these to be transferred to one or more processors, such as an agent, who also uses the personal data solely for an internal use attributable to us.

By registering on our website, the IP address allocated by your Internet service provider (ISP), the date and time of registration are also stored. The storage of this data takes place against the background that only in this way can misuse of our services be prevented, and that these data in case of need make it possible to investigate criminal offences. In this regard, the storage of these data is required for our protection. These data are not disclosed to third parties in principle, unless disclosure is required by law or serves prosecution of criminal offences.

Your registration by voluntarily providing personal data also serves to enable us to offer you content or services which, because of their very nature, can only be offered to registered users. The data subject rights mentioned under 3. apply.

The processing of your data takes place in the interest of a comfortable and easy use of our website. This constitutes a legitimate interest within the meaning of point (f) of Article 6 (1) GDPR.

### Data processing when opening a customer account and for order processing

Pursuant to point (b) of Article 6 (1) GDPR personal data are collected and processed when you provide them to us to carry out an order or when opening a customer account. Which data are collected can be seen from the respective input forms.

In the course of the contract execution, the personal data collected by us may be transferred to a transport company commissioned to carry out the delivery in so far as this is necessary for the delivery of the goods. We will transfer your payment details to the commissioned credit institution in so far as this is necessary for the payment transaction.

Deletion of your customer account is possible at any time and may take place by sending a notice to the abovementioned address of the controller. We store and use the data provided by you for the purpose of implementing the contract. After the contract has been fully implemented or your customer account has been deleted, your data will be blocked, taking preservation periods stipulated by tax and commercial law into account, and deleted after expiry of these periods, unless you have expressly consented to continued use of your data or we have reserved the right to continue using the data as permitted by law, about which we will inform you accordingly.

### Data processing in connection with the provision of transport and logistics services

The provision of transport and logistics services by the DAL/JTE Group usually requires the processing of personal data. Such processing of personal data may be required prior to the conclusion of a contract with us (for example, when preparing an offer) and during the execution of the contract.

Such data, the processing of which is indispensable for the provision of our services, may include the data categories referred to below. However, in individual cases, the processing of other categories of data may be required.

Personal and business contact details (e.g., name, company, physical address, email address, telephone number and/or fax number)

- Shipping and transport information (e.g., shipping related contact details of carriers and consignees, their physical address, email address and telephone number, signature of the acknowledgement of receipt, account information, and other information that helps us to provide our services) and information provided to us regarding the goods to be carried but only in so far as the data relate to identified individuals.
- Information that enables us to verify the identity of a person.
- Name, email address and telephone number of a third party, in so far as we are requested to provide this person with information regarding a shipment or other service.
- Payment information and financial data (e.g., account details)
- Tax information in so far as you use services that require the processing of tax data.
- Other personal data that are communicated to us by you or third parties in the course of providing our services.

When transferring personal data to a company of the DAL/JTE Group, please ensure that such data are relevant, accurate and necessary to initiate or conduct the business relationship. In particular, if you transmit data that relate to a third party, you should observe general data protection principles.

If we pick up freight, deliver goods or provide other services, we may process address information. Such information for localizing an address may include GPS data, geocodes, degree of latitude/longitude and graphical representations/images in individual cases.

Certain transport information is transferred to authorities in transit or destination countries, for example for reasons of customs or tax law, or to conduct a security clearance. This transfer depends on the legal requirements in the country of transit or destination.

As a rule, such data records contain the following particulars; there may be deviations due to legal requirements in individual cases: name and address of the consignor, name and address of the consignee, description of the transported goods, number of items of goods where applicable, weight and value of the shipment.

In individual cases, we transfer personal data to a state other than that in which the data were collected. Data are transferred primarily for the purpose of providing our services, such as to other companies of the DAL/JTE Group, agents acting on behalf of the DAL/JTE Group or other companies affiliated with the DAL/JTE Group. Please note that the DAL/JTE Group works with a number of partners to provide you with the best possible service (for example, subcontractors such as transport and logistics companies, ports, port agents, etc.). This too may require transfer of personal information, to the extent permitted by law.

Please also note that the DAL/JTE Group is unable for technical and legal reasons to offer you the services of the DAL/JTE Group if you object to this data processing and transfer in part or in whole.

The states to which we transfer data may have privacy laws deviating from the standards of the legal system in which you transferred the data to us. If we transfer data to other states, we will protect your data in accordance with this privacy policy and in compliance with applicable legal requirements.

If personal data is transferred between legal systems having different levels of protection, we will orient ourselves by the stricter legal requirements. We apply specific contracts for the protection of personal data (such as the model contracts of the EU Commission for transfer of data to third countries) and we work regularly with our partners and contractors to jointly ensure compliance with all applicable legal requirements. In doing so, we pay particular attention to complying with the EU General Data Protection Regulation.

#### Routine deletion and blocking of personal data

The controller processes and stores personal data of the data subject only for the period necessary to achieve the purpose of the storage or insofar as this has been provided for by the European legislator or any other legislator in laws or regulations to which the controller is subject.

If the storage purpose no longer applies or a storage period prescribed by the European legislator or any other competent legislator expires, the personal data shall be routinely blocked or deleted in accordance with the statutory provisions.

#### Changes to our Privacy Notice

We reserve the right to change this Privacy Notice from time to time to ensure that it complies with current legal requirements or to implement changes to our services in the Privacy Notice, for example, when introducing new services. The new Privacy Notice will then apply to your next visit to our website.

#### The contact details of the data protection officer:

If you have any questions about data protection, please write us an email or contact our data protection officer direct:

Deutsche Afrika-Linien GmbH & Co. KG  
Torsten Dörnte  
Palmaille 45  
22767 Hamburg  
Germany  
Tel.: 040-38016531  
Email: dsb@rantzau.de