

PRIVACY POLICY

for user of sennder's Value Added Services

sennder GmbH and its affiliated companies ("**we**" or "**sennder**") is committed to the protection of personal data. This Privacy Policy is addressed to all users of sennder's worldwide services, including users of sennder's platforms, apps, websites, functions or other online services ("**Services**"), unless covered by a separate privacy policy. Users within the meaning of this Privacy Policy include in particular carriers, drivers, dispatchers and customers.

With this Privacy Policy we would like to inform you about the type, scope and purpose of the personal data we collect and process. Furthermore, this policy will inform you about your rights.

1. CONTACT DETAILS OF THE DATA CONTROLLER

"Controller" within the meaning of the General Data Protection Regulation (GDPR), other data protection laws applicable in the member states of the European Union and other provisions with a data protection nature is:

sennder GmbH Genthiner Str. 34 10785 Berlin Germany	Tel.: +49 (0) 30 2295 7438 E-Mail: info@sennder.com Website: www.sennder.com
--	--

The data protection officer of sennder can be reached at the above-mentioned address, Attn. Data Protection Officer or at privacy@sennder.com.

2. INFORMATION THAT WE COLLECT ABOUT YOU

We collect your information in a variety of ways, such as when you register for third party services with sennder ("**Services**") or otherwise. More details about how your information is collected are listed below.

2.1. Access Data and Log Files

When accessing a registration page for Services, a number of general data and information is collected with each access. This general data and information is

stored in the log files of the server. The data collected could include the browser types and versions used, the operating system used by the accessing system, the date and time of access, an Internet protocol address (IP address), the Internet service provider of the accessing system and other similar data and information that serve the prevention of attacks on our information technology systems.

2.2. Registration

When you log on to the Portal or otherwise register for the Services, we might ask you for the following information: name, company or business name, contact details, registration number, names of authorized representatives.

2.3. Customer support

If you interact with our customer support or telephone hotline regarding the Services our team may collect and use information about you. Details about your communication with us will be stored. If you call the customer support or the telephone hotline, your calls can be recorded for internal training and improvement of our Services, provided you have given your consent to such recording.

3. PURPOSE OF PROCESSING YOUR DATA

We use the information we collect to provide, personalize, maintain and improve our products and the Services. This includes, in particular, the following processing operations:

- 3.1. Where we need to process your information for the fulfillment of a contract with you, or at your request before we enter into a contract, we use your information:
 - a) to deliver contents correctly, for deploying and managing your login to the Services portal and the registration process;
 - b) in order to comply with our mandate to arrange a contract with a Service provider;
 - c) To enable you to access and use the Services portal;
 - d) to communicate with you about operational information related to the Services;
 - e) so that customer support and the telephone hotline can communicate with you to assist you with the Services.
- 3.2. As part of our relationship, you have to provide the personal data that is required for the initiation, facilitation and a Service contract and for the fulfilment of the associated contractual obligations or if we are legally obliged to collect such data. Without this data, we will generally not be able to facilitate, conclude or execute a contract with you.

3.3. The legal basis for the processing activities described in sections 3.1 and 3.2 above is Art. 6 Sec. 1 b GDPR.

3.4. We also process your data where we have a legitimate interest in doing so. We have listed these reasons below:

a) Communication

- i) to help you complete your registration process;
- ii) to contact you for feedback on the Services;
- iii) to send you news and information related to the services of sender.

b) To develop our business, systems and Services

- i) to ensure and improve the efficiency of our services and the registration process;
- ii) to interact with you to improve the efficiency of our business operations based on the analysis of our past collaboration;
- iii) to monitor and improve customer support responses and processes.

c) Security and protection

- i) for the exercise or defence of legal claims and to exercise and protect the rights of sender, carriers, customers or others, including determining a possible own liability;
- ii) to enforce the terms of agreements we have entered with you and to keep logs of such enforcement, including using your data to analyse whether there is any breach of the terms of our agreements, to investigate any complaints or incidents and to prevent fraud or misuse of our systems and Services.

3.5. The legal basis for the processing activities described in Section 3.4 is Art. 6 Sec. 1 f GDPR.

3.6. If we base the processing of your personal data on our legitimate interest, we will conduct a careful assessment to ensure that our data processing is necessary and that your fundamental rights to privacy are not outweighed by our legitimate interests in data processing.

3.7. Where we are under a legal obligation to do so we may use your information:

- a) to keep records of payments made and received;

- b) to comply with our legal obligation to cooperate only with contract partners that are permitted to provide services in the contract territory;
 - c) to comply with our legal obligation to cooperate only with contractors who have duly registered their business; and
 - d) to comply with any other legal obligation or regulatory requirements to which we are subject.
- 3.8. The legal basis for the processing activities described in Section 3.7 is Art. 6 Sec. 1 c GDPR.

4. LEGAL BASIS FOR DATA PROCESSING

The data collected about you will only be processed by us if there is a reason for doing so and if this is permissible under data protection legislation. We have a legal basis for the processing of your data, if:

- a) we have your consent (Art. 6 Sec. 1 a GDPR);
- b) we need to process your data for the performance of a contract with you, or at your request before we enter into a contract (Art. 6 Sec. 1 b GDPR);
- c) we are under a legal obligation to do so (Art. 6 Sec. 1. c GDPR);
- d) it is in the public interest for us to process your data (Art. 6 Sec. 1 e GDPR) and/or
- e) we have a legitimate interest in processing your data (Art. 6 Abs. 1 f GDPR).

5. MARKETING

- 5.1. If you have given us your express consent or if we have a legitimate interest in (and are legally entitled to do so), we will inform you by e-mail about products and Services from sender and/or third parties and about news and developments in the logistics industry. The legal basis for these uses would be Art. 6 Sec. 1 a or Art. 6 para. 1 f GDPR.
- 5.2. Regardless of whether the sending of such e-mails is based on your consent or legal permission, you have the possibility at any time to object to the further receipt of such e-mails.

6. SHARING YOUR DATA

- 6.1. Sharing your data internally: We only share your data with our personnel and with personnel of other companies of the sender group if this is necessary for the purposes mentioned in Section 3.
- 6.2. Sharing your data with third parties: We will share your data with third parties who store your data on their servers. The types of third party service providers with whom we share your data include, but are not limited to
- a) Third party products and services: If you choose to purchase or participate in third party products or services (e.g. insurance, fuel cards, factoring), we will share your information with the respective provider so that the provider can contact you and provide the products or services to you.
 - b) IT service providers: including cloud, software, communications and data storage providers;
 - c) Operational service providers: including feedback and survey providers, verification and onboarding providers, our support service providers, payment providers, user research partners, professional advisors, financial services providers and other suppliers, business partners, contractors and subcontractors.
- 6.3. Under certain circumstances we may also share your data:
- a) If our company enters into a joint venture with another company, buys it, sells it to another company or merges it with another company, your information may be shared with the target company, our new business partners or owners, or their advisors;
 - b) if we are required to disclose or share your information in order to comply with a legal obligation or governmental request (and/or if we believe that we are required to do so). This also applies, if we are required by law to respond to police data requests or to share data with other companies and organizations for fraud protection purposes;
 - c) if, for reasonable reasons, we assume that you or any other person has suffered or is threatened with loss or damage in connection with your transport services for sender;
 - d) for the enforcement of our contractual conditions;
 - e) in the event of any dispute in connection with your services for sender or to protect the rights of sender, its customers or third parties, including to prevent fraud; and
 - f) to such third parties that we reasonably consider necessary to fight crime, e.g. the police.

- 6.4. International data transmission: In some cases, the personal data collected from you may be processed outside the European Economic Area ("EEA"). These countries may not have the same level of data protection as the EEA. However, we are obliged to ensure that the personal data processed by us and our partners outside the EEA are protected in the same way as if they were processed within the EEA. Therefore, if your data is processed outside the EEA, there are certain safeguards in place. We ensure similar protection by ensuring that at least one of the following safeguards is in place:
- Your personal data will be transferred to countries whose level of data protection is considered appropriate by the European Commission;
 - we use the standard contractual clauses approved by the EU;
 - if your personal data is transferred to third parties based in the USA, data may be transferred to these third parties if they are registered under the Privacy Shield.

7. STORAGE AND DELETION OF DATA

- 7.1. We will not retain your data for any longer than necessary.
- 7.2. Data that we collect will be retained for as long as necessary to fulfil the purposes set out in Section 3 above, in accordance with our legitimate interests or for a period specifically required by applicable regulations or laws, such as the retention of data for regular reporting purposes.
- 7.3. When determining the relevant retention periods, we take the following factors into account, among others:
- a) our contractual obligations and rights in relation to the data concerned;
 - b) legal obligation(s) under applicable law to retain data for a specific period of time;
 - c) the statute of limitations under applicable law;
 - d) our legitimate interests, if we have carried out a careful assessment (see Section 3 above);
 - e) (potential) disputes; and
 - f) Guidelines of the competent data protection authorities.
- 7.4. If we no longer need your data for the purposes described, we will delete your data securely.

8. SECURITY

- 8.1. We use strong technologies and policies to ensure that your personal data we hold is appropriately protected.
- 8.2. We take measures to protect your data from unauthorized access and unlawful processing, accidental loss, destruction and damage.
- 8.3. Do not disclose the password you have chosen for the Portal to anyone other than any personnel you are working with. In this case, make sure that this personnel knows that they are also aware that they must keep it confidential and secure and not share with any third parties.
- 8.4. Unfortunately, the transmission of data over the internet is not completely secure. Although we take steps to protect your personal data, we cannot guarantee the security of the information you transmit to us; any transmission is at your own risk. Once we have received your information, we will apply strict procedures and security features to prevent unauthorized access.

9. YOUR RIGHTS

According to data protection legislation, you may have a number of rights regarding the data we hold about you. If you wish to exercise any of these rights, please contact us at the contact details set out above.

- a) **The right to be informed.** You have the right to be provided with clear, transparent and easily understandable information about how we use your data and what your rights are. For this reason, we provide you with the information in this privacy statement.
- b) **The right of access.** You have the right to access your data (if we process it). This will enable you, for example, to check that we use your data in accordance with data protection law.
- c) **The right to rectification.** You have the right to have your data corrected if it is inaccurate or incomplete. You may request that we rectify any errors in the data we hold.
- d) **The right to erasure.** This "right to be forgotten" enables you to request the deletion or removal of certain data that we have stored about you. This right is not absolute and only applies in certain circumstances.
- e) **The right to restrict processing (blocking of data).** You have the right to "block" or "restrict" the further use of your data. If processing is restricted, we may still store your data, but will not process it further.

- f) **The right to data portability.** You have the right to obtain your personal data in an accessible and transferable format so that you can re-use it for your own purposes across different service providers. However, this is not an absolute right and there are exceptions.
- g) **The right to lodge a complaint.** You have the right to lodge a complaint about the way we handle or process your information with a competent data protection authority.
- h) **The right to withdraw consent.** You have the right to withdraw any consent given to us (if we rely on the consent as a legal basis for the processing of certain data) at any time with effect for the future. The legality of the processing carried out on the basis of the consent prior to the withdrawal remains unaffected.
- i) **The right to object to processing.** You have the right to object to the processing of personal data concerning you based on Art. 6 Sec. 1 e or f GDPR. This also applies, inter alia, to any direct marketing, analysis and tracking based on these provisions.
- j) **Automated decision in individual cases.** You have the right not to be subject to any decision based solely on automated processing, including profiling, that has any legal effect on you or that might similarly significantly affect you. This does not apply if the decision
 - is necessary for the conclusion or performance of a contract between you and us;
 - is authorised by legislation of the Union or of the Member States and contains adequate measures to safeguard your rights and freedoms and your legitimate interests;
 - is based on your explicit consent.

10. CHANGES TO THIS PRIVACY STATEMENT

We will inform you of any changes to our Privacy Policy through e-mail notification to the e-mail address you have provided to us.

This privacy policy was last updated in June 2020.

11. COMPLAINTS

If you should not be satisfied with our response to any complaint or believe our processing of your data does not comply with data protection legislation, you can make a complaint to:

Berliner Beauftragte für Datenschutz und Informationsfreiheit

Friedrichstr. 219

10969 Berlin

Telefonnummer: +49 30 13889-0

E-Mail: mailbox@datenschutz-berlin.de

sender is headquartered in Berlin. You may also complain to another competent supervisory authority.

END