

# Privacy statement

Last reviewed: September 2021

## 1. General information

Ziegler One Network Partners is an independent freight forwarding agents network for the Ziegler Group and the Group's forwarding partners. The purpose of Ziegler One is to carry out, both for its own account and for the account of third parties or in participation with third parties, directly or indirectly, both in Belgium and abroad, activities of advice, coordination and technical, administrative and financial assistance in any form of intervention whatsoever, in the field of transport, promoting communication and cooperation between partners in its network, exchanging commercial and technical expertise, promoting standards of performance in the delivery of their services.

Ziegler One acts as data controller for all personal data collected when you use the Ziegler One platform. We collect, store and process any personal data as safely as reasonably possible and in compliance with the applicable legislation (GDPR - General Data Protection Regulation).

- We attach great importance to the protection and confidentiality of your personal data. While you can surf most of the Ziegler One Network without disclosing any personal information, that information is required at some point in order to provide the e-services of your choice.
- In this Privacy Statement you will find the necessary information about the processing of your personal data.
- If you have any questions or comments about the processing of your personal data, you can contact our service responsible for processing:
  - Address: Chaussée de Vilvorde, 11, 1120 Brussels, Belgium.
  - Email: [info.GDPR@dornach.eu](mailto:info.GDPR@dornach.eu)
- You can also contact the competent local Data Protection Authority (DPA) via ([https://edpb.europa.eu/about-edpb/about-edpb/members\\_en](https://edpb.europa.eu/about-edpb/about-edpb/members_en))

## 2. Processing of personal data

We obtain personal data directly from you via our registration form, question form or other requests for information on our websites or platforms, when you surf on our website or when you contact us.

We might also obtain Personal Data from a third party, if the applicable national law allows us to do so. These third-party sources include third parties who have obtained your specific consent to provide us with your personal data,

When we process your personal data:

- this is always done in the context of your use of the Ziegler One Network.
- we limit ourselves to the data strictly necessary to provide a good service.
- we may share your data with third parties, more specifically with:
  - companies within the Ziegler Group
  - our partners, subcontractors or trusted service providers.
  - financial and insurance institutions
  - other bodies and supervisory authorities, which are responsible for the protection of personal data.

## 2.1. Which personal data are processed?

In the context of the use of the Ziegler One network, we process the following personal data:

- Professional personal data: e.g. name, first name, location, position in the company, job title.
- Electronic identification data: e.g. e-mail address, IP-address, telephone numbers.

## 2.2. Purpose of the processing

We only process your personal data for legitimate business reasons. These purposes include, but are not limited to:

- manage your membership in the Ziegler One Network.
- facilitate the use of this platform.
- communication or marketing purposes - we may send newsletters, emails or other documentation regarding products and services that may be of interest.
- process and answer your questions, requests and / or complaints.
- evaluation and development of our business - analysis to improve our services and offers.
- invoicing and accounting processing
- plan and hold training and events
- host online forums and webinars

If you are an employee of an organization or company that is a member of the Ziegler One Network, we will use your data in the context of the performance of this contractual relationship.

## 3. Rights of the data subject

You have a number of rights regarding the processing of your personal data. More specifically, the right to:

- access, in order to know what personal data we collect and process about you
- rectification, to have inaccurate or incomplete data corrected
- erasure ('right to be forgotten'), when you object to the processing of your personal data and/or want your data deleted
- restriction of processing of your data. Keep in mind that this can have an effect on the information and services you will receive
- data portability (the data must be obtainable and transferable in a structured, commonly used and machine-readable form)
- withdraw your consent. When the processing of personal data is based on your consent, you can withdraw that consent
- lodge a complaint with a supervisory authority

If you have any questions about these rights or wish to exercise them, you can contact our competent service or the local data protection authority.

#### **4. Data Security**

Your data is stored on secure servers in the European Union. We take appropriate technical and organizational measures to protect your data against loss, destruction, manipulation, alteration or disclosure by unauthorized persons

We have implemented technical and organisational measures in an effort to safeguard the Personal Data in our custody and control. Such measures include:

- restricting access to Personal Data to staff and service providers on a need-to-know basis
- all access to the member and client agent directory will include a username and password protection
- ....

However, keep in mind that no data transmission over the Internet or storage technology is guaranteed to be 100% secure.

You also have an important role in protecting Personal Data. You should not share any username, password or other authentication data provided to you with anyone.

#### **5. Transfer of Personal Data to third countries**

Transfer of personal data outside the EU/EEA takes place in compliance with data protection legislation.

The level of protection may be lower outside the European Economic Area. In such cases and where necessary, we implement the [standard contractual clauses](#) set out by the European Commission.

## 6. Legal grounds for processing your data

We require your Personal Data to provide services under a contract we have with you, to establish a contract between you and Ziegler One/Ziegler Group company, and to send you invoices for ordered services.

Processing when necessary to fulfill our contractual obligations includes responding to your related inquiries, processing your feedback or providing you with support. In this Privacy Statement, services include access to our web services, member directories, offerings, newsletters, whitepapers, tutorials, trainings and networking and business events.

We will use your email address to confirm your registration as an Agent Member, Group Member or Client Agent, to send you notice of payments, to send you information about changes to services and procedures, and to send notices and other disclosures as required by law. Generally, users cannot opt out of these communications because these communications are required for the relevant business relationship and not marketing-related.

For marketing-related communications such as emails and phone calls, we will provide you with such information after you have opted in via the designated form to obtain your free, informed, specific and unambiguous consent.

## 7. Data deletion and period of storage

Your personal data will not be kept longer than necessary for the realization of the above purposes.

In principle, in the context of a contractual relationship, data is stored for a period of 10 years from the end of the contractual relationship.

However, we may keep your personal data for other periods if this would be necessary in the context of our day-to-day business or of specific legal requirements;

## 8. Complaints

If you are dissatisfied with our way of handling your personal data, you can contact our competent service ([info.GDPR@dornach.eu](mailto:info.GDPR@dornach.eu)) or the Belgian Data Protection Authority (GBA) (Company number: 0694.679.950):

❓ by e-mail: [dpo@apd-gba.be](mailto:dpo@apd-gba.be)

❓ by post: Rue de la Presse 35, 1000 Brussels

❓ by telephone: +32 (0)2 274 48 00