

Information Clause on the Processing of Personal Data In Connection to Complaints Handling

Pursuant to Regulation 2016/679 of the European Parliament and Council of 27 April 2016 on the protection of individuals with regard to the processing of personal data and on the free movement of such data repealing Directive 95/46/WE (hereinafter referred to as "Regulation"), please be informed that:

Personal Data Controller

Your Personal Data Controller shall be ROHLIG SUUS Logistics SA (hereinafter referred to as "Company" or "Controller") with a seat in Warsaw (02-235), ul. Równoległa 4A.

Data Protection Officer

The Data Controller has appointed a Data Protection Officer.

Data Protection Officer's contact details: e-mail: iodo@suus.com

Purposes and Legal Basis for the Processing of Personal Data

Your personal data will be processed to:

1. Handle complaints related to an agreement to provide forwarding services, with Article 6, Section 1, item b of the Regulation forming the basis for such processing (if the agreement had been made between yourself and the Controller)
2. Seek damages or to safeguard against claims for damages, which shall constitute the Data Controller's legitimate interest, with Article 6, Section 1, item f of the Regulation forming the basis for the said processing.

Personal Data Recipients

Your personal data may be transferred to:

1. Carriers the Company works with to provide forwarding services.
2. Sub-contractors who operate and maintain IT systems used by the Company.
3. Civil Liability Insurers
4. Consultancy and Audit companies and Law Firms the Company works with.
5. Other entities involved in processing and assessing the viability of the claims you submit.

Transfer of Personal Data to Third Party Countries or International Organizations

In the event when your claim will need to be handled by a third party country, your personal data will be transferred to that country to review the complaint where exceptions as stipulated in Article 49, Section 1, items b-e of the Regulation may apply, specifically:

- e) when the transfer is necessary to establish, pursue or safeguard against claims for damages.

Personal Data Storage Time

Your personal data will be stored for the time it takes for the purposes it had been collected for to be delivered; this refers to the time it takes to review and process your complaint and the potential duration of any correspondence conducted in connection with the complaint and then the claims limitation period related to that complaint.

Rights of Data Subject Who is a Natural Person

Pursuant to the terms and conditions of the Regulation and the restrictions imposed therein, you have the right to:

1. demand from the Controller access to your personal data, demand it be corrected, removed or that its processing be restricted.
2. object to continued processing of personal data.
3. transfer personal data.
4. withdraw your consent to the processing of personal data (performed before consent had been withdrawn) at any time without this affecting compliance with the processing law.

Information on Provision of Data

Whilst the data may be given voluntarily it is nonetheless necessary for your complaint to be handled.

Notice About Automated Decision-Making, Including About Profiling

No automated decision-making processes, including no profiling, will be performed in connection with your personal data being processed.