



## **Privacy Policy**

### **General**

In order to effectively perform the service provided by GLSOne, the collection and processing of personal data is required.

This data is collected by General Logistics Systems Ireland Ltd (GLS Ireland) with the express consent of the data subject and processed in compliance with the relevant laws as set out below, and the general privacy policy of GLS Ireland.

### **Personal data**

Personal data includes particulars on personal or factual circumstances of a specific or determinable individual person. This includes for instance information such as name, address, telephone number and email address.

Information that cannot be linked to a specific or determinable individual - such as statistical data - is not considered as personal data.

### **Applicable Data Protection Law and Commitment to Data Secrecy**

All GLS entities located within EU countries are subject to the regulations of the General Data Protection Regulation (GDPR) and other relevant national data protection laws such as the Data Protection Act 2018.

GLS Ireland renders a parcel delivery service for the public or contributes to rendering such services and is thus obliged to adhere to the principles postal secrecy. All employees of GLS Ireland have committed themselves by signature to adhere to data secrecy and postal secrecy.

### **Information Security**

By means of technical and organisational security measures, GLS companies do their best to protect personal data from loss or misuse.

Personal data is processed only in systems which are protected by appropriate security measures according to the GLS IT Security Policies.



GLS will modify the security and data protection measures as much as necessary in the light of technological progress.

### **Data Subjects Rights**

GLS Ireland respects the fundamental rights and freedoms of data subjects. GDPR increases the privacy rights of the data subject. Under this regulation you have the right to

- be informed about and have access to your personal data processed (Right to be informed and Right of access according to Art. 15 GDPR)
- obtain the correction of inaccurate personal data (Right to rectification according to Art. 16 GDPR)
- obtain deletion of your personal data (Right to erasure according to Art. 17 GDPR)
- restrict processing (Right to restriction of processing according to Art. 18 GDPR)
- receive your personal data provided to us (Right to data portability according to Art. 20 GDPR)
- object to processing data on grounds relating to your particular situation based on legitimate interests or the performance of a task in the public interest (Right to object according to Art. 21)

Provided that the necessary legal requirements are fulfilled.

### **User data**

To effectively use GLSOne, certain categories of personal data are required for registration. GLSOne requires the following personal data of the user:

- Surname, Given Name
- Address (street, block number, Eircode, and town)
- (Mobile) Phone Number
- E-mail Address

### **Use and purpose of user data**

GLSOne requires the following user data is used for the creation of the parcel label:

- Surname, Given Name
- Address

This user data is collected, processed and used to fulfil GLS Ireland's contractual obligation [According to Art. 6 (1)(b) GDPR]. External providers for financial services, for which GLS Ireland is not liable, collect, process and use your PayPal data for payment reasons. GLS Ireland does neither collect nor process such data.



Further on, and with the express consent of the data subject, user data can be used by GLS Ireland for business purposes, particularly Marketing and Sales of own products and services.

During the registration, the user can decide if they wish to receive product information from GLS Ireland. Users have the right to revoke a given acceptance at any time under the menu item "Settings - Newsletter".

### **Consignee data**

To effectively perform the contracted service of parcel delivery, GLSOne requires the following personal consignee data to be collected:

- Surname, Given Name
- Address
- Phone number
- Contact person

### **Use and purpose of consignee data**

Any consignee data which is transferred by the user to GLS is used solely for fulfilling the contractual performance of parcel delivery services. The use of consignee data for purposes other than those of parcel delivery services, the especially transmission to thirds without prior consent, is expressly excluded.

### **Information and Deletion of Data**

GLS Ireland respects the fundamental rights and freedoms of all data subjects.

As per its obligations under GDPR, GLS Ireland permits the user's right to establish existence of personal data within control the control of GLS Ireland.

Upon request, and subject to sufficient verification by the data subject – such as a written letter or email confirmation – the data subject shall be provided with:

- A description of the personal data categories held by GLS Ireland.
- The purposes for which these categories are being processed.
- The reason why this data has been retained.
- Information as the rights of data subjects
- Contact details of the data protection manager within GLS Ireland.
- Contact details of the data protection commission regarding the lodgement of complaints.



This information will be provided to the data subject as soon as possible, with delivery of this information to the data subject not exceeding a period of one month after the request is received by GLS Ireland. The data subject has the right to exercise the rectification of incorrect information, the erasure of information and blocking of this data where applicable.

A user can request the deletion of their account at any time. This deletion shall be performed after payment of all open invoices and according to statutory periods of retention.

Consignee data saved under the user account can be deleted manually by the user at any time. When the user account is deleted, all saved consignee data is also deleted automatically.

### **Withdrawal of Consent**

In case your consent has been requested for the processing of your personal data, please be informed that you have the right to withdraw that consent at any time in the future, without affecting the lawfulness of the processing based on the consent before its withdrawal.

### **Exercising your Rights**

If you want to exercise your rights as a data subject or withdraw an explicit consent given, please send a message to the Data Protection Manager of GLS Ireland explaining what right you want to exercise so that GLS Ireland can take the necessary further steps to respect your rights.

If you want to contact us via unencrypted e-mail, please note that the confidentiality of the transmitted information cannot be guaranteed. Unencrypted e-mails can possibly be read by unauthorised third parties. You may also contact GLS by sending a written letter to the Data Protection Manager of GLS Ireland.

Please be aware that we might ask for a proof of identification in order to protect your information against unauthorised access.

### **Right to lodge a complaint**

You have the right to lodge a complaint with the data protection authority of your country if you believe that your rights have been violated. For further information on the complaints process, please [click here](#).



### **Identity and contact details of the Controller and Data Protection Officer/Country Data Protection Manager**

If you want to contact the Data Protection Manager/Data Protection Officer please use the email address [dataprotection@gls-ireland.com](mailto:dataprotection@gls-ireland.com).

If you want to contact us via unencrypted e-mail, please note that the confidentiality of the transmitted information cannot be guaranteed. Unencrypted e-mails can possibly be read by unauthorised third parties.

You may also contact GLS by sending a written letter to the Data Protection Manager of GLS Ireland

Data Protection Manager of GLS Ireland,

c/o GLS Ireland Ltd.

Unit 200

Northwest Business Park

Ballycoolin Road, Dublin 15

D15 K8ND

Ireland

### **Updates to this data protection information**

GLS Ireland may in its sole discretion, update this information by posting the amended information on this site.

This information was last updated on **April 2021**