

Privacy Policy for the Internet Presences and Services of General Logistics Systems Austria GmbH (LLC)

The following information is intended to provide you with an overview of how we process your personal data relating to all business transactions within General Logistics Systems Austria GmbH and your rights under applicable data protection laws.

Which data is processed in detail depends on the websites and services you use. In addition to general information, you will find a detailed description of data processing for the service you are using.

1. General information

Applicable data protection laws

General Logistics Systems Austria GmbH (GLS Austria) takes your privacy and data protection seriously. We process personal data exclusively in accordance with the provisions of the EU General Data Protection Regulation (GDPR) and the Data Protection Act.

As GLS Austria provides postal services as a notified postal service provider, we are also obliged to maintain postal secrecy in accordance with the Postal Market Act (PMG).

Contact details of the data controller and the data protection officer

The data controller pursuant to Article 4(7) of the GDPR:

General Logistics Systems Austria GmbH

Traunuferstraße 105a

4052 Ansfelden

Tel: +43 (0)5 9876 0

Fax: +43 (0)5 9876 1901

E-Mail: info@gls-austria.com (hereinafter: „GLS Austria“)

You can contact our data protection officer at:

General Logistics Systems Austria GmbH

Data Protection Officer

Traunuferstraße 105a

4052 Ansfelden

Tel: +43 (0)5 9876 1260

Fax: +43 (0)5 9876 1902

E-mail: dataprotection@gls-austria.com

2. Data collection and processing

Shipper, consignment and recipient data

In the context of parcel shipping, we process shipper data such as address, contact details, bank details and other data in accordance with the services commissioned by the shipper.

For the provision of the service, we also process recipient data that we receive from the shipper. This includes name, address, postcode, city, country. When the parcel is delivered, the name and signature of the recipient are collected. In absence of the recipient, GLS is entitled to deliver the parcel to an alternative recipient, e.g. a neighbour. In this case, the name and signature of the alternative recipient are collected. If this delivery is also not possible, the parcel will be delivered to a GLS parcel shop. When the parcel is collected there, the name and signature of the recipient or authorised representative are collected on the smartphone that GLS provides to the operator. The data listed above is stored in the central GLS IT system.

If you grant us a one-time deposit permit or a deposit permit that is valid until revoked, we will collect your name, address, postcode, city and deposit location. If you give someone else power of attorney to collect your parcel, we will collect that person's name, address and place of residence. The collection takes place within the framework of the fulfilment of the contract with the sender, who has an interest in the proper delivery of their consignment.

For certain shipping services, additional personal data is required to fulfil the contract:

Service name:	Personal data:	Data subjects Person:	Purpose:
FlexDeliveryService	e-mail adress	recipient	information about the planned package delivery via e-mail
	In the case of redirection: name, address	alternative recipient	delivery at the alternative recipient
CashService	bank details	forwarder	transfer of the amount to the sender
ShopDeliveryService	e-mail address or telephone number	recipient	information about the planned delivery to the selected GLS parcel shop by e-mail or SMS
Pick&ReturnService, Pick&ShipService	collection address e-mail address	sender who is not a customer pick-up returner	for parcel collection information about the planned collection
DeliveryAtWorkService	department, contact person, telephone number	recipient	delivery to the selected department/workplace of the recipient
InfoService	e-mail adress	recipient	information about the parcel status by e-mail or SMS

When sending parcels to other countries (export), the required sender and recipient data is transferred to the respective GLS company or a partner company in the destination country.

Personal data is processed to carry out parcel transport and related activities (e.g. invoicing, claims settlement) as part of the fulfilment of the contract with our customers (consignor/client).

To the extent necessary, we process your personal data beyond the fulfilment of the contract to protect the legitimate interests of GLS Austria or third parties. This includes processing for the purpose of credit assessment, quality management, marketing, complaint and claims management, as well as for controlling purposes.

As a company, we are also subject to various legal requirements, such as the fulfilment of tax control and reporting obligations, customs requirements for exports to non-EU countries and inspection obligations under the Foreign Trade and Payments Act. Compliance with applicable statutory data protection provisions regarding sender, consignment and recipient data is a primary obligation of GLS Austria. The transmission of data to GLS Austria by the customer for the purpose of fulfilling the contract does not constitute commissioned data processing.

For additional services such as the „FlexDeliveryService“ and the „ShopDeliveryService“, the recipient's e-mail address or telephone number is required in order to inform them about the status of the delivery. GLS Austria receives this data from the customer (client) who orders these services. The client is responsible for the proper collection of this data and in particular for the recipient's consent to the transmission of their telephone number and/or e-mail address to GLS Austria.

For the „Pick&ReturnService“ or „Pick&ShipService“ services, the client shall transmit the e-mail address of the pick-up contact (see above). GLS Austria receives this data from the client who orders these services. The client is responsible for the proper collection of this data and in particular for the consent of the collection contact to the transfer of their e-mail address to GLS Austria.

If you have any questions about these procedures, please contact your contractual partner (consignor/collection client).

Delivery options

The following user data is collected and processed when a new delivery option is selected:

Name, first name*

New delivery address (street, house number, postcode, city, country)*

Drop-off location*

Authorised recipient (name, first name)*

E-mail address

*does not apply to all delivery options

The data is collected, processed and used for the purpose of establishing and fulfilling the delivery agreement as requested in terms of time and place or for contacting the users in the context of the delivery. This constitutes a fulfilment of contractual obligations pursuant to Article 6 par.1 lit. b GDPR. Use for other purposes, in particular disclosure to third parties, is excluded.

Shipment tracking („Where is my parcel?“)

The package number you enter is needed to provide you with status information about the package in question.

Contact form

The data entered by you as part of an enquiry on the e-mail contact form, such as name, street, postcode, town, e-mail address etc., is required to process your enquiry.

Shipping information under „Become a business customer“

The data entered as part of an enquiry on the above form, such as first name, surname, e-mail address, number of parcels etc., is required by us to process your enquiry. Upon receipt of your request, you will receive a confirmation e-mail from us.

„YourGLS“

On this website, a distinction is made between the open and closed areas: The functions in the open area are accessible without prior registration. Upon request, commercial GLS customers will be activated for „YourGLS“ (closed area) by their responsible depot and will receive the corresponding access data.

In the closed area „YourGLS“ you have, among other things, the option of saving recurring recipient addresses in the YourGLS address book. These addresses can then be used to easily create the parcel labels. You can erase these addresses at any time. At your request or at the latest upon termination of the client relationship, your YourGLS account will be blocked by your responsible depot. Data deletion is carried out in compliance with the statutory retention periods.

Search for ParcelShops

To find the nearest ParcelShops or depots, we need the postcode of the respective location. This is not personal data.

Requested ParcelShop

If you make a suggestion for a ParcelShop in your area, we will process the personal data that you provided to us via the contact form. The specification of a street, house number, postcode and town is obligatory. In addition, you can voluntarily provide the name of the ParcelShop, a contact person and your own contact details for us to contact you. You will then only be notified by us if you have given us your consent.

Depositing permission

You have the option on our website to give us permission to deposit the parcel. This enables delivery even if we are unable to meet you in person. When issuing a depositing permission, we collect the following personal data:

- First and last name of the recipient or company name, street/house number, postcode/town of residence, e-mail address and a description of the required depositing location (e.g. garage)

The data of the depositing permission will be stored for 3 years after revocation in case of claims for damages.

Registration GLS-ONE and GLS-APP

When registering for GLS-ONE or in the GLS App, your e-mail address and password (user data) are collected and stored. The e-mail address is used as a username for GLS-ONE or the GLS App and to send you a new password if required.

Under the menu item „My parcels“ you will find all your sent parcels with the associated data such as date, parcel number, recipient, price and status.

Furthermore, as a registered user you have the option of saving recipient addresses under the menu item „Address book“. You can manually change or delete recipient addresses saved in the address book at any time. GLS Austria will only use this data if you give us a corresponding transport order via the „Send parcels“ function (see point a).

If you delete your account, the stored recipient addresses are automatically deleted. Your data will be deleted after settlement of all outstanding items in compliance with the legally prescribed archiving periods.

Use of GLS-ONE and GLS App

The personal data you enter in the „Send parcels“ form, such as sender and recipient address (first name, last name, company if applicable, street, house number, postcode, town and country), is collected and stored for the fulfilment of the contract on the basis of Article 6 par. 1 lit. b GDPR. Additional data is required for certain services:

- If GLS „FlexDeliveryService“ is commissioned, the recipient's e-mail address and/or telephone number will be used to inform them of the upcoming parcel delivery and to offer various delivery options.
- If GLS „Send@ParcelShop“ is commissioned, the recipient's e-mail address and/or telephone number will be used to inform the recipient that their parcel has been delivered to the GLS ParcelShop.

Recipient data transmitted by the user will be used by GLS Austria exclusively to fulfil the service ordered (parcel shipment). Use for other purposes, in particular disclosure to third parties, shall take place exclusively in line with the statutory provisions.

As the sender, please note that you may only transmit the recipient's e-mail address or mobile phone number to GLS Austria with the recipient's consent!

For the processing of the payment within the framework of this process, the payment service providers commissioned by us process your data:

- PayPal: PayPal (Europe) S.à r.l. et Cie, S.C.A., 22-24 Boulevard Royal, L-2449 Luxembourg (hereinafter „PayPal“) When selecting one of the payment methods listed below „Credit Card via PayPal“, „Direct Debit via PayPal“ or „PayPal Invoice“, PayPal carries out a creditworthiness check in order to calculate the probability of non-payment (so-called calculation of a scoring value).
- Information about the identity check at PayPal and the exchange of data with credit agencies(credit report) can be found here: <https://www.paypal.com/de/webapps/mpp/ua/creditchk>
- Credit card: EVO Payments International GmbH (LLC), Elsa-Brändström-Str. 10-12, 50668 Cologne (hereinafter „EVO Payments“)

Please note that data processing in the context of payment by credit card is the responsibility of EVO Payments. EVO Payments' privacy policy therefore applies to all transactions.

GLS applies fraud prevention measures to online payments in GLS-ONE or in the GLS App. Your payment may therefore fail - e.g. because a maximum amount has been exceeded.

If you would like to be exempt from the fraud prevention measures because you want to send larger quantities of parcels, for example, please send us an e-mail to customer-service@glS-one.at. We kindly request your understanding that we will check your payment history before activating your account.

Complaint management

Within the scope of complaint handling, we collect and store your data and forward it if necessary. The collection, storage and transfer is therefore carried out for the purpose of fulfilling the contract and on the basis of Art. 6 par. 1 lit b GDPR and, if applicable, for the purpose of fulfilling a legal obligation of the responsible party on the basis of Art. 6 par. 1 lit c GDPR. Failure to provide this data may result in the complaint not being processed.

Further processing will only take place if you have consented or there is legal permission. In some cases, we use external service providers based in the European Economic Area to process your data. These service providers have been carefully selected by us, commissioned in writing and are bound by our instructions. The service providers will not pass this data on to third parties, but will delete it after the contract has been fulfilled and the legal retention periods have expired, unless you have consented to further retention.

We transmit personal data from these proceedings to our lawyer and the responsible court if necessary. This takes place, in accordance with the legal requirements, insofar as it is necessary to protect our legitimate interests and the legitimate interests of third parties and there is no reason to assume that your interests or fundamental rights and freedoms regarding the protection of personal data are overridden.

The processing takes place on the basis of our legitimate interests in accordance with Art. 6 par. 1 lit. f GDPR.

3. Data transmission/data transfer

Data transmission to third parties

Your personal data will not be transferred to third parties for purposes other than those listed below.

We only pass your personal data on to third parties if:

- you have issued your explicit consent according to Art. 6 par. 1 lit. a,
- the passing on is required in accordance with Art. 6 par. 1 lit. f GDPR to safeguard company interests, as well as to exercise or defend legal claims and there are no grounds to assume that you have an overriding interest worth defending in your data not being passed on,
- in case there is a legal obligation to pass the data on according to Art. 6 par. 1 lit. c GDPR,
- this is legally permissible and is necessary according to Art. 6 par. 1 lit. b GDPR for the fulfilment of the contractual relationship with you.

GLS Austria may disclose your personal data to suppliers who provide services on our behalf in accordance with our instructions.

GLS Austria may also share your personal data with our affiliates and partners.

In addition, GLS Austria may disclose your personal data if we are required to do so by law, regulations, or if we believe that disclosure is necessary or appropriate to prevent physical harm or financial loss.

GLS Austria reserves the right to transfer personal data we hold about you if we sell or transfer all or part of our business or assets (including in the event of a reorganisation, dissolution or liquidation).

Data transmissions

GLS Austria may also transfer personal data to countries outside the country where the information was originally collected. These countries may not have the same data protection laws as the country where you originally provided the personal data. If we transfer your information to other countries, we will protect that information as described in this Privacy Policy and such transfers will be governed by applicable law.

The countries to which we transfer the personal data are located

- within the European Union or
- outside the European Union

When we transfer personal data from the European Union to countries or international organisations outside the European Union, the transfer is made on the basis:

- of an adequacy decision of the European Commission;
- In the absence of such, on the basis of other legally permissible reasons such as the existence of a legally binding and enforceable document between the authorities or public bodies, binding internal company rules, standard data protection clauses and approved or certified codes of conduct.

In exceptional cases, a data transfer may also take place on the basis of Art. 49 GDPR:

- Art. 49 par. 1 lit. a GDPR
the data subject has given their explicit consent to the proposed data transfer after having been informed of the potential risks to them of such data transfers without the existence of an adequacy decision and without appropriate safeguards,
- Art. 49 par. 1 lit. b GDPR
the transfer is necessary for the performance of a contract between the data subject and the controller or for the performance of precontractual measures at the request of the data subject,
- Art. 49 par. 1 lit. c GDPR
the transfer is necessary for the conclusion or performance of a contract concluded in the interest of the data subject by the controller with another natural or legal person.

4. Job applications

By applying to GLS Austria via the website <https://gls-group.eu/AT/de/karriere> by e-mail or by post, you provide your personal data for the purpose of processing and reviewing your application. The data is used by GLS Austria to manage your application and thereby find the right job for you. Your data is stored and processed on our systems.

In order to continuously improve our recruiting process, we use the applicant management solution of eRecruiter GmbH (eRecruiter GmbH, Winterhafen 4, A-4020 Linz). For information on data protection at eRecruiter, please refer to the following privacy policy: <https://www.erecruiter.net/p/datenschutz>

Furthermore, we have concluded an order processing agreement with eRecruiter in accordance with Article 28 GDPR to ensure compliance with data protection regulations.

Data transfer for applicant data

GLS Austria is responsible for the central processing of applicant data. Your data will only be stored, evaluated, processed or forwarded internally (within the circle of responsible persons) as part of your application. It is only accessible to employees of the Human Resources Department and the persons in charge of applicant selection. They are obliged to keep personal data confidential as part of their employment contract. In exceptional cases, other parties may receive your data.

In the event of recruitment by external recruiters, e.g. headhunters or the Public Employment Service, they may receive your personal data.

With regard to the transfer of data to further recipients, we only pass on your personal data if this is required by legal provisions, you have given your consent or we are authorised to pass it on. If these conditions are met, recipients of personal data may include public bodies and institutions (e.g. law enforcement authorities) if there is a legal or official obligation.

An active transfer of personal data to a third country only takes place if this has been expressly indicated within the scope of the aforementioned services.

Retention period and deletion

The controllers shall store personal data in accordance with the statutory provisions on data processing and in compliance with statutory retention periods for as long as is necessary for the respective purpose. We determine the duration of data storage in accordance with the following requirements:

- If you take up employment at the controller, your personal data, or at most an extract thereof, will be placed in your personnel file.
- If you have applied and received a rejection, your details will be stored for 7 months after the end of the application process and then anonymised (profile and application). There is no notification about the deletion of the data.

General applications

When applying via our GLS career page, the following information is mandatory: Form of address, first and last name, academic title, e-mail address (and password for registration), nationality and curriculum vitae.

We obtain additional personal data from you through the voluntary provision, among other things, of a telephone number, address data, a photo, a letter of motivation or your relevant references.

If you apply by e-mail or post, we will store all the data you provide in your application. In the context of any other contact and use of the e-mail contact form, the data you enter, such as name, address, telephone number, e-mail address etc., is required to process your enquiry.

The storage and processing of your data for the purpose of applicant management is carried out for the purpose of initiating a contract of employment with you. Where necessary, we process your personal data beyond the performance of the contract to protect the legitimate interests of the responsible parties or third parties. This includes processing for statistical purposes in an anonymised or aggregated form (e.g. reporting).

Application form for transport partners

If you apply to become a transport partner with GLS Austria, we collect the following personal data as part of the precontractual assessment:

Form of address, surname, first name, company if applicable, street, house number, postcode, town, country, telephone number, e-mail address and website if applicable, VAT identification number, tax number, bank details, terms of delivery and payment, information on the products and services you offer and on quality and environmental management.

Application form for ParcelShop partners

If you apply to become a ParcelShop partner with GLS Austria, we require information such as your surname, first name, company (if applicable), street, house number, postcode, town, country, telephone number, e-mail address and website (if applicable) in order to assess your application (implementation of precontractual measures).

If the contract (ParcelShop contract) between you and GLS Austria is concluded, we process this data for the purpose of implementing the contractual relationship. In addition, we require your tax number/sales tax identification number and your bank details for billing purposes.

To prove that a business exists, we request a copy of your business registration and, if applicable, an extract from the commercial register.

The legal basis for the processing is Art. 6 par. 1 lit. b GDPR. If no ParcelShop contract is concluded, your data will be deleted no later than 2 years after the conclusion of the procedure.

Communication via WhatsApp

If you have consented to us contacting you via WhatsApp, data will be transmitted to WhatsApp Inc. WhatsApp has end-to-end encryption so that the transmitted content is only accessible to the respective communication partners involved.

However, WhatsApp can collect so-called metadata (who communicates with whom and how often).

WhatsApp Inc. receives personal data (including metadata) which is also processed on servers in states outside the EU (e.g. USA). WhatsApp shares this data with other companies within and outside the Facebook group of companies. For further information, see the WhatsApp's privacy policy.

Should you agree to the use of WhatsApp as part of a communication regarding your application, GLS Austria accepts no liability whatsoever in the event of irregularities with or due to any damage caused by the service or the service provider WhatsApp.

5. Newsletter

The newsletter is sent using „CleverReach“, a newsletter sending platform of the German provider CleverReach GmbH & Co KG - www.cleverreach.com. The processing is based on your consent pursuant to Art. 6 par. 1 lit a GDPR or our legitimate interest pursuant to Art. 6 par. 1 lit f GDPR.

The e-mail addresses of our newsletter recipients, as well as their further data described within these instructions, are stored on CleverReach servers in Germany. CleverReach uses this information to send and evaluate the newsletter on our behalf. In addition, CleverReach can use this data to optimise or improve their own services, e.g. for the technical optimisation of the sending and the presentation of the newsletter or for economic purposes, to determine which countries the recipients come from. However, CleverReach does not use the data of our newsletter recipients to approach them themselves or to pass it on to third parties.

We trust in the reliability and the IT and data security of CleverReach (<https://www.cleverreach.com/de/datenschutz>).

The registration for our newsletter takes place as a so-called double opt-in procedure. I.e. after registration you receive an e-mail asking you to confirm your registration.

The registrations to the newsletter are logged to be able to verify the registration process in accordance with legal requirements. This includes the storing of the registration and the confirmation time, as well as the IP address.

When accessing the newsletter, first of all technical information, such as information about the browser and your system, as well as your IP address and the time of access, is collected. This information is used for the technical improvement of the services based on the technical data or the target groups and your reading behaviour according to the access locations (which can be determined by means of the IP address) or access times.

The statistical recording also includes determining whether the newsletter has been opened, when it was opened and which links were clicked. This information can be attributed to individual newsletter recipients for technical reasons. However, it is not our intention to monitor individual users. The evaluations serve more to identify the reading habits of our users and to adapt our content to you or to send different content according to the interests of our users.

Our newsletters contain so-called tracking pixels (web bugs), which enable us to recognise whether and when an email was opened and which links in the e-mail were followed by the personalised recipient. We store this data so that we can optimally tailor our newsletters to the wishes and interests of our subscribers. Accordingly, the data thus collected is used to send personalised newsletters to the respective recipient.

With a revocation of the consent to receive the newsletter, the consent to the aforementioned tracking is also revoked.

6. Retention period and erasure

GLS Austria stores personal data in accordance with the statutory provisions on data processing and in compliance with statutory retention periods only for as long as is necessary for the respective purpose. We determine the duration of data storage in accordance with the following requirements:

Operational requirements: The retention period required for the handling of operational processes.

Legal requirements: Retention periods under commercial and tax law, which result, for example, from the Austrian Commercial Code (UGB) or the Federal Fiscal Code (BAO). The time limits specified there are 7 years in each case pursuant to § 212 UGB and § 132 BAO. This concerns, for example, the electronic customer invoices, which may be accessible via „YourGLS“.

The **limitation periods** under §§ 1489 ABGB can be up to 30 years, with the regular limitation period being three years. This applies, for example, to complaints communicated via the contact form.

After the defined retention period has expired, the data is deleted, destroyed or made anonymous - unless overriding legitimate interests apply.

7. Data subject rights, revocation of consent, exercising your rights

As a data subject, you have the right

- to obtain information on whether your personal data is being processed and the right of access to this data (right of access of the data subject pursuant to Article 15 of the GDPR)
- to request the rectification of inaccurate personal data concerning you (Right to rectification according to Art. 16 GDPR)
- to request the erasure of your personal data (right to erasure pursuant to Article 17 of the GDPR)
- to request the restriction of processing (right to restriction of processing pursuant to Article 18 of the GDPR)
- to obtain the personal data you have provided to us (right to data portability under Article 20 of the GDPR)
- to object, on grounds relating to your particular situation, to the processing of personal data concerning you, unless we can demonstrate compelling legitimate grounds for the processing which override your interests, rights and freedoms, or for the establishment, exercise or defence of legal claims (right of objection under Article 21 GDPR).

Revoking consent

You may revoke any granted consent to the processing of personal data at any time. This also applies to consent that was granted to us before the GDPR came into effect, i.e. before 25 May 2018. The revocation of a consent only takes effect for the future and does not affect the legitimacy of any data processed prior to the revocation.

Exertion of rights

If you wish to exercise your rights as a data subject or withdraw express consent, please send a message to dataprotection@glg-austria.com explaining which right you wish to exercise so that GLS Austria can take the further steps necessary to exercise your rights.

Please note, however, that we may require proof of identity to protect your personal data from unauthorised access or unauthorised changes.

Right of appeal to a supervisory authority

If you are of the opinion that the processing of your personal data contravenes data privacy regulations, please let us know your concerns. In such cases, you also have the right to lodge a complaint with a supervisory authority (Article 77 GDPR and Section 24 DSG - Data Protection Act).

Responsible supervisory authority:

Austrian data protection authority
Barichgasse 40-42
1030 Vienna
www.dsb.gv.at
E-Mail: dsb@dsb.gv.at

8. Cookies

See cookie policy at <https://glg-group.eu/AT/de/cookie-einstellungen>

9. Google Tools

Google Analytics

This website uses Google Analytics, a web analysis service of Google Inc. (hereinafter: Google). Google Analytics uses what are known as 'cookies', i.e. small pieces of data, that are saved on your computer and make it possible for us to analyse your use of our site. The information generated by the cookie about your use of this website is transmitted as a rule to a Google server in the USA and stored there. Due to the activation of IP anonymisation on these webpages, however, your IP address is abbreviated beforehand by Google within the member states of the European Union or in other Contracting States to the Agreement on the European Economic Area. Only in exceptional cases is the full IP address transmitted to a Google server in the USA and abbreviated there. Google will use this information on behalf of the operator of the website to evaluate your use of the website, to compile reports about website activities and to perform further services for the website operator associated with website use and Internet use. The IP address transmitted by your browser as part of Google Analytics is not merged with other Google data.

You can prevent the depositing of the cookies through a corresponding setting of your browser software. We would like to point out, however, that in this case you may not be able to use the full scope of functions of this website. You can also prevent Google from collecting the data generated by the cookie and relating to your use of the website (including your IP address) and from processing this data by Google by downloading and installing the browser plug-in available under the following link: <http://tools.google.com/dlpage/gaoptout> Browser add-on to deactivate Google Analytics.

The processing takes place on the basis of our legitimate interests in accordance with Art. 6 par. 1 lit. f GDPR, as well as your consent according to Art. 6 par. 1 lit. a GDPR.

IP anonymisation

We use the "activation of the IP anonymisation" feature on this website. This means that your IP address will be stored by Google in shortened form within Member States of the European Union or in other states that are contracting parties to the Agreement on the European Economic Area. Only in exceptional cases is the full IP address transmitted to a Google server in the USA and abbreviated there. Google shall use this information on behalf of the operator of this website to analyse your use of the website, to compile reports on website activities and to provide the website operator with other services relating to use of the website and internet use. The IP address transmitted by your browser as part of Google Analytics shall not be merged with other data held by Google.

Google AdWords

Our website uses Google conversion tracking. If you have accessed our website via an ad placed by Google, Google AdWords will set a cookie on your computer. The conversion tracking cookie is set when a user clicks on an ad placed by Google. These cookies lose their validity after 30 days and do not serve the purpose of personal identification. If the user visits certain pages of our website and the cookie has not yet expired, we and Google can identify that the user has clicked on the advertisement and has been forwarded to this page. Every Google AdWords customer receives a different cookie. Cookies can therefore not be tracked through the websites of AdWords customers.

The information gathered with the help of the conversion cookie serves to compile conversion statistics for AdWords customers who have chosen conversion tracking. The customers find out the total number of users who have clicked on their advertisement and were forwarded to a page equipped with a conversion tracking tag. However, they do not receive any information that allows users to be personally identified.

If you do not wish to participate in the tracking, you can refuse the placement of a cookie required for this - for example, by means of a browser setting that generally deactivates the automatic setting of cookies or by setting your browser in such a way that cookies from the domain „googleleadservices.com“ are blocked.

Please note that you must not delete the opt-out cookies as long as you do not want any measurement data to be recorded. If you have deleted all the cookies in your browser, you must set the respective opt-out cookie again.

Google Remarketing

This website uses the remarketing function of Google Inc. The function is used to present website visitors within the Google advertising network with interest-based advertisements. A so-called „cookie“ is stored in the browser of the website visitor, which makes it possible to recognise the visitor when they visit websites that belong to the Google advertising network. On these pages, advertisements can be presented to the visitor relating to content that the visitor accessed previously on web pages that use the Google remarketing function.

According to its own information, Google does not collect any personal data during this process. However, if you do not wish to use the Google remarketing function, you can deactivate it through the appropriate settings at <http://www.google.com/settings/ads>.

Alternatively, you can disable the use of cookies for interest-based advertising via the advertising network initiative by following the instructions at http://www.networkadvertising.org/managing/opt_out.asp.

Google Script Libraries

In order to display our content correctly and in a graphically appealing manner across browsers, we use script libraries and font libraries such as Google Web Fonts (<https://www.google.com/webfonts/>) on this website. Google Web Fonts are transferred to your browser's cache to avoid multiple loading. If the browser does not support Google Web Fonts or prevents access, the contents are displayed in a standard font.

Calling up script libraries or font libraries automatically triggers a connection to the operator of the library. It is theoretically possible - although it is currently unclear whether and for what purposes - that the operators of such libraries may collect data. The privacy policy of the library operator Google can be found here: <https://www.google.com/policies/privacy/>

10. Third-party tools

Hotjar

This website uses Hotjar. The provider is Hotjar Ltd., Level 2, St Julians Business Centre, 3, Elia Zammit Street, St Julians STJ 1000, Malta, Europe (Website: <https://www.hotjar.com>).

Hotjar is a tool for analysing your user behaviour on our website. With Hotjar, we can record your mouse and scroll movements and clicks, among other things. Hotjar can also determine how long you have stayed with the mouse cursor on a certain spot. From this information, Hotjar creates so-called heat maps, which can be used to determine which website areas are viewed preferentially by the website visitor.

Furthermore, we can determine how long you stayed on a page and when you left it. We can also determine at which point you abandoned your entries in a contact form (so-called conversion funnels).

In addition, Hotjar can be used to obtain direct feedback from website visitors. This function serves to improve the website operator's web presence.

Hotjar uses cookies. Cookies are small text files that are deposited on your device and stored by your browser. They serve to make our offering more user-friendly, efficient and safe. These cookies can be used in particular to determine whether our website has been visited with a particular end device or whether the Hotjar functions have been deactivated for the browser in question. Hotjar cookies stay on your end device until you delete them.

You can set your browser so that you are informed about the placement of cookies and only allow cookies in individual cases, exclude the acceptance of cookies in certain cases or generally, or can activate the automatic deletion of cookies when closing the browser. Deactivating cookies may limit the functionality of this website.

The use of Hotjar and the storage of Hotjar cookies is based on Article 6 par. 1 lit. f GDPR. The website operator has a legitimate interest in the analysis of user behaviour, in order to optimise their web presence and their advertising.

Disabling Hotjar

If you wish to deactivate the data collection by Hotjar, click on the following link and follow the instructions there: <https://www.hotjar.com/opt-out>

Please note that Hotjar must be deactivated separately for each browser or end device.

For further information about Hotjar and the data collected, please see Hotjar's privacy policy at the following link: <https://www.hotjar.com/privacy>.

Microsoft Advertising

On our pages we use the conversion tracking of Microsoft Corporation, One Microsoft Way, Redmond, WA 98052-6399, USA. A cookie is stored on your computer by Microsoft Advertising, insofar as you reached our website through Microsoft Advertising. This enables Microsoft Advertising and us to recognise that someone has clicked on an advertisement, been redirected to our website and reached a previously determined target page (conversion page). We only learn the total number of users who clicked on a Microsoft Advertising ad and were then directed to the conversion page. No personal information about the identity of the user is communicated.

If you do not want information about your behaviour to be used by Microsoft as described above, you can decline the necessary depositing of a cookie - for example through the browser setting that generally deactivates the automatic placement of cookies. In addition, you can prevent the collection of the data generated by the cookie and relating to your use of the website, as well as the processing of this data, by accessing the following link: <http://choice.microsoft.com/de-DE/opt-out> to declare your objection. Further information on data protection and the cookies used at Microsoft and Microsoft Advertising can be found on the Microsoft website at <https://privacy.microsoft.com/de-de/privacystatement>.

Trusted Shops trust badge

To display our Trusted Shops quality seal and any collected reviews, as well as to offer the Trusted Shops products to buyers after an order, the Trusted Shops trust badge is incorporated on this website.

This serves the safeguarding of our overriding legitimate interests in optimal marketing by enabling a secure purchase according to Art. 6 par. 1 lit. f GDPR. The Trustbadge and the services it promotes are provided by Trusted Shops GmbH, Subbelrather Str. 15C, 50823 Cologne, Germany. The trust badge is provided by a CDN provider (content delivery network) as part of order processing. Trusted Shops GmbH also uses service providers from the USA. An adequate level of data protection is ensured. You can find further information about the data protection of Trusted Shops GmbH here:

<https://www.trustedshops.de/impressum/#datenschutz>

When accessing the trust badge, the web server automatically stores a so-called server logfile, which also contains your IP address, the date and time of the access, the transmitted data volume and the enquiring provider (access data) and documents the access. Individual access data is stored in a security database for the analysis of security anomalies. The log files are automatically deleted no later than 90 days after creation.

Further personal data is transmitted to Trusted Shops GmbH, if you decide after concluding an order to use Trusted Shops products or have already registered for the use. The contractual agreement made between you and Trusted Shops applies. For this purpose, personal data is automatically collected from the order data. Whether you as a buyer are already registered for product use is automatically checked using a neutral parameter, the e-mail address hashed by cryptological one-way function. The e-mail address is converted into this hash value, which cannot be decrypted by Trusted Shops, before it is transmitted. After checking for a match, the parameter is automatically deleted.

This is necessary for the fulfilment of our and Trusted Shops' overriding legitimate interests in the provision of the buyer protection linked to the specific order in each case and the transactional rating services in accordance with Article 6 par. 1 lit. f GDPR. Further details, including the objection, can be found in the Trusted Shops privacy policy linked above and in the Trustbadge.

11. Social media

GLS Austria operates so-called company profiles in the social networks listed below. As a matter of principle, GLS Austria and the respective operator of the network pursuant to the EU General Data Protection Regulation (Article 4 lit. 7 GDPR) are jointly responsible for the data processing on the respective company profile. In the following sections, we inform you about the data processing in connection with our company profiles.

Note on data processing by GLS Austria

If you use the interactive functions of the respective social network (e.g. „Like“ button, „Follow“ button), it will be visible to the responsible parties and, if applicable, to the users of the social network that you are a fan of our site.

As soon as you communicate and interact with us (comment, post, message), we store your user name and the content of the message or comment for the purpose of processing your request. In private messages, depending on the request, further personal data may be provided by yourself or requested by us. (e.g. parcel number, e-mail address or telephone number if you wish to be contacted by telephone). Please do not provide any personal or confidential data in publicly visible comments and posts, if possible.

In the event that you enter one of our prize draws, we will store and use your Facebook name to determine the winner and to communicate with you.

In order to continuously improve our social media presence, we use the analysis tool „Fanpage Karma“ from the provider uphill GmbH, Oranienstr. 188, 10999 Berlin. Only statistical evaluations are carried out here in aggregated form (without drawing conclusions about individuals).

GLS operates these company profiles in order to present itself to and communicate with users of the social network and other interested persons who visit the company profile. The processing of users' personal data is based on the legitimate interests (Article 6 par. 1 lit. f GDPR) of GLS Austria in an optimal presentation of the company. In the case of prize draws, the lawful processing of your data is based on consent (Article 6 par. 1 lit. a GDPR).

The personal data from your enquiries will be automatically erased six months after your enquiry. If you wish to delete your data manually, you have the right to do so at any time. If legal retention periods (e.g. in the case of complaints) prevent the erasure, the data will only be erased or destroyed after the expiry of the prescribed retention period.

Information on platform-dependent data processing by the respective provider and options for contacting the provider can be found in the following sections.

Social media links

On the GLS websites there are links (connections) to social media profiles of GLS Austria (e.g. on Xing, Twitter, LinkedIn, Kununu, Instagram, YouTube and Facebook). When using these links, please note that data processing on these profile pages is partly carried out by the respective provider.

As the operator of these company profiles, we are jointly responsible with the respective operator of these social networks pursuant to Article 4 lit. 7 GDPR. If you visit one of our company profiles, personal data will be processed by the joint controllers.

Share Buttons

It is a kind of bookmark that allows users of a service to share job advertisements etc. with that service. The share buttons are integrated on our website with the data protection-friendly „Shariff solution“ from heise.de as a link to the corresponding services. After clicking on the embedded graphic, you are forwarded to the page of the respective provider; only then is user information transmitted to the respective provider. For information on the handling of your personal data when using these providers, please refer to the data protection declarations of the respective providers.

Facebook and Instagram

If you have issued your consent to the use of the visitor action pixel of Facebook, we use the "visitor action pixel" of Facebook Inc., 1601 S. California Ave, Palo Alto, CA 94304, USA ("Facebook") within our Internet presence. This allows the behaviour of users to be tracked after being forwarded to the webpages of the provider by clicking on a Facebook advertisement. This procedure is used to evaluate the effectiveness of Facebook ads for statistical and market research purposes and can help to optimise future advertising measures.

The collected data is anonymous for us and does not allow any conclusions about the identity of the users. However, the data is stored and processed by Facebook, so that an association with the respective user profile is possible and Facebook can use the data for its own advertising purposes, in accordance with the Facebook data usage guideline (<https://www.facebook.com/about/privacy/>). You can allow Facebook and its partners to display ads on and off Facebook. A cookie may also be stored on your computer for these purposes.

Consent to the use of visitor action pixels may only be declared by users older than 13 years. If you are younger, we kindly request that you ask your guardian for permission.

For the operation of the Facebook fan page, GLS uses the technical platform and the services of Facebook Ireland Ltd., 4 Grand Canal Square, Grand Canal Harbour, Dublin 2, Ireland ("Facebook").

For the operation of the Instagram company profile, GLS Austria uses the technical platform and services of Instagram LLC, 1 Hacker Way, Building 14 First Floor, Menlo Park, CA 94025, USA („Instagram“).

The Instagram service is one of the Facebook products provided by Facebook Ireland Limited. Consequently, the following information on Facebook applies equally to our company profile on Instagram.

We would like to point out that your use of our Facebook page and its functions are your own responsibility. This applies in particular to the use of the interactive functions (e.g. commenting, sharing, reviewing). The Facebook terms of use are authoritative for this.

Collection of access data by Facebook (Insights)

Please check carefully what personal data you share with us via Facebook. As long as you are logged into your Facebook account and visit our Facebook profile, Facebook can assign this to your Facebook profile. We expressly point out that Facebook stores the data of its users (e.g. personal information, IP address, etc.) and may also use this data for business purposes. If you would like to avoid Facebook processing personal data you have provided to us, please contact us by other means. For further information on Facebook's data processing, please see Facebook's privacy policy at <http://de-de.facebook.com/policy.php> (Instagram: <https://help.instagram.com/519522125107875>).

Name and contact details of the joint controllers

Insofar as the data you provide to us via Facebook is also or exclusively processed by Facebook (Insights data), we are joint data controllers in accordance with the GDPR with Facebook Ireland Ltd, 4 Grand Canal Square, Grand Canal Harbour, Dublin 2, Ireland. The related data processing is carried out on the basis of an agreement between joint controllers pursuant to Article 26 of the GDPR, which you can view here: www.facebook.com/legal/terms/page_controller_addendum. You can contact Facebook's data protection officer via the online form at <https://www.facebook.com/help/contact/540977946302970>.

Data processing for statistical purposes by means of page insights

Facebook provides us with so-called page insights for our Facebook page (www.facebook.com/business/a/page/page-insights or for Instagram <https://help.instagram.com/788388387972460?helpref=related&ref=related>). This is aggregate data that allows us to understand how people interact with our site. Site insights may be based on personal data collected in connection with an individual's visit to or interaction with our site and its content.

You can object to the processing of your data for the aforementioned purposes at any time by changing your settings for advertisements in your Facebook user account at www.facebook.com/settings?tab=ads accordingly.

You can contact Facebook's data protection officer via the online form at <https://www.facebook.com/help/contact/540977946302970>.

Twitter

For the operation of the Twitter company profile, GLS Austria uses the technical platform and services of Twitter Inc., One Cumberland Place, Fenian Street, Dublin 2, D02 AX07 Ireland („Twitter“).

Information about which data is processed by Twitter and for what purposes can be found in Twitter's privacy policy at <https://twitter.com/de/privacy>

Your data collected in relation to this is processed by Twitter Inc. and may be transmitted to countries outside of the European Union.

XING/Kununu

For the operation of the XING/Kununu company profile, GLS Austria uses the technical platform and services of New Work SE, Dammtorstraße 30, 20354 Hamburg („XING“).

The privacy policy of XING/Kununu can be found at <https://privacy.xing.com/de/datenschutzerklaerung>.

XING/Kununu BrandManager

XING/Kununu BrandManager provides us with general evaluations of the performance of our company profile. The key figures provided there (e.g. total number of page visits, total number of followers, etc.) are only aggregated data that does not allow any conclusions to be drawn about individuals.

LinkedIn

We use plugins of the social network LinkedIn provided by LinkedIn Corporation, 2029 Stierlin Court, Mountain View, CA 94043, USA (hereinafter „LinkedIn“). You can recognise the LinkedIn plugins by the LinkedIn logo on our site.

If you visit our pages, the plugin establishes a direct connection between your browser and the LinkedIn server. LinkedIn then receives the information that you have visited our page with your IP address.

If you click on the LinkedIn “recommend button” while you are logged into your LinkedIn account, you can link the content of our pages on your LinkedIn profile. This allows LinkedIn to assign the visit to our pages to your user account. We would like to point out that we as the provider of the pages do not receive information about the contents of the transmitted data or its use.

Details on data collection (purpose, scope, further processing, use) as well as your rights and setting options can be found in LinkedIn's privacy policy. LinkedIn provides this information at http://www.linkedin.com/static?key=privacy_policy&trk=hb_ft_priv/.

Company Page Analysis

LinkedIn's Company Page Analysis provides insights into the performance of our LinkedIn company profile to assess trends based on data and time periods. The analysis data (e.g. follower and visitor numbers) is only aggregated data that does not allow any conclusions to be drawn about individuals.

YouTube

We embed YouTube videos on some of our websites. The operator of the respective plugins is YouTube, LLC, 901 Cherry Ave., San Bruno, CA 94066, USA.

If you visit a page with the YouTube plugin, a connection to YouTube servers is established. YouTube is informed about which pages you visit. If you are logged into your YouTube account, YouTube can assign your surfing behaviour to you personally. You can prevent this by logging out of your YouTube account previously.

When a YouTube video is started, the provider uses cookies that collect information about user behaviour.

Those who have deactivated the saving of cookies for the Google Ad programme will not have to expect any such cookies when watching YouTube videos. However, YouTube also stores non-personal usage information in other cookies. If you would like to prevent this, you must block the saving of cookies in the browser.

Further information about data privacy at “YouTube” is available in the data privacy statement of the provider at: <https://www.google.de/intl/de/policies/privacy/>

12. SSL encryption and security (incl. server logs)

GLS Austria protects your personal data against loss and misuse through appropriate technical and organisational security measures. This also includes the transmission of your data entered on the GLS website via SSL encryption. We reserve the right to adapt these security and data protection measures if this becomes necessary due to technical developments.

When you access this website, the browser used on your terminal device automatically sends information to our website server. This information is temporarily stored in a so-called logfile. The following information is collected without your intervention and stored until automated erasure:

- IP address of the enquiring device,
- date and time of access,
- name and URL of the accessed file,
- website of origin (referrer URL),
- the browser used and, if applicable, the operating system of your computer as well as the name of your access provider.

The possibility of using this data on the legal basis of Art. 6 par. 1 lit. f GDPR for purposes such as

- ensuring a smooth connection structure of the website,
- ensuring a convenient use of our website,
- the evaluation of system security and stability, as well as
- for other administrative purposes

is currently part of our policy. The data collected will under no circumstances be used to draw conclusions about your person.

13. Changes to this privacy policy

GLS Austria is entitled to update this information by publishing the amended information on this website. We continuously develop and optimise our services. So it may be that we add new functions. Should this have an impact on the way in which your personal data is processed, we will inform you in good time in our privacy policy.

Status: 07.09.2021.