

**Privacy notice when using  
the “myKN” websites and the “myKN” platform and services**

05.07.2022

**(1) GENERAL**

(1.1.) With this privacy notice we inform you about the processing of personal data when using our websites and our platform. Personal data is any information relating to an identified or identifiable natural person (hereinafter "you"), e.g. name, address, e-mail addresses and user behaviour.

(1.2.) The controller according to Art. 4 para. 7 GDPR is:

Kuehne + Nagel Management AG  
Kuehne + Nagel Haus  
P.O. Box 67  
8834 Schindellegi  
Switzerland  
Tel.: +41(0) 44 786 95 23

Email: [privacy@kuehne-nagel.com](mailto:privacy@kuehne-nagel.com)

(1.3.) The data protection officer of the controller can be contacted at:

Kuehne + Nagel Management AG  
Kuehne + Nagel Haus  
P.O. Box 67  
8834 Schindellegi  
Switzerland  
Tel.: +41(0) 44 786 95 23

Email: [privacy@kuehne-nagel.com](mailto:privacy@kuehne-nagel.com)

## **(2) YOUR RIGHTS**

(2.1.) You have the following rights with respect to us with regard to personal data concerning you:

**Right of access:** You can request information in accordance with Art. 15 GDPR about your personal data that we process.

**Right to rectification:** If the information concerning you is not (or no longer) accurate, you can request a correction in accordance with Art. 16 GDPR. If your data is incomplete, you can request that it will be completed.

**Right to erasure:** You may request the erasure of your personal data in accordance with Art. 17 GDPR.

**Right to restriction of processing:** You have the right to request restriction of the processing of your personal data in accordance with Art. 18 GDPR.

**Right to object to processing:** You have the right to object at any time, on grounds relating to your particular situation, to the processing of your personal data carried out on the basis of Article 6 (1) f GDPR. The controller will then no longer process the personal data unless it can demonstrate compelling legitimate grounds for the processing which override the interests, rights and freedoms of the data subject, or for the establishment, exercise or defence of legal claims. The collection of data for the provision of the website and the storage of log files are absolutely necessary for the operation of the website.

**Right to data portability:** In the event that the requirements of Art. 20 (1) GDPR are met, you have the right to have data that we process automatically on the basis of your consent or in fulfilment of a contract handed over to you or to third parties. The collection of data to provide the website and the storage of log files are absolutely necessary for the operation of the website. They are therefore not based on consent pursuant to Art. 6 (1) a GDPR or on a contract pursuant to Art. 6 (1) b GDPR, but are justified pursuant to Art. 6 (1) f GDPR. The requirements of Article 20 (1) of the GDPR are therefore not met.

**Right to complain:** If you believe that the processing of your personal data violates data protection law, you have the right to complain to a data protection supervisory authority of your choice pursuant to Article 77(1) of the GDPR.

You can exercise your rights at any time at <https://privacy.kuehne-nagel.com/dsar-form/>.

### **(3) PROCESSING OF PERSONAL DATA WHEN DEALING WITH MYKN**

(3.1.) If you contact us by e-mail, the data you provide (e.g. your e-mail address, name and telephone number, if applicable) will be processed by us and stored in particular to answer your questions.

The legal basis of the data processing depends on the reason and content of the respective contact request. For requests related to an existing contractual relationship or the initiation of such a relationship, the legal basis is Art. 6 (1) lit. b GDPR. For all other inquiries, the legal basis is Art. 6 para. 1 lit. f GDPR. Our legitimate interest is to process your requests.

We delete the collected data in connection with support requests after the storage is no longer necessary or restrict the processing if there are legal retention obligations. The specific respective periods depend on the reason and content of your contact request.

### **(4) PROCESSING OF PERSONAL DATA WHEN VISITING THE MYKN WEBSITE AND THE KUEHNE+NAGEL MOBILE APP**

(4.1.) This declaration applies to:

- the website: <https://mykn.kuehne-nagel.com/ac/login>
- the KUEHNE+NAGEL mobile App (Google Play: <https://play.google.com/store/apps/details?id=com.kn.mobile.myshipments&hl>, Apple Store: <https://apps.apple.com/de/app/kuehne-nagel/id1338675446>)

In addition the Website Privacy Policy (<https://privacy.kuehne-nagel.com/-/website-privacy-policy#/>) explains how Kuehne+Nagel handles personal data on the internet, what information about the users of Kuehne+Nagel websites is recorded and analyzed, and how this information is used, shared or otherwise processed.

(4.2.) In the case of purely informational use of the website, i.e. if you do not register to use the myKN platform, log in or otherwise provide us with information, we collect and process the following data that is technically necessary for us to display our website to you and to ensure stability and security:

- IP address
- Date and time of the request
- Time zone difference to Greenwich Time (GMT)
- Content of the request (specific page)
- Access status / HTTP status code
- amount of data transferred in each case
- Website from which the request comes
- Browser
- Operating system and its interface

- Language and version of the browser software

#### (4.3.) Use of cookies

When you use our website, cookies are stored on your device. Cookies are information that we can read, in particular to recognize your device.

#### **WalkMe**

For example, on some of our myKN-websites where you can register and where you may need help navigating the site, WalkMe displays information via information banners that explain the best way to use our website features. For the use of our myKN platform, WalkMe stores your myKN user ID for 12 months.

You can opt-out of the use of performance and marketing cookies at any time by modifying your cookie settings accordingly via our cookie banner. This cookie banner will be displayed the first time you visit our website. You can also use the button at the top right of this page to manage your cookies.

You can give detailed consent to the use of cookies via our cookie consent menu. The cookie consent menu contains a cookie statement with a more detailed description of the cookies used, such as their respective purpose.

#### **Matomo**

With your consent, we use the open source software Matomo on some of our websites to analyze and statistically evaluate the use of the website. Cookies are used for this purpose. The information about website usage obtained in this way is transmitted exclusively to our servers and summarized in pseudonymous usage profiles. We use the data to evaluate the use of the website. The data collected is not passed on to third parties.

The IP addresses are anonymized (IP masking), so that an assignment to individual users is not possible.

You can withdraw your consent at any time by deleting the cookies in your browser or changing your privacy settings.

(4.4.) If you consent, the legal basis for the processing of your data is Art. 6 (1) lit. a GDPR. Data required for the operation of the website is processed on the basis of Art. 6 para. 1 lit. f GDPR. Our legitimate interest is to optimizing our website for our external presentation.

### **(5) PROCESSING OF PERSONAL DATA ON THE PLATFORM**

If you register or log in to use the restricted user area of myKN (also referred to as the "platform"), we will collect the following additional data in addition to the data listed in sections 3 and 4 above:

(5.1.) Registration and general user profile

The user must register to fulfil a contract to which he is a party or to perform pre-contractual measures.

The use of our platform requires a profile for each user. In this context, we process:

<b>Data category</b>	<b>Purpose of processing</b>
Personal data, e.g. names, contact details (including company addresses, telephone numbers) and passwords	We process this data in particular for user identification and administration and to process the services provided via our platform.

The legal basis for the processing of the data is Art. 6 para. 1 lit. a GDPR if the user has given his consent.

If the registration serves the fulfilment of a contract to which the user is a party or the implementation of pre-contractual measures, the additional legal basis for the processing of the data is Art. 6 para. 1 lit. b GDPR.

(5.2.) Further information on contracting entities and carriers

When you register as a contractor or carrier, we collect and process additional information. This includes:

<b>Data category</b>	<b>Purpose of processing</b>
<p>Company details such as company name and legal form, VAT identification number.</p> <p>With regard to carriers only: business license/commercial certificate, excerpt from the commercial register</p>	<p>We need this information to provide our services, to invoice you and to make payments.</p>
<p>Additional company information (e.g. website address, second telephone number, voluntary)</p>	<p>We use this information to provide additional services to your business or to use a second way to contact you.</p>
<p>Only with regard to carriers:</p> <p>Details of truck and trailer such as type, model, license plate number, emission class, number of axles, weight.</p>	<p>We need this information to operate our platform, in particular to determine whether a particular freight can be transported by a particular carrier.</p>
<p>Payment information such as a bank account, billing address, and/or credit card information</p>	<p>We need this information to send and receive payments.</p>
<p>Only with regard to carriers:</p> <p>Insurance documents (e.g. for cargo damage, type, and commercial liability insurance).</p>	<p>We require this information in order to fulfil our organizational- and due diligence obligations as well as for evidentiary purposes.</p>
<p>Only with regard to carriers:</p> <p>Date of birth and specific information from the identity card (for carriers with several drivers for the key user, their date of birth, identity card and role and position in the company).</p>	<p>We need this information to send and receive payments.</p>

<p>Only regarding contracting entities:</p> <p>Type of company (e.g. shipper, freight forwarder, ship owner, distributor)</p>	<p>We need this information to be able to manage a customized booking process regarding the insurance.</p>
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We are also subject to a large number of legal obligations. These are primarily legal requirements (e.g. commercial- and tax laws), the German Freight Forwarders' Standard Terms and Conditions 2017 (ADSp 2017), but also, where applicable, regulatory and/or other official requirements.

The purposes of processing may include identity and age checks, comparisons with European and international anti-terror lists, the fulfilment of control- and reporting obligations under tax law, and the archiving of data for purposes of data protection and data security, as well as audits by tax- and other authorities. In addition, the disclosure of personal data may become necessary in the context of official/court measures for the purposes of gathering evidence, criminal prosecution or enforcement of civil claims.

This is done for the purpose of fulfilling legal requirements (Art. 6 para. 1 lit. c GDPR) or in the public interest (Art. 6 para. 1 lit. e GDPR).

(5.3.) Further information about the transport

In the context of transport management, we also process the following data:

<b>Data category</b>	<b>Purpose of processing</b>
<p>Cargo specification, cargo site information</p>	<p>We need this information to process shipments, i.e. to provide our services to the client.</p>
<p>Transport specific contact information</p>	<p>We need this information to process shipments, i.e. to provide our services to the client.</p>
<p>Proof of Delivery</p>	<p>We need this information (such as the name of the driver, signature of a responsible person of the consignee of the cargo) to process shipments, i.e. to provide our services to the client.</p>

If you are a customer yourself, the legal basis is Art. 6 (1) lit. b GDPR. If you are acting on behalf of a client or a recipient of a delivery, the legal basis is Art. 6 para. 1 lit. f GDPR. Our legitimate interest is to be able to provide our services to the client.

#### (5.4.) Source of the personal data

In accordance with the principles of data protection law we process personal data only to the extent that it is necessary, we are permitted to do so on the basis of applicable legal requirements or we are obliged to do so.

Unless otherwise stated below, the terms "process" and "processing" also include, in particular, the collection, use, storage, disclosure and transfer of personal data (see Article 4 (2) of the GDPR).

#### (5.5.) Data from other sources

We process personal data from publicly accessible sources (e.g. commercial register, authorities, Internet) only to the extent that this is legally permissible, for example because it is necessary for the provision of our services.

This includes in particular the following data:

- Name and business address of the managing directors and shareholders as far as can be seen from the commercial registers.

#### (5.6.) Payment transaction

Payments are not processed directly via the myKN portal. However, the following categories of data are processed:

Company details, billing address, e-mail address, invoice amounts, credit card numbers, account details or bank details and dates of birth (see details above). The purpose of the data processing is the payment processing between clients, carriers and us.

If you yourself are a client, the legal basis is Art. 6 para. 1 lit. b GDPR.

## **(6) NEWSLETTER**

(6.1.) With your consent, you can subscribe to our newsletter, with which we inform you about innovations in the myKN platform and offers for similar services.

(6.2.) Mandatory data for sending the personalized newsletter are, depending on the communication channel, first name, last name and e-mail address. After your confirmation, we store your e-mail address for the purpose of sending the newsletter. The legal basis is Art. 6 para. 1 lit. a GDPR.

(6.3.) You can withdraw your consent to receive the newsletter and unsubscribe at any time. You can declare the withdrawal by clicking on the link provided in every newsletter email.



(6.4.) We would like to point out that we evaluate your user behaviour when sending the newsletter. For this evaluation, the emails sent contain so-called web beacons or tracking pixels, which are single-pixel image files that are stored on our website. For the evaluations, we link the data received from you and the web beacons with your e-mail address and an individual ID. Links received in the newsletter also contain this ID. With the data obtained in this way, we create a user profile to tailor the newsletter to your individual interests. In doing so, we record when you read our newsletters, which links you click on in them and infer your personal interests from this. We link this data to actions you have taken on our website. After unsubscribing, we store the data purely statistically and anonymously. Tracking is not possible if you have deactivated the display of images by default in your e-mail program. In this case, the newsletter will not be fully displayed to you and you may not be able to use all functions. If you display the images manually, the tracking mentioned above takes place.

## **(7) SURVEYS**

(7.1.) The personal data of the participant provided by them on the contact form with their consent pursuant to Art. 6 (1) lit. a GDPR will be collected and used by the organizing company solely for the purpose of carrying out and processing the promotion. The data will be deleted again after completion of the campaign.

(7.2.) The aforementioned personal data will be used exclusively by Kuehne + Nagel Management AG, Kuehne + Nagel Haus, P.O. Box 67, 8834 Schindellegi, Switzerland for the purpose of conducting and processing the surveys or campaign and - if consent has been given - for the purpose of providing information about other contests and products. Data will not be passed on to third parties at any time.

(7.3.) On the myKN websites, we use the service provider QuestionPro, QuestionPro GmbH, Friedrichstraße 171, 10117 Berlin, Germany to conduct the surveys. Information on data processing is provided to them directly before the survey in a separate privacy policy.

## **(8) DURATION OF THE PROCESSING**

We process and store your personal data only as long as we need them for contractual, legal or purposeful fulfilment. If there is no longer a legitimate interest, we will delete the data in compliance with any legal retention periods.

## **(9) SECURITY OF DATA PROCESSING**

We take appropriate technical and organizational precautions to ensure the security of the personal data we process. The data is conscientiously protected against loss, destruction, corruption, manipulation and unauthorized access or unauthorized disclosure. Our employees and partners are obligated to maintain the confidential treatment of personal data and are informed about its handling. The security of the IT systems used is regularly monitored.

Our privacy policy as well as the information on data protection regarding our data processing pursuant to Articles (Art.) 13, 14 and 21 GDPR may change from time to time. It is therefore recommended that you re-read this privacy policy at regular intervals.