

## **Kuehne+Nagel Group - Privacy notice for webconference recording and conversation analytics via “Gong”**

Compliance with Data Protection and Privacy Laws is an integral part of conducting business in a trustworthy manner. Kuehne+Nagel acknowledges and protects the security and privacy of personal data of Kuehne+Nagel’s customers, subcontractors, suppliers and other business partners (“**Partner**”). Therefore, Kuehne+Nagel processes personal data in compliance with applicable laws on data protection and data security, including the General Data Protection Regulation (“GDPR”). With this privacy notice we would like to inform you about how we process your data and your rights in connection with the webconference-recording service “Gong”. For the use of the videoconference tool, separate privacy policies apply in each case.

### **Purpose of the processing and legal basis**

We use the tool "Gong" to carry out webconference-recording for the purpose of conversation analytics, to improve the skills of our Sales teams, to more efficiently follow up on requests and to focus on the participants and listen more effectively rather than taking notes.

Your consent, in accordance with Art. 6 para. 1 lit. a) GDPR, serves as the legal basis for data processing.

If we intend to record the webconference-(video) call, we will inform you in advance and will only do so if you consent to the recording.

### **Categories of personal data processed**

#### **For external participants**

If you use the platform as an external participant, we process your personal data you have already provided to us elsewhere, such as through your contact within Kuehne+Nagel. This may include your surname and first name, your business e-mail address and your IP address. Additionally this may include:

Usage, login credentials, and device information (connectivity, technical and aggregated usage data, such as user agent, IP addresses and approximate location based upon such IP addresses, device data (like type, OS, device id, browser version, locale and language settings used), activity logs, session recordings, log-in credentials to the Services, the cookies and pixels installed or utilized on their device, and inferred or presumed data on generated from their use of the Services). In case you will use the camera during the call also what is shown on screen (e.g. your face) will be part of the recording. The recordings are stored as an MP4 file.

#### **For employees and staff of the Kuehne+Nagel Group**

We process personal data originally collected as part of your employment. This includes surname and first name and your company-mail address. For further information on the processing of your personal data within the scope of your employment, please refer to the applicable privacy policy.

### **CCPA**

Kuehne+Nagel certifies to understand the rules, requirements and definitions of the CCPA and agrees to refrain from selling (as such term is defined in the CCPA) any personal information processed hereunder, without your prior written consent, nor taking any action that would cause

any transfer of personal information to qualify as “selling” such personal information under the CCPA.

**Transfer of data and Categories of recipients**

In connection with the "Gong" service, your data will be hosted outside of the EEA whereby we have ensured that suitable measures for the protection of your personal data are taken by introducing suitable legal mechanisms within the meaning of Art. 46 GDPR, e.g. EU standard contractual clauses. However, by accepting to be recorded you also consent to your data being processed by providers in other (third) countries. In such countries, authorities may have easier access to such data and you may have fewer rights to oppose such access, as compared to the European Union.

We will treat your data confidentially. Within Kuehne+Nagel and the group companies, only those departments and employees who need to access your data in order to fulfill the above-mentioned purposes will have access to it. In addition, for maintenance purposes, it may be necessary for the service provider of Gong, to access our environment for a short period of time.

**Retention periods**

Unless explicitly indicated otherwise at the time of the collection, we will erase personal data if the retention of the personal data is no longer necessary in relation to the purposes for which they were collected or otherwise processed and no statutory retention obligations under applicable law require us to further retain personal data. For the purpose of this specific tool, the personal data will be erased latest after the period of two years.

**Right to withdraw consent**

You have the right to withdraw the consent at any time with future effect, i.e. the withdrawal of the consent does not affect the lawfulness of processing based on the consent before its withdrawal. In case consent is withdrawn, Kuehne+Nagel may only further process the personal data where there is another legal ground for the processing.

**Your rights as data subject**

You have the right of access to personal data concerning you. You can contact us for information at any time.

We delete personal data in principle when there is no need for further storage. A purpose can exist in particular if the data is still needed to fulfil contractual services, to check and grant or ward off warranty and, if applicable, guarantee claims. In the case of legal storage obligations, deletion is only possible after the expiry of the respective storage obligation. You can exercise your rights at any time via the following link <https://privacy.kuehne-nagel.com/dsar-form/>.

Furthermore, you have the right to correction or to limitation of the processing, insofar as you are legally entitled to this.

You have the right to object to the processing within the scope of the legal requirements.

You also have a right to data transfer within the scope of data protection regulations.

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

**Right to lodge a complaint with a supervisory authority**

You have the right to complain to a supervisory authority for data protection.

**Rights, complaints and Data Protection Contact**

Any requests including those concerning access to, rectification or erasure of personal data restriction of processing, right to object to processing or any complaints can be addressed under <https://privacy.kuehne-nagel.com/dsar-form/>.

The Data Protection Officer and the data controller can be reached using the following contact details:

Kuehne + Nagel Management AG  
Kuehne + Nagel Haus  
P.O. Box 67  
8834 Schindellegi  
Switzerland  
Email: [privacy@kuehne-nagel.com](mailto:privacy@kuehne-nagel.com)

Our Privacy Notice as well as the information about our data processing in accordance with Article 13, 14 and 21 GDPR may change from time to time. It is therefore recommended to revisit this Privacy Notice in regular intervals. This Privacy Notice does not apply if there are country-specific Privacy Notices in place and/or conflicting local privacy laws and regulations.

Version: September 2022