

PRIVACY NOTICE FOR VOICE OF THE CUSTOMER PROGRAM

As part of the Voice of the Customer Program, Kuehne+Nagel (“us” / “we”) will conduct customer satisfaction surveys, (“Surveys”) that allow us to understand how we are currently performing and how we can improve our services for our customers.

This Privacy Notice describes how we collect, use, and share information gathered in connection with your completion of any Survey. By responding to one of these Surveys, you agree to the use of such information in accordance with this Privacy Notice.

Categories of personal data and legal basis

The personal data processed for conducting the Survey may include, but is not limited to, the following:

- Full name
- Contact information (email address)
- Current position

Your personal data will be processed according to our [Privacy Notice For KN Business Partners](https://privacy.kuehne-nagel.com/en/-/website-privacy-policy/#/Privacy%20Notice%20for%20Business%20Partners/en_GB), which you can find here: https://privacy.kuehne-nagel.com/en/-/website-privacy-policy/#/Privacy%20Notice%20for%20Business%20Partners/en_GB. As described in this Privacy Notice, unless indicated otherwise, the legal basis for the processing of personal data is Article 6 (1) (b), (c) or (f) of the General Data Protection Regulation or - if explicitly provided by KN Business Partner - the consent (Article 6 (1) (a) of the GDPR. Details on the transfer and disclosure of your personal data can also be found in above-mentioned Privacy Notice.

How we use your information

The information you provide will be analysed individually and jointly with the feedback of other customers in an accumulated manner broken down to a global, regional, national, branch, department, and team level. The process of accumulation will be conducted by our Global Customer & Data Transformation and KNEperience teams.

Your individual responses will be shared with the representative and local team working with your account for following up purposes, these responses may be shared in addition with the local, national, regional and global management. We may contact you via your business contact details as needed.

The aggregated results will be provided to the respective Region, Country and Department within Kuehne+Nagel for the purpose of identifying improvement actions, service gaps and best practices at a global, regional, national, branch, department, or team level.

Data retention period

We will hold your data until the survey and follow up on the survey has been performed. Your data will be deleted from our databases after 3 years. The results provided to the Kuehne+Nagel employees as described in this notice, will be deleted by them as soon as the above-mentioned purposes have been fulfilled.

Security

We have implemented appropriate technical and organizational measures to ensure an appropriate level of security.

You may receive requests for participation more than once. You have the option to unsubscribe from further surveys by clicking the “Unsubscribe” link at the bottom of the message you received. ***If you unsubscribe, you will not be asked to participate in a customer survey again.***

Rights of and complaints by Kuehne+Nagel Business Partner and Data Protection Contact

With reference to the Privacy Notice for KN Business Partners, you can address your requests concerning access to, rectification or erasure of personal data, restriction of processing, right to object to processing or any complaints at any time via <https://privacy.kuehne-nagel.com/dsar-form> or by email: privacy@kuehne-nagel.com. You also have the right to lodge a complaint with a supervisory authority.

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*

Please refer to our [Privacy Notice For KN Business Partners](#) for further information on how Kuehne+Nagel processes your personal data.

If you have further questions, please contact 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.