

PRIVACY NOTICE FOR THE CONTRACT & INTEGRATED LOGISTICS CUSTOMER SATISFACTION SURVEY

Dear Customer

Thank you for your interest to participate in our Survey.

We are conducting this survey in order to find out how we perform in the different areas you work with us and to identify in which areas Kuehne + Nagel needs to improve.

For this purpose, the answers from your questionnaire will be joined with the feedback of other customers and used in an accumulated manner, broken down to a company level. The process of accumulation will be conducted by our:

Global Head of Customer Engagement for Contract Logistics

The so elaborated results will be provided to the respective Business Units within Kuehne + Nagel for the purpose of general improvement actions across Kuehne + Nagel, either on global, regional, national or branch level. Your e-mail address will not be forwarded to the business units.

The surveys questionnaire including your answers and e-mail addresses will be deleted after 3 years. The accumulated results provided to the Business Units will be deleted by them as soon as the above mentioned purpose has been fulfilled.

Please do not include any names of individuals in the free text fields as part of your survey response.

We may have questions about your answers. In such cases we would like to contact you via your business contact details.

You can request deletion of your personal data at any time using the e-mail address ruth.archer@kuehne-nagel.com

You may receive requests for participation a few times. 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 client survey again.*

If you have further questions, please contact ruth.archer@kuehne-nagel.com

Our full privacy notice follows below:

PRIVACY NOTICE FOR KN BUSINESS PARTNERS

Compliance with Data Protection and Privacy Laws is an integral part of KUEHNE+NAGEL (“**KN**”) companies’ way of conducting business in a trustworthy manner. KN acknowledges and protects the security and privacy of personal data of KN’s customers, subcontractors, suppliers and other business partners (“**KN Partner**”). Therefore, KN processes personal data in compliance with applicable laws on data protection and data security, including the General Data Protection Regulation (“GDPR”).

1. Purpose of the processing

Within the business relationship with KN, KN may process personal data for the following purposes:

- a) communicating with KN Partners about products or services of KN or KN Partners, e.g. by responding to requests, RFQs, sending service alerts;
- b) planning, performing and monitoring the (contractual) relationship with KN Partners; e.g. by performing transactions and orders, arranging shipments and deliveries, tracking and tracing shipments, conducting audits, invoicing and accounting, processing payments;
- c) conducting customer (satisfaction) surveys, marketing campaigns, market analysis or other marketing activities;
- d) maintaining and protecting the security of our products, services and websites, preventing and detecting security threats, fraud or other malicious activities;
- e) ensuring compliance with legal obligations (such as legal retention periods), obligations regarding integrity due diligence (to prevent white-collar or similar crimes), and KN policies or industry standards; and
- f) enforcing contracts by establishing, exercising or defending legal claims.

2. Categories of personal data processed and legal basis

For the above-mentioned purposes, KN may process the following categories of personal data:

- a) Contact information, such as full name, office address, office telephone number, office mobile phone number and office email address of e.g. shippers, consignees, registered users of our IT systems, subcontractors, drivers;
- b) Payment data, such as data necessary for processing payments and fraud prevention, including credit/debit card numbers and other related billing information;
- c) Further information necessarily processed in a project or contractual relationship with KN or voluntarily provided by the KN Partner, such as orders placed, payments made, requests, and project milestones;
- d) Information collected from publicly available resources, integrity data bases and credit agencies; and

- e) If required for integrity due diligence: information about qualifications of key staff and relevant litigation or other legal proceedings against KN Partners or its key staff.

Unless indicated otherwise, the legal basis for the processing of personal data is Article 6 (1) (b) or (f) of the General Data Protection Regulation or - if explicitly provided by KN Partner – the consent (Article 6 (1) (a) of the General Data Protection Regulation).

3. Transfer and disclosure of personal data

The services provided by KN do not, in principle, target the handling (collection, processing, use) of personal data, but the provision of the transportation and logistics services. KN processes the personal data transmitted to us for the provision of our services. KN may transfer personal data to other KN companies, but only if and to the extent; such transfer is required for the purposes mentioned above.

KN will only transfer personal data to third parties, if such is needed for performing a contract or if consent from the person concerned has been obtained. If legally permitted to do so, KN may transfer personal data to courts, law enforcement authorities, regulators or attorneys if necessary to comply with the law or for the establishment, exercise or defense of legal claims.

KN retains service providers (so-called data processors), such as hosting or IT maintenance service providers, which only act upon instructions of KN and are contractually bound to act in compliance with applicable data protection laws.

Recipients of personal data may possibly be located in countries outside of the European Economic Area or other countries which ensure an adequate level of protection, in which applicable laws do not offer the same level of data protection as the laws of the respective individual's home country. In such cases and unless permitted otherwise by applicable law, KN takes measures to implement appropriate and suitable safeguards for the protection of personal data by other means.

4. Retention Periods

Unless explicitly indicated otherwise at the time of the collection of KN Partner's personal data (e.g. within an express consent provided by KN Partner), we 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 (such as tax or commercial law) require us to further retain personal data.

5. Right to withdraw consent

In case a KN Partner Contact declared its consent for the processing of certain personal data by KN, the KN Partner has 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, KN may only further process the personal data where there is another legal ground for the processing.

6. Rights of and complaints by KN Partner 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 shall be addressed to our privacy@kuehne-nagel.com.

The Data Protection Officer of 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
Phone: +41(0) 44 786 95 23
Email: privacy@kuehne-nagel.com

Our Privacy Notice as well as the information about our data processing in accordance with Article (Art.) 13, 14 and 21 GDPR may change from time to time. It is therefore recommended to revisit this Privacy Notice in regular intervals.