

# Consafe Logistics Privacy Policy

At Consafe Logistics, we believe in the importance of protecting personal information and the individual's right to integrity and privacy. This Privacy Policy clarifies how we collect and use your personal data when interacting with us. It also outlines your rights and how you can exercise them.

This Privacy Policy is primarily directed to (1) visitors of our homepage [www.consafelogistics.com](http://www.consafelogistics.com), (2) customer representatives, (3) subscribers of our newsletter and (4) users of our customer portal.

This Privacy Policy does not regulate the processing of personal data when filing a job application at our career page. Our career page is powered by Teamtailor and a separate Privacy Policy for our recruiting process is available at our career page. The recruiting Consafe Logistic entity is the data controller under the recruitment process. Contact information to the recruiting company in Consafe Logistics group of companies is available in the job application and/or on the homepage.

## Who is responsible for the personal data?

Consafe Logistics AB, reg. no. 556264-2909, Hedvig Möllers gata 12, 223 55 Lund, Sweden, is the data controller and is responsible for processing personal data described in this policy.

If you have any questions, comments or queries about your personal data, please contact us by mail or e-mail:

Mail: Consafe Logistics AB  
Att: Privacy Office  
Hedvig Möllers gata 12,  
223 55 Lund, Sweden  
E-mail: [privacy@consafelogistics.com](mailto:privacy@consafelogistics.com)

## What type of personal data do we collect?

The type of personal data we process about you depends on a number of factors and the nature of our relationship with you. The processing of your personal data could include the following depending on your capacity when contacting us as outlined below:

### Leads & prospects

Identifiers:	● Name, job title, role, employer
Contact information:	● Ph-no, e-mail address,
Location data:	● Address, country of origin

### Newsletters & subscribers

Identifiers:	● Name, job title, role, employer
Contact information:	● Ph-no, e-mail address,

Location data:	● Address, country of origin
Interactions:	● Presence at webinars/seminars, requests for white papers, demo requests or other communication and interaction

### **Contact request**

Identifiers:	● Name, job title, role, employer
Contact information:	● Ph-no, e-mail address
Location data:	● Address, country of origin
Interactions:	● Requests for white papers, demo requests or other communication and interaction

### **Customer Portal**

Identifiers:	● Name and e-mail address
Contact information:	● E-mail address
Location data:	● N/A
Interactions:	● The customer portal is a platform for customers which can be accessed by approved customer representatives. A customer tool to gain access and overview of the engagement with Consafe Logistics and access our Service Desk.

### **Service desk**

Identifiers:	● Name, e-mail address, ph-no
Contact information:	● E-mail address, ph-no
Location data:	● Customer warehouse site
Interactions:	● We have a service desk which is open 24/7 to which our customers can direct questions and queries in case of need of support and which can be reached via phone, e-mail or our Customer Portal.

### **Whistleblowing solution**

Identifiers:	● Name, e-mail, ph-no ( only if disclosed by whistleblower)
Contact information:	● E-mail, ph-no (only if disclosed by whistleblower)
Location data:	● N/A (unless disclosed by whistleblower)
Interactions:	● Case reporting/communication with whistleblower via 2-Secure AB's portal

## How do we get your personal information?

The processed information relates to data used in a professional capacity and may come directly from you or from the corporation you are working for. It may be provided through contact forms on our website or in our interactions. We may also collect information from open sources, such as LinkedIn.

## Why are we processing personal data

We process personal data for the reasons listed below:

### Representatives of customers:

- To manage our contractual, regulatory and statutory obligations as well as to maintain accurate and reliable administrative and accounting records, which include managing queries, concerns and investigations.
- To be able to send out newsletters upon request and handle invitations to webinars.
- To handle requests for white papers and demo requests.

### Leads and prospects, newsletters and contact requests:

- To pursue our commercial interests through marketing activities.
- To be able to send out newsletters upon request and handle invitations to webinars.
- To handle requests for white papers and demo requests.

### Whistleblowing solution

- Receive and investigate reports from employees, business partners or the public regarding serious misconduct by or within Consafe Logistics.

## Lawful basis for data processing

We process only personal data if there is a valid and lawful basis for the processing. For the processing described in this privacy policy, we apply the following lawful basis for processing:

Lawful basis for processing	Processing activities
Legitimate interest	Marketing activities including managing our relationship with you as a contact of Consafe. Processing of customer representatives' personal data is necessary to manage and distribute products and services via our logistics supply chain and to fulfil our customer orders and requests.
Explicit consent*	Certain marketing activities including direct marketing may require you consent to be considered lawful processing.
Legal obligation	Activities linked to regulatory and statutory requirements, e.g. investigation and follow-up on reports from whistleblowing solution.
* You can withdraw your consent for marketing at any time by contacting <a href="mailto:privacy@consafelogistics.com">privacy@consafelogistics.com</a>	

## How long do we store your data?

### Data regarding customer representatives:

- We will save information during the existing customer relationship and for 12 months thereafter. Some information may be saved for further than that, to comply with accounting rules.

### Data regarding prospects and leads:

- If you have contacted us, information regarding potential customer contacts is saved for 12 months from your last interactions or contact with us.
- Information collected by consent for marketing purposes is saved for as long as it is relevant or no later than after consent is revoked.

### Information regarding subscribers to newsletters and contact requests:

- If you have subscribed to our newsletter, we save relevant information until you revoke your consent to receive newsletters. We will reach out to you on a regular basis to renew your consent to meet legal requirements.
- If you have signed up for a seminar or made a request for a demo or white paper, we save information until the seminar has passed, we have held the demo or sent over the white paper and for 12 months after your last interaction with us.
- If you make a contact request, we save information to be able to contact you. If the contact leads to a business relationship, we will save some information to manage the relationship (please see "Customer Portal" under section "What type of personal data do we collect" above).

### Whistleblowing solution:

- Reports and documentation are stored for a maximum of two years after closing of a case.

## With whom do we share your personal data?

We may disclose your data to our providers of infrastructure, tools, and services to operate and analyze our website - our "data processors." The data processors process your data on our behalf. We have written agreements with all our data processors where the security and integrity of the personal data processed are secured. We use HubSpot as main provider of our web platform and Sales Force as provider of our CRM- and sales tools.

We have operations and wholly owned subsidiaries in various markets in Europe. We may share personal data with other companies in the Consafe Logistics group of companies. For internal infrastructure and storage, we use MS Azure as infrastructure provider.

We arrange some events together with our trusted partners. When joining such co-hosted event, we may share your contact information with these partners. Partners will be presented for each individual event.

### List of key partners & subsidiaries

Processors	Country	Processing
HubSpot Ireland Ltd	Ireland	Provider of web and marketing services. Ireland.
SFDC Ireland Limited	Ireland	Provider of CRM tools
Microsoft Ireland Operations Ltd	Ireland	Provision of hosting/infrastructure including databases, operating systems, network services (Azure services).
Consafe Logistics Sp Z.o.o	Poland	Consafe Logistics Subsidiary
Consafe Logistics AS	Norway	Consafe Logistics Subsidiary
Consafe Logistics Oy	Finland	Consafe Logistics Subsidiary
Consafe Logistics B.V	Netherlands	Consafe Logistics Subsidiary
Consafe Logistics B.V	Belgium	Consafe Logistics Subsidiary
Consafe Logistics A/S	Denmark	Consafe Logistics Subsidiary
Consafe Logistics Ltd	UK	Consafe Logistics Subsidiary

### Where do we store your personal data?

All data is stored in EU/EEA.

### How is your personal data protected?

We have taken several technical and organizational security measures to protect your personal data against unlawful and unauthorized processing. Our information security management system is certified under ISO 27001.

### What are your rights?

Under data protection law, you have rights including:

- **Your right of access** - You have the right to ask us for copies of your personal information.
- **Your right to be informed** - You have the right to be informed of how we process your personal data
- **Your right to rectification** - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.
- **Your right to erasure** - You have the right to ask us to erase your personal information in certain circumstances.
- **Your right to restriction of processing** - You have the right to ask us to restrict the processing of your personal information in certain circumstances.
- **Your right to object to processing** - You have the right to object to the processing of your personal information in certain circumstances.
- **Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organization, or to you, in certain circumstances.
- **Your right to withdraw your consent** - You have the right to withdraw consent where this is the lawful basis established for the processing of your personal data i.e. when collected for certain marketing activities.

You are not required to pay any charge for exercising your rights. If you make a request, we have 30 days to respond to you. Please contact us at [privacy@consafelogistics.com](mailto:privacy@consafelogistics.com) if you wish to make a request.

For further information about your rights, we recommend you to consult the Swedish Authority for Data protection [www.imy.se](http://www.imy.se).

## Complaints with the Data Protection Authority

The Swedish Authority for Data Protection (*Sw: "Integritetsskyddsmyndigheten - IMY"*) is responsible for monitoring the application of the data protection legislation. If you believe your rights have been violated, you can file a complaint with the authority.

Web address: [www.imy.se](http://www.imy.se)

Ph: +46 (0)8 657 61 00

If IMY is not your native data protection authority, you can contact your data protection authority which may advise how to best to proceed. In some instances, such as within the EEA, you can report to your local data protection authority and have no additional need to communicate with IMY.

## Cookies

Yes, we do use cookies. To learn more about how cookies are used on this website, see our Cookie Policy. Note, separate Cookie Policy apply for our Customer Portal and career page.

## Contact us

If you have any questions or complaints regarding this Privacy Policy or the processing of your personal data, please do not hesitate to contact us at: [privacy@consafelogistics.com](mailto:privacy@consafelogistics.com).

Please note that we may be required to make changes to our Privacy Policy. The latest version of our Privacy Policy is always available on our website.