

DATA PROCESSING ACTIVITIES
in relation to data processed on the basis of legitimate interest during client
satisfaction measurement

GLS General Logistics Systems Hungary Kft. (hereinafter: GLS Hungary or GLS or Data Controller or Service Provider) measures the satisfaction of Senders and Recipients with regard to the ordering and delivery process and quality of shipments, both as a postal service provider within the meaning of Act CLIX of 2012 on Postal Services and in the course of its activities under the GLS XXL service.

1. DATA PROCESSING RELATED TO THE CONSIGNEE QUESTIONNAIRE

Purpose of data processing: Recipient evaluation of the delivery process, the result of which is the improvement of the quality of the GLS services. With regard to the Parcel number, an additional purpose of data processing is to enable the Data Controller to identify and assess the quality of the service based on territorial, temporal and other characteristics in order to be able to improve the service and its quality even more accurately or contact the Recipient if necessary (e.g. if the performance of a particular area of delivery is lower than the performance of other areas, the Data Controller can take action specifically in relation to this area.)

Legal basis of data processing: Legitimate interest of the Controller

Scope of personal data processed: E-mail address, Parcel number

Duration of data storage: until the Data Subject objects to the data processing

The data processing is not anonymous, as the parcel and thus the Data Subject can be identified by the Parcel number. However, the linking of the package number and the Data subject's response is only for the purposes of quality assurance and service improvement as defined in the purpose of data processing, and the data subject will not be discriminated against in any way in relation to his/her opinion (with special regard to his/her negative opinion).

2. DATA PROCESSING RELATED TO RATINGS GIVEN ON THE TRACK AND TRACE PAGE

Purpose of data processing: evaluation of the service ordering process by the Sender, as well as evaluation of the processes by the Recipient and the Sender until delivery, resulting in improved quality of GLS services. With regard to the Parcel number, an additional purpose of data processing is to enable the Data Controller to identify and assess the quality of the service based on territorial, temporal and other characteristics in order to be able to improve the service and its quality even more accurately or contact the Recipient if necessary (e.g. if the performance of a particular area of delivery is lower than the performance of other areas, the Data Controller can take action specifically in relation to this area.)

Legal basis of data processing: Legitimate interest of the Controller

Scope of personal data processed: Parcel number (postal code)

Duration of data storage: until the Data Subject objects to the data processing

The data processing is not anonymous, as the parcel and thus the Data Subject can be identified by the Parcel number. However, the linking of the package number and the Data subject's response is only for the purposes of quality assurance and service improvement as defined in the purpose of data processing, and the data subject will not be discriminated against in any way in relation to his/her opinion (with special regard to his/her negative opinion).