

Privacy Notice

Website uk.dbcargo.com

In principle, it is possible for you to use our website without providing your personal data. If you wish to use certain special services that we offer via our website, however, it may be necessary for us to process your personal data. If we do need to process your personal data and there is no legal basis on which to do so (a contractual agreement, for example), we will ask you for your consent.

This notice provides information on what personal data we collect from you, how we use it, and how you can opt out of having your personal data used.

Who is responsible for the data collection and processing?

DB Cargo (UK) Limited is the controller and is therefore responsible for collecting and processing your data.

Nicola Kemp is the designated data protection contact.

If you have any questions or suggestions, please contact:

DB Cargo (UK) Limited
Carolina Way
Doncaster
DN4 5PN

E-Mail: DataPrivacyUK@deutschebahn.com

Which data do we collect and how and why do we collect your data?

We collect and process your personal data only for specific purposes. These purposes may result from technical requirements, contractual obligations or requests on the part of users.

For technical reasons, certain data has to be collected and saved when www.uk.dbcargo.com is visited (such as the date and duration of the visit, the pages used, the identification data of the browser and operating system type used, and the website from which you came to visit us).

For contractual reasons, we also need personal data in order to perform our services and to perform the contracts that we have concluded with you.

If you contact us, we will process the personal data you have provided in the course of our correspondence with you.

Legal basis for data processing:

If we ask for and receive your consent to perform processing operations on your personal data, your consent is considered, in accordance with Article 6(1)(a) of the UK General Data Protection Regulation (GDPR), to give us the legal basis to perform such processing operations.

If we process personal data that is required in order to perform a contract that we have concluded with you, then the contract is the legal basis in accordance with Article 6(1)(b) GDPR. Article 6(1)(b) GDPR also applies to processing operations that are required in order for us to take steps before a contract is entered into, e.g. in the event of enquiries relating to our products or services.

If our company is subject to a legal obligation that requires us to process personal data - such as a tax obligation - then the legal basis for processing is Article 6(1)(c) GDPR.

We store and analyse user personal data obtained from online sources pseudonymously so that we can continually improve our offering. The legal basis for this is Article 6(1)(f) GDPR.

Do we forward personal data to third parties?

For the purpose of performing a contract, it is generally necessary for us to involve processors, from parties such as computer centre operators, printing or shipping service providers, or other parties involved in performing the contract, who are bound by instructions from us.

The external service providers that we hire to process personal data are carefully selected and subject to strict contractual obligations. The service providers follow our instructions, and this is guaranteed by strict contractual regulations, technical and organisational measures, as well as supplementary checks and controls.

Furthermore, transmission of your personal data only takes place where you have given your express consent or on the basis of a statutory requirement.

Personal data will not be transferred to countries outside of the UK unless appropriate security and other measures have been put in place with the relevant transferee.

How long will your personal data be saved?

The personal data is only stored as long as it is needed. The duration of the storage depends therefore on the respective purpose. The purpose can result from the contract or also from legal regulations for the storage of business documents or other documents. Therefore, no generally valid storage period can be indicated here.

When are cookies used?

Cookies are small text files used to store personal data. Cookies can be sent to this website when it is visited, allowing the user to be identified. Cookies help users to use websites more easily.

We differentiate between cookies that are mandatory for the technical functions of the website and those that are not mandatory.

We want to give you the option of making an informed decision for or against using cookies that are not essential for the technical functions of the website. Please note that rejecting cookies designed for commercial purposes means that any advertising you receive will not be as closely tailored to your interests as would otherwise be the case. The use of this website in its entirety will not be affected by this.

Below is some information on how and in what manner cookies are used on our web pages:

It is generally possible to use www.uk.dbcargo.com without cookies that serve non-technical purposes. This means that you can prevent browser tracking from cookies (do not track, tracking protection list) or prevent third-party cookies from being saved. In addition, we recommend checking saved cookies regularly if they are not expressly desired.

Please note that when you delete all cookies, you are also deleting any opt-out cookies, meaning that you must opt out again.

What are your rights?

- You can request information about what personal data is stored about you.
- You can ask for rectification, erasure and blocking of the maintenance of your personal data, if legal bases exists and is possible within the contractual relationship.
- You have the right to lodge a complaint at a data protection supervisory authority.
- Responsible for DB Cargo (UK) Limited is the Information Commissioner's Office:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Tel: 0303 123 1113

Website: ico.org.uk

- You have the right of portability of all personal data, which you provided to us on basis of confirmation or contract confirmed (data portability).
- If you give us your consent for your personal data to be processed, you can revoke this in the same way. The revocation of confirmation will not touch the legality of confirmed maintenance until the revocation.
- If data collection is based on our legitimate interests or is necessary for the performance of a public task, you have the right to revoke the data collection based on reasons according to your special situation.
- You can object to this promotional use of your personal data at any time. You can address your objection to DB Cargo (UK) Limited.

Update of Privacy Notice

We update the privacy notice if there is either (i) the implementation of, or change to any applicable law or regulation; or (ii) the introduction of a significant business change. We recommend that you read the privacy notice at regular intervals.

Last update: February 2024