

# Data Protection & Cookie Policy

Data collected from visitors ("Visitors" or "you") who access information, content or services published or offered on this website is processed by MKB Global Mail & Freight GmbH ("Global Mail", "we" or "us") in its capacity as both provider of this website and service provider. The above-mentioned information, content or services will be referred to hereinafter as the "Digital Presence" of Global Mail. Further details about MKB Global Mail & Freight GmbH are available from the About Us section of the website.

Protection of your personal data is of great importance to us. We, therefore, as a matter of routine, handle your personal data responsibly and in compliance with the applicable statutory data protection provisions and postal legislation.

This Data Protection Policy contains information for you about our data processing methods. We explain what data will be processed by us whenever you access this website.

## 1. Data Protection:

### 1.1. Who is the owner of the data collected?

The owner of the data collected is MKB Global Mail & Freight GmbH, registered address Hosnedlgasse 8, 1220 Vienna, Austria.

### 1.2. Automatic logging/User-specific and technical data:

Our web servers automatically log every visit in a temporary log file. User-specific data (such as the IP address of the requesting computer and/or device, identification data of the browser used, the operating system of the requesting computer and/or device, the amount of data transferred, the name of the Internet Service Provider, the date and time of access) and technical data (such as the name and URL of the referring web page when the website was accessed via a link and, additionally, the search term if it was accessed via a search engine) are logged and analyzed anonymously. First and foremost, this data is needed to enable the use of our content (connection set-up) and is also used for system-related purposes, such as technical administration and system security.

We do not use your data for any other purposes unless you have given your express consent to additional data processing when using certain services.

### **1.3. How do we use your data?**

If, in relation to the services, you provide us with personal data (i.e. data which may be linked to files that can be traced back to individual persons) the following terms will apply. If you provide us with personal data, you guarantee that you have complied with all the applicable laws and regulations relating to the protection of privacy and that said laws and regulations permit the provision of this personal data to us and the processing of this data by us. You will indemnify us against claims from third parties that arise as a result of non-compliance with these laws and regulations. We will only perform the tasks as instructed by you. We will not use the personal data for any other purposes and we will maintain confidentiality in respect of the personal data which we are instructed to process. We shall take adequate technical and organizational measures to protect the personal data against loss or any form of unauthorized processing. We shall be entitled to retain any sub-contractor to perform part or all of the services on our behalf, provided that said sub-contractors apply the same measures as mentioned in this clause.

### **1.4. Additional data processing/Personal data:**

In some cases, to use some of our online services, you must provide some personal data (with or without login). Personal data is information about personal or factual characteristics relating to a specific natural person. This includes information such as your name, address, telephone number, e-mail address, date of birth, employment and job title. We only process personal data when you decide to send it to us; for example, by filling out an online form, as part of a registration, order form, survey, competition, fulfillment of a contract, information request or sending us a message via the contact forms.

In these cases, we will only ask you to provide the personal data we require to perform the services we provide. The information you provide us with will be recorded in our IT systems.

## **2. Cookie Policy:**

### **2.1. What are cookies?**

A cookie is a small text file containing data for technical session logging and enabling us to store information related to your computer and/or device for the duration of your utilization of the Digital Presence. Cookies help us to determine how frequently our website pages are accessed as well as the number of users. Cookies also allow us to tailor the Digital Presence to your interests and to improve its functionality.

We use "session cookies" and "persistent cookies". "Session cookies" are stored only for the duration of your visit to one of the pages on our website. "Persistent cookies" are stored to retain information about Visitors who repeatedly access one of the pages on our website. We use cookies to be able to offer you optimal user experiences, remembering your preferences and settings and presenting you varied website pages and new contents during repeated use.

## **2.2. How do we use cookies?**

Our web server places cookies in the memory of your computer and/or device. These cookies allow us an anonymous evaluation of general user behavior, based on the number of visitors, for the purpose of optimizing our Digital Presence.

You can also use our Digital Presence without cookies. However, most browsers accept cookies by default. You can prevent the saving of each cookie, or receive a warning from your browser before a cookie is saved, by changing your browser settings. Further information about these functions can be found in the help menu of your browser. Non-browser-based solutions do not offer this option. It may be that your use of certain functions or parts of our Digital Presence will be restricted or blocked if you prevent the use of cookies.

## **2.3. Web analytics services:**

We use different web analytics services, such as Google Analytics, a network analysis service provided by Google Inc. The web analytics services use cookies (see section 2.1), which evaluate the use of the Digital Presence in order to obtain website traffic information, improve our services and in order to provide a statistical evaluation of our visitor traffic. It is not possible to trace the identity of individuals during these operations. The information generated in this way may be transmitted to a server abroad and stored there. You can prevent cookies from being stored by adjusting the settings of your browser software accordingly (see section 2.2). Data collection and storage can be withdrawn at any time with future effect. For more information, see the Google Analytics privacy policy.

### **3. Your rights:**

#### **3.1. Recht auf Zugang zu Ihren Informationen:**

For any questions regarding the processing of your data, please contact us at the following address: MKB Global Mail & Freight GmbH, Hosnedlgasse 8, 1220 Vienna, Austria or [it@globalmail.at](mailto:it@globalmail.at) .

Should you wish to contact us by e-mail, please note that e-mails will be in an unencrypted form and will, therefore, be susceptible to the security risks typically associated with such methods of communication.

#### **3.2. Amendment, blocking and deletion/withdrawal of consent:**

If you would like any data to be amended, blocked or deleted, please apply together with a copy of your passport or ID to the following address: MKB Global Mail & Freight GmbH, Hosnedlgasse 8, 1220 Vienna, Austria or [it@globalmail.at](mailto:it@globalmail.at). If the deletion of any data is not permitted for statutory or contractual reasons or by commercial or tax law, in particular by statutory retention periods, the data will be blocked instead of deleted.

### **4. Security of your data:**

The data we collect and save is treated confidentially and, using appropriate technical and organizational precautions, protected from loss or manipulation as well as from unauthorized access by third parties.

In certain cases, information exchanged between your computer and/or device and us is encrypted during transmission. We do not accept liability for any unauthorized access or loss or personal data that is beyond our control.

Our Digital Presence may contain links to other digital solutions which are outside our control and are not covered by this Data Protection Policy. If you access other digital solutions using the links provided, the operators of these digital solutions may collect information from you which will be used by them in accordance with their data protection policy, which may differ from ours.

## **5. Changes to the Data Protection Policy:**

Changes to this Data Protection Policy may be required from time to time, for example, due to the ongoing development of our Digital Presence or as a result of changes in legislation. Global Mail, therefore, reserves the right to change the Data Protection Policy at any time, with effect from a future date. Accordingly, we recommend that you re-read this Data Protection Policy on a regular basis. This Data Protection Policy was last updated on: May 2018.