

Data privacy notice for the website of TFG Transfracht GmbH

Data Privacy Notice

The use of our web pages without providing personal data is possible as a general rule. However, if you want to use special services provided by our company via our web page, it may be necessary to process personal data. If processing personal data is required and there is no legal basis for such processing (for example, carrying out a contractual agreement), we must ask for your consent.

In this notice, we will inform you about what data we collect on you, how we use it and how you can raise an objection to the use of the data.

Who is my personal data collected and processed by?

TFG Transfracht GmbH collects and processes your data as the data controller.

If you have any questions or comments on data privacy with regard to www.transfracht.com, please contact us:

TFG Transfracht GmbH
Rheinstrasse 2
55116 Mainz, Germany

E-mail: DB.Cargo.Datenschutz@deutschebahn.com

What data do we collect and how and why do we process your data?

We collect and process your data only for specific purposes. This may include technical requirements, contractual requirements or express user requests.

For technical reasons, certain data must be collected and saved when you visit www.transfracht.com, for example the date and duration of your visit, the webpages you used, the identification data of the browser and type of operation system in use and the website from which you came to visit us.

For contract reasons, we also require your personal data in order to perform our services and fulfill the contracts agreed with you.

Specifically, this affects the following:

Registration for e-services

To create a customer account on www.transfracht.com, the following mandatory personal information is collected:

- Form of address
- First name and last name
- Phone number
- E-mail address
- Company and company address

All additional personal information is optional.

Your personal data processed when you use e-services is used for the following purposes:

- Performing postings
- Calling prices
- Calling status notifications

When you register for our web page, the IP address assigned by the data subject's internet service provider (ISP), the date and the time of the request are saved. The data is saved in order to prevent the misuse of our services.

TFG newsletter via e-mail

The following mandatory personal information is collected during registration for our newsletter:

- Form of address
- Last name
- E-mail address

When you register for our newsletter, your data is exclusively used to send you the newsletter. You can unsubscribe from the newsletter at any time. There is a corresponding link at the bottom of every newsletter and takes place without any further written message.

Contact form

When you contact us via our contact form, the following mandatory personal data is collected:

- Form of address
- Last name
- E-mail address
- Company and company address

All additional personal information is optional.

Your personal data processed when you use the contact form is used for the following purposes:

- Information on products and services
- Calling media materials
- Calling company information
- Consulting discussion

Legal basis of data processing:

To the extent that we have obtained your consent to process personal data, the legal basis is Article 6 (1) (a) of the General Data Protection Regulation (GDPR).

When personal data is processed that is required to fulfill a contract agreed with you, the legal basis is the contract in accordance with Article 6 (1) (b) of the GDPR. Article 6 (1) (b) of the GDPR also applies to processing activities that are required in order to perform contract activities prior to the contract, for example in cases where requests are made about our products and/or services.

If our company is subject to a legal obligation which requires the processing of personal data, for example fulfillment of tax requirements, this is considered processing in accordance with Art. 6 (1) (c) of the GDPR.

If you contact us, we will process the personal data you share with us when processing the correspondence. The legal basis for this is Art. 6 (1) (f) of the GDPR.

We are continually improving our offering by saving and analyzing user data from online on a pseudo-anonymized basis. The legal basis for this is Art. 6 (1) (f) of the GDPR.

It is within our interest to maintain the customer relationship with you and to send you information and offers that we believe match your interests. For this reason, we process your data on the basis of Article 6 (1) (f) of the GDPR (also with the help of service providers) to send you information and offers. We use your contact data (last name, first name, postal address) to send advertising by post and for market research if you do not opt out of this kind of use of your data. Likewise, we can also use the e-mail address that you provide to us in the context of our business relationship with you to send targeted advertising.

You can opt out of the use of your data for targeted advertising at any time, taking effect for the future. (opt out of advertising). You can opt out via letter by post to:

TFG Transfracht GmbH
Rheinstraße 2a
55116 Mainz

Is data forwarded?

Implementation of a contract normally requires the involvement of instruction-dependent data processors such as data center operators, printing or shipping service providers or other parties involved in fulfilling the contract.

The external service providers, who we hire to process data, are carefully selected and subject to strict contractual obligations. The service providers work in accordance with the instructions we provide and this is verified by technical and organizational actions and supplementary checks.

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

Transmission to non-EU countries outside the EU/EEA or to an international organization will not take place unless appropriate guarantees have been provided. These include the EU standard contractual clauses and an adequacy decision from the EU Commission.

How long do you store my data?

We store your data only for as long as is necessary to fulfill the purpose for which the data was collected (e.g. in the context of a contractual relationship) or as stipulated by law. For example, when there is a contractual relationship, we save your data at least until such time as the contract has terminated completely. After this, the data is retained until expiry of the statutory retention periods.

What are my rights as a user of www.transfracht.com?

You can request information on what data we store about you.

You can request the correction, deletion and blocking of your personal data as long as this is permitted by law and possible within the scope of an existing contractual relationship.

You have the right to lodge a complaint with a data protection supervisory authority. The state data protection supervisory authority with subject-matter or local jurisdiction for TFG Transfracht GmbH is:

The state supervisor for data protection and freedom of information in Rhineland-Palatinate (Landesbeauftragte für den Datenschutz und die Informationsfreiheit Rheinland-Pfalz) is:

Prof. Dr. Dieter Kugelmann

Hintere Bleiche 34

55116 Mainz, Germany

or:

PO Box 30 40

55020 Mainz, Germany

You have the right to portability of the data which you have provided to us based on a declaration of consent or a contract (data portability).

If you grant us consent to use your data, you can withdraw it at any time using the same method you used to grant it. Any processing of your personal data that took place from the time at which you granted your consent to the time at which you withdrew it will still be considered to have been lawful.

You, on grounds relating to your particular situation, have the right to object to processing of personal data concerning yourself where data is processed on the grounds of our legitimate interest or necessary for the performance of a task carried out in the public interest.

You may opt out of targeted advertising at any time with effect in the future (opt-out of advertising).

To exercise your rights, you may send a letter by post to:

TFG Transfracht GmbH

Rheinstrasse 2

55116 Mainz, Germany

Is data encrypted?

Data and e-mails sent over the internet are normally unencrypted and are therefore not protected against third-party access. Because we cannot guarantee the confidentiality of the information sent when you contact us via e-mail, we recommend only sending confidential information via post.

How are links to external sites handled?

If you click a link to an external website, you are leaving the pages of TFG Transfracht GmbH. This means that TFG Transfracht GmbH is not responsible for the content, services or products offered on the linked website, nor is it responsible for the data protection or the technical security on the linked website.

When are cookies set?

Cookies are small text files used to store personal data. Cookies can be sent to this website when it is called, allowing the user to be identified. Cookies help users to use internet sites 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.

This is a notification of how and in what manner cookies are used on our sites:

Generally speaking, it is possible to use www.transfracht.com without cookies that serve no technical purpose. This means that you can prevent browser tracking by cookies (do-not-track, tracking protection list) or block storage of third-party cookies. In addition, we recommend checking the 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.

Cookies that are mandatory for the use of the site include:

Session cookies

We use what are known as session cookies for memory functions (e.g. for e-services). These cookies are deleted automatically after the browser is closed.

Cookies that are not mandatory for the use of the site include:

Update to the data privacy notice

We adjust the data privacy notice to reflect changes to functionalities or changes to the legal situation. We therefore recommend that you review the data privacy notice at regular intervals. If your consent is required or parts of the data privacy notice are contained within rules of the contractual relationship, changes will be made only with your consent.

Version dated [1/05/2022]