

Privacy Policy and Cookies from 30/06/2018

of Futura Cargo LLC with its registered office in Warsaw

The confidentiality of data and the protection of our clients' privacy is a priority for us. Therefore, for the sake of the security of your data and respecting the applicable law, the company Futura Cargo Limited Liability Company with headquarters in Warsaw (hereinafter "Futura Cargo") established a policy defining the principles of how to collect, process and use personal data.

We have prepared this Privacy Policy to let you know how we handle your information such as your name and contact information. In this Privacy Policy, we also present the procedures we use to ensure the security and confidentiality of your data.

Based on the provisions of the Regulation 2016/679 of the European Parliament and the EU Council from 27 April 2016 on the protection of individuals with regard to the processing of personal data and on the free flow of such data and also the repeal of Directive 95/46/WE (general regulation on protection data, hereinafter: "RODO") and Polish legislation regarding the protection of personal data, we inform you that we process your personal data. Details of this can be found below.

I. Personal data administrator

The administrator of your personal data is the Futura Cargo Sp. z o.o. company with its registered office in Warsaw, Al. Jana Pawła II 61/306, 01-031 Warsaw.

The Administrator takes special care to protect the interests of persons whose personal data is processed, and in particular is responsible for and ensures that the data collected by him is: (1) processed in accordance with the law; (2) collected for specified, legitimate purposes and not subject to further processing incompatible with those purposes; (3) factually correct and adequate in relation to the purposes for which they are processed; (4) kept in a form that permits identification of persons whom they concern, no longer than it is necessary to achieve the purpose of processing, and (5) processed in a manner that ensures adequate security of personal data, including protection against unauthorized or unlawful processing and accidental loss, destruction or damage, by appropriate technical or organizational measures.

II. Representative of the Administrator for the protection of personal data

We have appointed a representative for the protection of personal data in the person of Ms. Zofia Santorska-Kluj, who you can contact in matters of protection of your personal data and the implementation of your rights by sending an e-mail to:

pdsodo(at)futuracargo.pl or contacting her on the phone: + 48 22 32 00 707; or in writing to the address of our head office, indicated in point I.

III. Personal data that we process

The term “personal data” refers to information that directly or indirectly may refer to you as a natural person. Examples of such data are name, image, personal identification number, contact details, competition entries, choices made, behavior or IP address.

The processing of personal data refers to any action that we, or a third party we have engaged in, take regarding personal data, such as collection, registration and storage.

We will process the following categories of your data:

- contact details;
- business information.

IV. Objectives and bases for processing

Personal data may be processed only for specified and clearly defined purposes and may not be further processed for any other purpose beyond those indicated in this Privacy Policy.

In Futura Cargo, we process personal data that you have provided to us only for the purpose of executing, terminating or other kind of expiration of the contract, as well as providing information and services related to such a contract.

Your personal data may also be used, with your consent, for marketing and follow-up purposes, as well as for the sale and development to improve our products and services, and to offer you directly the products and services of companies cooperating with us (ours partners), e.g. in the form of discount coupons. If you do not wish to receive marketing information and / or offers, please contact us via the contact details listed in the Contact Information section below.

In addition, your data may be processed, with your permission, to register interest in advertising contests or loyalty programs in which you decide to participate.

Your personal data may also be used:

- for analytical purposes, i.e. in order to tailor services to the needs of our clients; optimization of our products based on your comments on them, your interest, optimization of service processes based on the course of sales and post-sale processes, including complaints, which is our legitimate interest.
- for archival (evidence) purposes to secure information in the event of a legal need to prove facts, which is our legitimate interest.
- for possible ascertainment, investigation or defense against claims, which is our legitimate interest.
- to test customer satisfaction and to determine the quality of our service, which is our legitimate interest.

Personal data collected during your visit on our website is also processed for statistical purposes, to see how users use the website and analyze search behavior, as well as display content adapted to you. However, such data is only processed in an aggregated form or in a form that cannot identify you as a natural person. The data is also processed indirectly in connection with the development, testing and administration of information systems that underlie our site.

V. Recipients of data

Personal data may be disclosed by the Administrator to entities cooperating with him in the implementation of the objectives set out in point IV and on the basis of data processing agreements, in accordance with applicable law on the protection of personal data or other entities when it is necessary to achieve the objectives set out in point IV.

In connection with the processing of data for the purposes given, personal data may be transferred or entrusted to the following entities:

- providing outsourced services to the Administrator, such as carriers / forwarders / courier brokers,
- servicing electronic payments or by credit card,
- providing accounting and legal services for the Administrator,
- providing IT services and maintaining the IT infrastructure of the Administrator,
- providing marketing and / or event services for the Administrator,
- entities associated with the Administrator at home and abroad,
- public authorities, on the basis of statutory requirements,
- entities and natural persons authorized by you.

The data is not transferred by the Administrator in each case and not to all recipients or categories of recipients indicated in the Privacy Policy – the Administrator provides data only when it is necessary to perform a given purpose of personal data processing and only to the extent necessary for its implementation.

VI. Transmission of data to third countries or international organizations

We do not transfer your data outside of the territory of Poland / EU / European Economic Area.

In the event that such transfer of your personal data may take place, we will inform you accordingly.

VII. The period of data storage

As a rule, we store your data in the manner necessary to provide services related to the performance of contracts and to resolve claims. This will depend on many factors such as whether you or your company or organization are a current customer and whether you have agreed to direct marketing. Especially:

Your data obtained in order to conclude a contract are stored for the period of negotiating the contract and until the end of the calendar year following the year in which you last contacted us regarding its conclusion.

We process your data acquired in connection with the conclusion of the contract until the end of the period of limitation of potential claims under the contract,

We keep your basic contact details until you object to their processing for this purpose, you will withdraw your consent in case we processed them on the basis of the so-called marketing consent, or we will determine that they have become outdated.

We will also keep your information necessary to fulfill legal, accounting or regulatory obligations. The standard data retention period will be 6 years.

VIII. Your rights

You have the right to:

- access your data and receive its copy.

You have the right to ask us whether we process your data and if so, you have the right to request access to your personal data. This will allow you to obtain a copy of the personal information in our possession and some other information on this subject.

- rectify (correct) your data.

You have the right to request correction of any incomplete or incorrect personal data that concerns you and which we hold.

- delete your data.

If you feel there is no reason to process your data, you can request that we remove it.

- limit data processing.

You can request that we limit the processing of your personal data only to store them or to perform actions agreed upon with you, if in your opinion we have incorrect data about you or we process them unjustifiably; or you do not want us to remove them, because you need them to establish, assert or defend claims; or for the time you objected to the processing of data.

- object to data processing.

“Marketing” objection. You have the right to object to the processing of your data at any time in order to conduct direct marketing. If you exercise this right – we will stop processing data for this purpose.

Objection due to the special situation. You also have the right to object to the processing of your data based on a legitimate interest for purposes other than direct marketing, and when processing is necessary for us to perform a task carried out in the public interest or to exercise public authority entrusted to us. It is then necessary to indicate to us your particular situation, which in your view justifies discontinuation of the processing covered by the objection. We will stop processing your data for these purposes, unless we demonstrate that the basis for processing your data is superior to

your rights or that your data is necessary to us to determine, assert or defend claims.

- transfer data.

You have the right to receive from us in a structured, commonly used machine-readable format (e.g. “.csv” format) personal information about you that you provided to us on the basis of a contract or your consent. You can also ask us to send this data directly to another entity.

- lodge a complaint to the supervisory body.

If you feel that we are processing your data unlawfully, you can submit a complaint to the President of the Office of Personal Data Protection.

- withdraw consent to the processing of personal data

You have the right to withdraw your consent to the processing of personal data, which we process based on your consent, at any time. Withdrawal of consent will not affect the lawfulness of the processing which has been carried out on the basis of your consent prior to its withdrawal.

In order to exercise your rights, please send an email to:

pdsodo(at)futuracargo.pl phone: +48 22 32 00 707 or in writing to the address of our headquarters, indicated in point I.

Remember, before you exercise your rights, we will have to identify you accordingly.

IX. Security

We will store your personal data in a secure manner using physical, technical and administrative security measures. Nevertheless, the

transmission of information via the Internet is not completely secure. Although we will take reasonable measures to protect your personal information, we cannot guarantee the security of the information you provide.

X. Cookies

We use cookies to identify your browser. They collect and store information about when you visit our website and how you use it, which allows you to save information about visits to the site and provides better service and experience while browsing the site and for analysis purposes. Personal data collected by us using these technologies will also be used to manage your session.

XI. Changes to the Privacy Policy

We reserve the right to make changes and additions to the Privacy Policy. We will inform you about any changes or additions by posting relevant information on our website www.futuracargo.pl, and in case of significant changes, we can also send you separate notifications to the e-mail address provided by you.

XII. Contact Us

For more information on how to manage the personal information in our possession, please contact us – the contact details provided at the beginning of this Privacy Policy.