
INFORMATION FOR CUSTOMERS AND BUSINESS PARTNERS PURSUANT TO ARTICLE 13 OF THE EU GENERAL DATA PROTECTION REGULATION (GDPR)

Dear customers and business partners,

In the following, we would like to inform you about the purposes for which we collect personal data from our customers and business partners and how we treat these data. This information sheet is also intended to advise you of your rights as a data subject.

Should you have additional questions about this issue, please get in touch with your contact person at the company or contact our data protection officer.

Who is responsible for data processing, and from whom can I obtain more information?

Swissport Cargo Services Deutschland GmbH
Cargo City Süd, Gebäude 558 B
60549 Frankfurt

Data protection officer contact:
de.datenschutz@swissport.com

What categories of personal data do we process?

Nearly all information about our customers and business partners relates to the company. The personal data we collect consists of the name and contact data of our contact persons, the company they are affiliated with, and their position or area of responsibility in the company. Where necessary, we also process scheduled appointments or store information about meetings, phone calls, and other business contacts with our customers and business partners. Personal data are also contained in correspondence.

How long do we store these data?

The data of our customers, business partners, and contact persons are stored for as long as business relationships exist or you indicate your interest in our services. For data about contractual agreements and invoicing, the statutory retention periods are six or ten years.

For what purposes do we process the data?

We process the data in order to answer enquiries, prepare offers, provide contractually agreed services, and generate invoices. In marketing, we process data in order to acquire new customers.

On what legal basis do we process your data?

We collect and store customer data on the basis of contractual or pre-contractual relationships (Article 6(b) GDPR).

In the case of marketing activities vis-à-vis potential customers, we rely on Article 6(f) GDPR, i.e. a balancing of interests. We have a legitimate interest in acquiring new customers. In the process, we approach contacts only in their professional position as representatives of their companies. The data used for the approach originate from publicly available sources.

Who receives the data?

We do not disclose to third parties the personal data that we collect from customers and business partners for our own purposes, unless this is essential for contract performance, e.g. for making a delivery to a private address. We disclose contracts to our parent company Swissport International AG, with registered office in Switzerland. These contracts normally do not contain personal data, other than the signatures of the individuals with signing authority.

What guarantees exist for the protection of these data?

With respect to the basic statutory conditions, Switzerland is recognised by the EU Commission as a state in which the level of data protection is in conformity with that in the EU. The Swissport Data Protection Policy applies to the treatment of personal data in the Group.

Is there an obligation to provide data?

If you do not enter into a contract relationship with us, you are under no duty to provide data.

Does automated decision-making or profiling take place?

We do not use your personal data for automated decision-making that produces legal effects concerning you or similarly significantly affects you (Article 22 GDPR).

Your rights as data subject

In accordance with Chapter III of the GDPR, you have the right of access to personal data about you that we store, the right to rectification of inaccurate data, the right to erasure of your data or to restriction of processing, the right to object to processing, the right to data portability, and the right to withdraw any consent that you have granted.

You have the right to lodge a complaint with the data protection supervisory authority if you are of the opinion that our company is treating your data in an unlawful or improper manner.