

ShipHub.co Privacy Policy

This Privacy Policy comes into effect on 21 June 2019.

1. General information

This document, referred to as the Privacy Policy, specifies rights and principles related to processing of personal data by means of the www.shiphub.co website.

The core rights and obligations concerning personal data protection can be found in Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (hereinafter: GDPR). Therefore, for the matters not regulated by this Privacy Policy, GDPR is applicable.

When using the website, you may provide us with your personal data, e.g., during registration. In such case, we will process your personal data.

2. Data controller:

The controller of your data is ShipHub.co, with headquarters in Königsberger Ring 81, postal code 30559 Hannover, TIN: DE 300671334.

3. Data Protection Officer:

We have designated a Data Protection Officer who can be contacted for matters concerning the protection of your personal data as well as the exercise of your rights. Contact is possible by means of electronic mail: contact@shiphub.co

4. Purposes of processing the personal data and legal basis for the processing:

The processing of personal data will be based on GDPR Article 6(1)(a),(b),(c),(f), inter alia:

In order to create a user/freight forwarding agent account on the www.shiphub.co platform, prepare a shipping offer, for the sake of transport and shipping orders, proper execution of the contract, customer service, after-sales service, as well as ensuring a smooth operation of the service and complaints.

Personal data will be processed:

1. in order to prepare a shipping offer, order carriage and shipping, for the sake of proper execution of the contract, customer service, after-sales service, as well as ensuring a smooth operation of the service and complaints (based on GDPR Article 6(1)(b))

2. to send commercial information or direct marketing by means of electronic mail, on the basis of your consent – if such consent is expressed (based on GDPR Article 6(1)(a))
3. for analytical purposes [e.g., adjusting our service to meet the needs of customers; product and offer optimization based on the feedback from our customers, as well as their interests and application logs; service optimization based on sales and after-sales service processes, including complaints, etc.], which is our legitimate interest (based on GDPR Article 6(1)(f))
4. for archival (evidentiary) purposes to protect the information in the event of a legal need to prove certain facts, which is our legitimate interest (based on GDPR Article 6(1)(f))
5. for the potential purpose of determination, investigation, or defending against claims, which is our legitimate interest (based on GDPR Article 6(1)(f))
6. to survey customer satisfaction and assess the quality of our service, which is our legitimate interest (based on GDPR Article 6(1)(f))
7. in order to offer our products and services directly (direct marketing), including customizing them according to your needs by means of customer profiling, which is our legitimate interest ((based on GDPR Article 6(1)(f))
8. to directly offer (via direct marketing) the products and services provided by companies we cooperate with (our partners, particularly shipping partners), e.g., in the form of preparing an individual shipping offer, including customizing it according to your needs by means of customer profiling, which is a legitimate interest of our partners and ours (based on GDPR Article 6(1)(f)), to the extent specified by the legitimate interest analysis that we conducted and documented

5. Collected data

In order to access the services and products offered by the Administrator, it is necessary to register an account via our website and the form provided on that website.

While registering, the following data must be provided: full name, e-mail address, optionally: telephone number, address of residence, company information, as well as other data. The data are also collected passively, i.e., through the operation of the website (e.g., IP address, resolution, location, browser type, etc.).

The data are provided voluntarily. Failure to provide personal data will result in inability to use the www.shiphub.co services.

6. Period of personal data storage

Personal data will be processed and stored by the Administrator for the time necessary for implementation of the agreement signed between the user and the Administrator and for as long as redress can be sought in connection with transactions concluded on the Platform by

other users, as well as in connection with the use of Platform by users and derivatives. In addition, the data may be stored for the purpose of preventing embezzlements and frauds, for statistical purposes, and archiving.

To the extent that data are processed based on the consent – we will process them until the time of the consent's withdrawal, without prejudice to the lawfulness of their processing carried out on the basis of the consent before it is withdrawn. As for personal data processed on the basis of legitimate interest, they will be processed up to a maximum of the time before any objections to the processing are submitted. Furthermore, the data will not be processed if they are no longer necessary for the purpose that they were collected for.

At the same time, the Administrator will be storing the data for the time within which it is obligatory to store them or the documents in which they are contained, for documenting compliance with legal requirements, including enabling public authorities to verify such compliance.

Personal data used for direct marketing of our services will be processed until you: a) submit objections to their processing for this purpose, b) withdraw your consent, if the data have been processed on the basis of such consent, c) we ourselves will find that the data are no longer current.

7. Rights related to personal data protection

As a data subject, the user has the right of access, right to rectification, right to submit objections to data processing on the basis of legitimate interest, right to erasure, right to restriction of processing, and right to data portability. After user identity confirmation, the Administrator will fulfill the above-mentioned rights in accordance with the provisions of law. The Administrator shall, if justified, make every effort to meet the demands of the user concerning personal data, unless such data must be retained in the light of applicable law or other legitimate interests of the Administrator. The Administrator enables the user to rectify most of the data independently, by account edition conducted on the Platform. If you wish to claim your rights, please send your request to the following e-mail address: contact@shiphub.co. Please note that before we implement them, we will need to verify your identity.

8. Consequences of failure to provide personal data

While creating an account, you might be asked to provide certain information, such as e-mail address and password. You may create an account containing data such as location, full name, telephone number, e-mail address.

The data are provided voluntarily. However, failure to provide certain data required by the Administrator may result in inability to use our services as well as the website.

9. Data recipients:

Personal data may be transferred to:

Our subcontractors and trading partners, i.e., the entities of which services we use while processing personal data; these are, in particular, freight forwarding companies, law offices, IT companies, marketing agencies, technical service partners, sales agents.

Personal data will be forwarded particularly to those freight forwarding partners, with whom you will decide to cooperate by choosing a particular forwarding offer.

10. Data transferring to a third country/international organization

Personal data will only be transferred to a third country in case of choosing a forwarding offer provided by our partner from a third country.

The transfer of data to a third country will be conducted on the basis of GDPR Article 49(b),(c), i.e., when such transfer is necessary in order to execute the contract between the data subject and the Administrator, or in order to implement pre-contractual measures taken at the data subject's request, or in order to conclude or implement an agreement concluded in the interest of the data subject, between the Administrator and another natural or legal person.

11. Automated decision-making and profiling

The purpose of profiling is collecting information about activity within the website and the platform, as well as preferences of the user or derivative user. Such information can help us better adjust our offer and announcements sent to users or derivative users, as well as detect incidents that could pose a security threat to users or derivative users.

Based on this information, we create your personal profile, which is essential for offering you services provided by us and our partners. These decisions are automatically undertaken on the basis of scoring models and statistical analyses and may have an impact on personalization of the offer.

12. Cookies

When using www.shiphub.co, please take note, we use cookies in order to make our websites even more user-friendly. By using our websites, you agree to storing information contained in cookies. If you do not agree, change the settings of your browser.

13. Statement on the Privacy Policy and changes to the Privacy Policy

This Privacy Policy came into effect on 21 June 2019. The Administrator reserves the right to change the Privacy Policy, if so it will be necessary in order to implement policy, management, law, and jurisdiction changes. The changes will be effective from the day of their publication on website <https://www.shiphub.co/privacypolicy>, together with an indication of their introduction date.

The Administrator reserves the right to introduce changes to the Privacy Policy. Each user is obliged by the current "Privacy policy." Information concerning changes introduced to the Privacy Policy shall be announced by the Administrator on the websites or by other means accessible to user.

14. Security

In order to ensure security, the Administrator:

- uses SSL encryption,
- enables access to the account only on condition that the correct login and password are entered (we highly recommend setting a password comprising of a minimum of 6 characters, containing uppercase and lowercase letters, special characters and digits), which should be kept secret by each of the users,
- monitors the methods of collecting, storing, and processing information, including physical security measures to prevent unauthorized access to the system,
- allows access to personal data only for those employees, contractors, and representatives, who need to access them in order to process them for Administrator's purposes. Moreover, they are obliged, by the contract, to observe strict confidentiality. If they fail to do so, they may suffer consequences, including end to the cooperation.

15. Additional information

If you should have any questions or doubts regarding the Privacy Policy, please contact us by sending an e-mail to the following address: contact@shiphub.co.