

**GLS General Logistics Systems
Slovakia s.r.o.**



**Budča 1039
962 33 Budča / Slovensko**

**Tel: 18 585
gls-slovakia.sk**

Data Controller

GLS General Logistics Systems Slovakia s.r.o., registered seat Budča 1039, 962 33 Budča, Slovak Republic (GLS Slovakia) is a subsidiary of General Logistics Systems B.V., Amsterdam.

GLS Slovakia performs reliable and high-quality parcel services and transport services as well as express deliveries and logistics-related value-added products (supplementary services).

Personal Data

Personal data includes data and information about a specific (identified) or determinable (identifiable) individual person. This includes information such as name, surname, address, identification number, telephone number, and email address.

Information that cannot be linked to a specific or determinable individual - such as statistical data - is not considered as personal data.

Data Subject

A data subject is any identifiable natural person who visits or uses the GLS Slovakia website.

Applicable Data Protection Law and Commitment to Data Secrecy

GLS Slovakia processes personal data in accordance with 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, repealing Directive 95/46/EC (General Data Protection Regulation) (hereinafter referred to as "GDPR"), in accordance with Act no. 18/2018 Coll. on the Protection of Personal Data and on the amendment of certain acts (hereinafter referred to as "Personal Data Protection Act"), in respect of the relevant legislation of the Slovak Republic, in particular, pursuant to Act no. 324/2011 Coll. on Postal Services and on the amendment of certain acts, as

amended (hereinafter referred to as "PS Act"), which regulates the conditions for the provision of postal and postal payment services, as well as the rights and obligations of postal service providers, i.e., also GLS Slovakia. Under the PS Act, for the provision of postal and postal payment services, GLS Slovakia is entitled to request and record personal data of the sender and the addressee and their representatives in the scope of the name, surname, title, address, identity card details, bank connection for postal payment transactions and process, and to store them in the information systems to the extent necessary for the provision of postal or postal payment services unless the Personal Data Protection Act provides otherwise. GLS Slovakia secures information about postal and postal payment services provision and personal data protection against unauthorized disclosure or disclosure and their misuse.

GLS Slovakia is obliged to observe the provisions related to postal secrecy. All employees and authorized persons of GLS Slovakia are bound by the obligation to maintain confidentiality of the information and data which is subject to postal secrecy and the confidentiality of personal data.

Security of Information Systems

By means of technical and organizational security measures, GLS companies do their best to protect personal data from loss or misuse.

Personal data is processed only in systems that are protected by necessary security measures.

GLS Slovakia will modify and adjust the security and data protection measures as much as necessary in light of technological progress.

Data Subjects Rights

GLS Slovakia respects the fundamental rights and freedoms of data subjects. GDPR increases the privacy rights of the data subject. Under this regulation you have the right to

- be informed about and have access to your personal data processed (Right to be informed and Right of access according to Art. 15 GDPR)
- obtain the correction of inaccurate personal data (Right to rectification according to Art. 16 GDPR)
- obtain deletion of your personal data (Right to erasure according to Art. 17 GDPR)
- restrict processing (Right to restriction of processing according to Art. 18 GDPR)

- receive your personal data provided to us (Right to data portability according to Art. 20 GDPR)
- object to processing data on grounds relating to your particular situation based on legitimate interests or the performance of a task in the public interest (Right to object according to Art. 21) provided that the necessary legal requirements are fulfilled.

Withdrawal of Consent

In case your consent has been requested for the processing of your personal data, please be informed that you have the right to withdraw that consent at any time in the future, without affecting the lawfulness of the processing based on the consent before its withdrawal.

Exercising Your Rights

If you want to exercise your rights as a data subject or withdraw an explicit consent given please send a message to the Data Protection Officer of GLS Slovakia/Data Protection Manager of GLS Slovakia explaining what right you want to exercise so that GLS Slovakia can take the necessary further steps to respect your rights.

dataprotection@gls-slovakia.sk

Right to Lodge a Complaint

If you believe that your rights have been violated, you have the right to lodge a complaint with the Office for Personal Data Protection of the Slovak Republic. For further information about the complaints process, please [click here](#) .

Data Categories, Purposes of Processing Personal Data and Legal Basis

For further information about the data categories and purposes of processing personal data and legal basis, please [click here](#) .

Collection, Processing, and Use of Personal Data

(1)

Each time a user accesses a GLS web page data is saved in a log file. The following specific data is temporarily saved:

- IP number of the querying computer
- Domain name

- Date and time of access
- HTTP answer code
- Visited pages
- Operating system with version
- Browser with version
- Screen resolution

(2)

For usage of the GLS pages, it may be necessary for the GLS servers to set so-called cookies (small text files that are placed on your computer by websites that you visit). These cookies are used by the technical administrators of the website. Every visitor can configure his/her browser to reject cookies. All visitors have the right to refuse cookies. Unless the consent of the user is given, no cookie data will be saved on the computer of the visitor. In this case, the data stored in the cookies will not be transferred to GLS. The functionality of specific areas of the website may be inaccessible with cookies disabled.

(3)

GLS Slovakia makes a difference between the open and closed areas of the use of the GLS website. The close area is needed for the fulfillment of the contracts between GLS Slovakia and its Partners. Access is allowed only by username and password.

Among other functions, the open area provides the user with an E-mail contact form, "Track and Trace", and the Parcel Shop search. Data entered in the scope of an inquiry via the E-mail form such as name, surname, street, house number, postcode, city, etc. is required by us in order to process your inquiry. Forwarding, sale, or any other means of transfer of your personal data to third parties does not occur.

Website Analytics (Piano)

We use the website analytics tool Piano from Applied Technologies Internet SAS., 85 Avenue Président JF Kennedy, 33700 Merignac, France. on our website. We use Piano to analyse your use of the website to compile reports on the activities on our websites and improve the user experience.

With Piano, interactions of website visitors are recorded and systematically evaluated by the use of cookies and specific visitor IDs.

The data collected using Piano is anonymized or pseudonymized as soon as possible. The IP address is shortened and login and device IDs are converted into

a pseudonymous key. This generally rules out the possibility of a direct personal reference. In particular, it is no longer possible to assign the data to the website visitor's computer or end device.

We process the following data when using Piano:

- Visitor ID
- IP-Address
- Audience information: number of visitors, visits, page views, events, bounce rate, geolocation (country, continent, region, subregion, language).
- The referrer URL (the previously visited website), including search engines and social media sites as well as campaign parameters;
- The URL visited with the associated page title and optional information about the page content;
- Technology details: devices, browsers, operating systems.
- How you navigate and interact with our website from the entry page to the end of the visit: Displayed pages, click action, navigation, downloads, scroll behavior;
- How you search on our website: search results displayed to you and results you click on;
- How you get in contact with us: start by filling out our contact form, progress, and submission. Please note that we do not analyse the content of the contact form.
- If you register for an account on our website we also track if you are logged in or out.

We delete this data after 25 months.

The legal basis for the data processing is your consent in accordance with Art. 6 (1) a) GDPR.

You can withdraw your consent at any time with effect for the future by adjusting your preferences in our consent banner.

Applications

By applying via the website <https://gls-group.eu/SK/en/careers/become-gls-employee/>, by e-mail, or by post, you provide GLS Slovakia with your personal data for the purpose of processing and checking your request. We store all the data you have provided in your application in our applicant management system. If you send us your application, we process your application data for the recruitment process.

As part of the application process, we process the following categories of personal data:

- basic data (e.g. name, surname, contact data, e-mail address, telephone number);
- application data and documents (e.g. application, cover letter, CV, photo, salary expectations, current notice period, information regarding education, acquired skills, diplomas and certificates, employment history and references).

We process the data exclusively for the recruitment process, which is necessary to carry out the required steps before concluding the contract according to Article 6 (1) (b) of the GDPR Regulation. We store personal data for the duration of the recruitment process and until the final response is sent to the applicant.

In case you give your consent, we will keep the data for 1 year after the completion of the recruitment process and after the sending of the final response to the applicant on the legal basis of your consent pursuant to Article 6 Section (1) (a) of the GDPR Regulation.

If the data is necessary for the exercise or defense of legal claims after the completion of the application process, the data processing may be carried out additionally for the duration of the legal proceedings in order to ensure our legitimate interests in the exercise or defense of claims in accordance with Article 6 (1) (f). of the GDPR Regulation.

International Talent Pool of the GLS Group

If you want to apply also for future jobs and vacant positions, you can agree to be included in our Talent Pool. If you agree, we store your details listed in the application process in our Talent Pool and we will contact you if your profile matches a new vacant job.

If your profile matches an international vacant job or a vacant job at one of our subsidiaries, we may share your application details with our recruitment officers at the relevant entity. For more information about our subsidiaries and data protection in each country, please see the link <https://gls-group.eu/GROUP/en/data-protection/>.

We process your data on the legal basis of your consent pursuant to Article 6 (1) (a) of the GDPR Regulation.

We will store the data until you withdraw your consent.

We use a technical service provider, who processes data on our behalf.

Job Agent e-mail notifications

If you would like to be informed about current job opportunities at GLS, you can subscribe to our Job Agent. If you subscribe to our Job Agent, we will process the data you provide when you subscribe:

- E-mail address
- Name and surname (optional)
- Field of interest and/or job category (optional).

To provide a record of the registration process in accordance with the law, we will send you an e-mail confirming your subscription and your registration will be recorded. This includes the registration time stamp and confirmation.

The legal basis for sending the newsletter is your consent pursuant to Article 6 (1) (a) of the GDPR Regulation. Processing of data in connection with sending a confirmation e-mail of your registration and the related data logging is carried out in accordance with Article 6 (1) (f) of the GDPR Regulation due to our legitimate interest in proving your proper registration.

You can log into your profile at any time and change your preferences (field of interest and/or job category) or withdraw your consent. To do this, you need to create a password and assign it to your profile.

We will store the data until you withdraw your consent.

We use a technical service provider to process data on our behalf.

We process data about applicants for the purpose of concluding a contract with you (Section 13 (1) (b) of the Personal Data Protection Act, Article 6 (1) (b) of the GDPR Regulation). In addition, the responsible persons process your personal data for statistical purposes (reports) in anonymised form in order to protect legitimate interests (Section 13 (1) (f) of the Personal Data Protection Act, Article 6 (1) (f) of the GDPR Regulation).

The Consignee Questionnaires and Ratings

This concerns the evaluation of the service ordering process by the Sender, as well as the evaluation of the processes carried out by the Recipient and the Sender up to delivery, with the aim of improving the quality of GLS services. With regard to the Parcel number, an additional purpose of data processing is to enable the Data Controller to identify and assess the quality of the service based

on territorial, temporal, and other characteristics, in order to further improve the service and its quality or to contact the Recipient if necessary.

Legal basis of data processing is legitimate interest of the Controller.

Scope of personal data processed in Consignee Questionnaires:

- E-mail address
- Parcel number

Scope of personal data processed on Track & Trace website:

- Parcel number
- Postal code

Duration of data storage - until the Data Subject objects to the data processing. The data processing is not anonymous, as the parcel, and thus the Data Subject, can be identified by the Parcel number. However, the linking of the Parcel number and the Data Subject's response is carried out solely for the purposes of quality assurance and service improvement as defined in the purpose of data processing, and the Data Subject will not be discriminated against in any way in relation to his or her opinion, including any negative feedback.

Sending Newsletter

GLS Slovakia - until withdrawal of the consent - is allowed to send newsletter to those customers who have previously agreed to send a newsletter to a given e-mail address. The database of the newsletters includes the name, surname, email address and the time of the given consent or withdrawn consent. Data subjects have the right to withdraw their consent any time, they just have to click on the link included in the newsletter, write a letter to info@gl-slovakia.sk or contacting the customer service of GLS Slovakia. The newsletter database is only used for sending newsletters.

Identity and Contact Details of the Controller and GLS Slovakia Data Protection Officer/Country Data Protection Manager

If you want to contact GLS Slovakia Data Protection Officer/Data Protection Manager please use the email address dataprotection@gl-slovakia.sk

You may also contact GLS Slovakia by sending a written letter to the Data Protection Officer/Data Protection Manager of GLS Slovakia.

Data Protection Officer/Data Protection Manager of GLS Slovakia

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Updates to this data protection information

This information was last updated on **19 January 2026**