



Privacy Policy

Yamato Transport Europe B.V. endeavors to protect the privacy of users of its Website. Please read this Privacy Policy carefully and in full before registering, placing an order or otherwise using the Website at www.yamatoeurope.com.

ARTICLE 1. DEFINITIONS

In this Privacy Policy, the following definitions apply:

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|---------------------------------|--|
| Applicable Privacy Legislation: | Applicable Privacy Legislation, including the General Data Protection Regulation ("GDPR") and the relevant national implementation acts. |
| Contract: | The Contract between a Customer and Yamato concerning the purchase and delivery of products or services. |
| Personal Data: | Personal Data concerns any information concerning an identified or identifiable natural person that is Processed by Yamato as described in article 3 of this Privacy Policy. |
| Privacy Policy: | The present Privacy Policy. |
| Processing: | An operation or set of operations which is performed on Personal Data or on sets of Personal Data, whether or not by automated means, such as collection, recording, organization, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction. |
| Controller: | The natural or legal person, public authority, agency or other body which, alone or jointly with others, determines the purposes and means of the processing of Personal Data. |
| Website: | www.yamatoeurope.com |
| Yamato: | Yamato Transport Europe B.V. Capronilaan 22 1119 NS SCHIPHOL-RIJK The Netherlands Chamber of Commerce number: 24172596 |

ARTICLE 2. SCOPE PRIVACY POLICY

- 2.1 This Privacy Policy applies to every use of the Website by you and governs the Processing of Personal Data obtained by us via the Website. Yamato is the Controller for this Processing.
- 2.2 The Website may include references of third parties (for example hyperlinks, banners or buttons). We do not control these references and are not responsible for compliance with the Applicable Privacy Legislation by these third parties. We recommend you to carefully read the privacy policies of the third party websites you are visiting.



ARTICLE 3. PERSONAL DATA COLLECTED

- 3.1 We may collect the following Personal Data from you:
- a. name and address details;
 - b. information about an order or services, including the location of a package, the address details of the sender and consignee (and employee thereof);
 - c. e-mail address;
 - d. username and password;
 - e. IP address;
 - f. payment details;
 - g. employment information, resume.
- 3.2 Via our Website we do not collect sensitive Personal Data such as passports and health data.
- 3.3 Personal Data is collected by us:
- a. by requesting a Yamato newsletter;
 - b. by registering on the Website;
 - c. by placing an order;
 - d. when applying for a job via the Website; or
 - e. otherwise using the Website.
- 3.4 We will only process the Personal Data in accordance with Applicable Privacy Legislation as described in this Privacy Policy.

ARTICLE 4. PURPOSES AND LEGAL GROUND FOR PROCESSING

- 4.1 We collect and process your Personal Data solely for the purposes specified below:
- a. **Performance of a Contract** or in order to take steps at the request of you prior to entering into a Contract: If you decide to place an order via the Website, your Personal Data may be processed by us for the Performance of a Contract. This includes the track and trace service and handling of the payment for products and/or services. For the Processing of Personal Data for the provision of our services reference is made to our **General Privacy Terms**. We do not Process more Personal Data than is strictly necessary for the performance of a Contract.
 - b. **Communication**: Your Personal Data may be used to communicate with you about our products and services and to inform you of matters that are important for your account and/or use of the Website and the handling of any complaints. If you create an account on the Website, we will keep the Personal Data so that you do not have to enter it every time. This Processing of Personal Data is necessary for the performance of a Contract and/or for purposes of a legitimate interest pursued by Yamato, namely to conduct its normal business.
 - c. **Marketing purposes**: Your Personal Data may be used to send a newsletter, if you have registered for it. To approach you via e-mail for marketing purposes, we always request your prior consent, unless it concerns offers about similar products that you have ordered. You always have the right and option to unsubscribe from mailings. This Processing of Personal Data is necessary for purposes of a legitimate interest pursued by Yamato, namely to keep in touch with you and to offer you similar products and services or is based on prior consent.
 - d. **Customer service**: If you use customer service, your Personal Data may be used to provide you with customer service. This Processing of your Personal Data is necessary for the Performance of a Contract, or is necessary for purposes of a legitimate interest pursued by Yamato, namely to conduct its normal business.
 - e. **Job applications**: If you apply for a job via our Website, your Personal Data may be used by us to handle your job application. This Processing of your Personal Data is necessary for purposes of a legitimate interest pursued by Yamato, namely to hire people to work for Yamato.



- 4.2 If we intend to further Process the Personal Data for a purpose other than that the Personal Data have been collected, we will provide you with information about that other purpose and all relevant further information before that further Processing.

ARTICLE 5. TRANSFER OF PERSONAL DATA TO THIRD PARTIES

- 5.1 We will only disclose Personal Data to third parties where required by law or to our employees, contractors, designated agents, or third-party service providers if necessary for the purposes described in this Privacy Policy, including third-party service providers who provide services to us or on our behalf. Third-party service providers may include, but are not limited to hosting and payment providers. These third-party service providers may be located outside of your jurisdiction. We also share Personal Data of you within the Yamato Group. This will involve transferring your data to countries outside the European Economic Area (EEA), such as Japan.
- 5.2 If and insofar as we transfer Personal Data with parties in countries outside the EEA that do not have an adequate level of protection, we will agree with these parties data protection provisions set by the European Commission, so called Standard Contractual Clauses. A copy of the agreed standard provisions can be requested by you at Yamato. Please contact us if you would like to obtain additional information on the transfer of Personal Data out of the EEA.

ARTICLE 6. SECURITY

- 6.1 We take appropriate organizational and technical security measures to protect your Personal Data and to prevent misuse, loss or alteration thereof. In addition, we limit access to Personal Data to those employees, agents, contractors and other third parties who have a need to have access. Also the aforementioned persons involved are bound by a confidentiality obligation, either in their employment agreements or (data processor) contracts.
- 6.2 We have internal safety guidelines in place including a data breach policy in which it is described how to deal with a suspected Personal Data breach. We will notify the relevant supervisory authority and the data subjects involved if required under Applicable Privacy Legislation.
- 6.3 We store your Personal Data which we collect via the Website on servers in and outside the EEA, including Japan. The storage will involve transferring your data outside the EEA. Reference is made to article 5.2 of this Privacy Policy.

ARTICLE 7. RETENTION PERIODS

- 7.1 We do not store your Personal Data any longer than strictly necessary for the purposes for which we collect the Personal Data.
- 7.2 You may request Yamato to delete the Personal Data at any stage. If the Personal Data are no longer required for the purposes for which we collected or otherwise Processed the Personal Data, we will remove the Personal Data.

ARTICLE 8. COOKIES

- 8.1 We use cookies to ensure that the Website functions properly.
- 8.2 Cookies are small pieces of information that are stored by the browser on your computer. Yamato uses different types of cookies for different purposes.
- a. Functional cookies: cookies that are necessary for the Website to function properly, including cookies that are necessary to create an account;
 - b. Analytical cookies: cookies that ensure that insight can be gained into how you use (parts of) the Website, so that Yamato can improve the Website and that it fits as well as possible with what you find interesting and important. Yamato does not use the data obtained with these cookies to study the use of the Website at an individual level, but only at an aggregated level.
- 8.3 We only use third party cookies to improve the quality and effectiveness of the Website. For example, it uses Google Analytics, which is set up in a privacy-friendly manner. Google



Analytics Processes the IP addresses for Yamato.

- 8.4 Most browsers are set to accept cookies by default. You can set the browser to disable cookies or indicate when a cookie is being sent. However, it is possible that some functions and services of both Yamato and other websites do not function properly if cookies are disabled.

ARTICLE 9. YOUR RIGHTS

- 9.1 In so far as the Personal Data Processing is based on consent (see above), you have the right to withdraw consent at any time.
- 9.2 You have the right to request access to your Personal Data. This enables you to receive a copy of the Personal Data we hold about you.
- 9.3 You have the right to request rectification of the Personal Data that we hold about you. This enables you to have any incomplete or inaccurate data we hold about you corrected.
- 9.4 You have the right to request erasure of your Personal Data. This enables you to ask us to delete or remove Personal Data where there is no good reason for us continuing to Process it.
- 9.5 You have the right to object to Processing of your Personal Data where we are relying on a legitimate interest. Insofar as the Processing of your Personal Data takes place for direct marketing purposes, we will always honour your request. For Processing for other purposes, we will also cease and desist Processing, unless we have compelling legitimate grounds for the Processing which override your interests, rights and freedoms or that are related to the institution, exercise or substantiation of a legal claim.
- 9.6 You have the right to request restriction of Processing of your Personal Data.
- 9.7 You have the right to request to transfer of your Personal Data to you or to a third party (right to dataportability). We will provide to you, or a third party you have chosen, your Personal Data in a structured, commonly used, machine-readable format. Note that this right only applies to automated information which you initially provided consent for us to use or where we used the information to perform a Contract with you.
- 9.8 We may request specific information from you to help us confirm your identity and your right to access, and to provide you with the personal data that we hold about you or make your requested changes.
- 9.9 The exercise of the abovementioned rights is free of charge. We will provide you with information about the follow-up to the request immediately and in any case within one month of receipt of the request. Depending on the complexity of the request and on the number of requests, this period can be extended by another two months. We will notify you of such an extension within one month of receipt of the request. Applicable law may allow or require us to refuse your request. If we cannot provide you with access to your personal data, we will inform you of the reasons why, subject to any legal or regulatory restrictions.
- 9.10 If your requests are manifestly unfounded or excessive, in particular because of the repetitive character, we will either charge you a reasonable fee or refuse to comply with the request.

ARTICLE 10. CONTACT DETAILS

- 10.1 For any questions, complaints or in the event that you wish to make use of one of the rights mentioned in Article 9 of this Privacy Policy, you may contact us at the contact details below:

Email address: s.geerts@yamatoeurope.com
Telephone number: 0031-20-3166803

- 10.2 Yamato has also appointed a Data Protection Officer, AKD N.V., Eliëtte Vaal (dpo@akd.nl or +3188 253 5908).

ARTICLE 11. DATA PROTECTION AUTHORITY

- 11.1 In addition to the above mentioned rights you have the right to lodge a complaint with a supervisory authority, in particular in the EU Member State of your habitual residence, place of



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work or of an alleged infringement of the GDPR at all times. However, we would appreciate the chance to deal with your concerns before you approach the supervisory authority so please contact us beforehand.

ARTICLE 12. MISCELLANEOUS

- 12.1 Yamato is entitled at all times to delete your account without notice. In such a case, Yamato owes no compensation to you as a result of the termination of the account.
- 12.2 Yamato reserves the right to change this Privacy Policy on a regular basis. It is your responsibility to regularly review the applicable conditions. This Privacy Policy is last amended and revised in May 2018.
- 12.3 If a provision from this Privacy Policy is in conflict with the law, it will be replaced by a provision of the same purport that reflects the original intention of the provision, all this to the extent legally permissible. In that case, the remaining provisions remain applicable unchanged.