

Website Privacy Policy

General information

At time:matters, we are particularly committed to protecting your personal data. We wish to provide you below with comprehensive and transparent information regarding how your personal data are processed when you visit our website and/or use our online products and airmates services.

As a private-law company, we must comply with various legal requirements in respect of data protection. Besides the German Data Protection Act (BDSG)/European General Data Protection Regulation (GDPR) and the German Telemedia Act (TMG), we are also subject to the rules of the German Postal Service Data Protection Regulation (PDSV) and the German Postal Law (PostG). Furthermore, our data protection principles are in line with internal Lufthansa Group policies.

As a matter of principle, we only process your personal data in accordance with the applicable legal regulations. This applies equally to processing required to establish and define the content of the contractual relationship (basic data) and processing that facilitates use of our services and offerings (usage data).

Your personal data are only processed for other purposes if you have expressly agreed to this processing – in other words, if we have received your consent. Of course, you may withdraw your consent at any time. In addition, we process personal data for the purposes of the legitimate interests of time:matters covered by Art. 6 I f) GDPR. This includes for example, offerings tailored to you or newsletter mailings. For further information, please see *our contractual partners*. For any queries or requests in relation to data protection, please contact data.protection@time-matters.com directly to ensure these are dealt with promptly.

Controller according to Art.4 No.7 EU-GDPR is:

time:matters GmbH

Gutenbergstr. 6

63263 Neu-Isenburg

data.protection@time-matters.com

time:matters appointed Dr. Barbara Kirchberg-Lennartz as data protection officer

Deutsche Lufthansa AG

Konzerndatenschutz FRA CY

Datenschutzbeauftragte

Airportring

60546 Frankfurt am Main

E-Mail: dsb@dlh.de.

Personal data

Personal data are specific information on personal or actual characteristics relating to a specific natural person or which can be used to identify a natural person. Examples of such

data include name, address, telephone number and date of birth. Data which cannot be linked directly to a specific identity – such as analysis and statistical data (e.g. favorite websites or number of users of a site) – are not considered personal data.

Collection and processing

We adhere to the principles of data avoidance and data minimization. Therefore, we only store personal data for as long as this is necessary to achieve the purposes set forth herein or as stipulated in the various retention periods envisaged by the legislator. Once the respective purpose ends or such periods expire, the relevant data are routinely blocked or erased in accordance with legal provisions.

When you use a contact form to contact us, the information provided is stored for the purpose of processing the request and for possible follow-up questions.

When you rate our services, we process your personal data if you have provided these to us voluntarily with a declaration of consent. Of course, you may withdraw your declaration of consent at any time.

Basic data

If a contractual relationship is to be established between you and us, or if the content of such a relationship is to be defined or amended, we use personal data from you for this provided this use is necessary for these purposes. These are usually contact and address data as well as invoicing data.

Login details

You must initially set up a user profile to access the functions on our website. The login details collected during this process are stored together with your profile. You are obliged to keep your login details secret; shared profiles are never permitted. Login details are limited to your email address and a password you pick yourself for us to identify you.

Usage data

We collect and use personal data from you provided these are necessary to facilitate use of our online services. In particular this includes characteristics for your identification and information regarding the period and scope of use of our website. Anonymous usage profiles are created for the purposes of advertising, market research and user-oriented design. Usage profiles cannot be merged with data pertaining to the individual behind the anonymous profile.

Such data is including, but not limited to:

- IP-adress
- Type of browser
- Time and date of the request
- Referrer-URL

If the provider collects and processes personal data of the user, such as in particular the IP address of the user, when visiting the website, the legal basis for this is Art. 6 I f) GDPR.

Data for own business purposes

We collect, process and use personal data submitted to us in connection with a request for transport services or provided to make the shipping process easier in the future (e.g. customer address data). We only process these personal data in relation to the specific shipment.

The shipping customer is solely responsible for lawful collection, processing and transmission and the accuracy of customer data.

We also collect, process and use personal data provided in connection with an airmates profile for our own statistical purposes. However, we never pass these on to unauthorized third parties. Our courier service customers have no access to our couriers' personal data. It is always our decision as to which assignment we assign.

Information for couriers

You provide us with some personal information during the registration process. All mandatory information which we absolutely require to provide our service is easily identifiable by an asterisk (*).

Upon registration we need you to verify your identity. For that reason, we will forward your data to our identity verification service partner. For further information, please see *our contractual partners*. We also record your cell phone number to verify that you are the user of the account. You have the option of receiving orders directly via SMS to your cell phone if you do not wish to use or make any further use of the app we offer.

Your personal data are used for mission planning, assignment and execution, as well as identification for our customer. During a hand carry transportation, you will be required to update the time:matters operations team. You may also be contacted by our agents during a mission by phone anytime.

Your passport and visa information are used for booking the respective flight tickets, as well as to inform our customer and customs broker about the courier selection. We explicitly do not store any passport copies.

We ask you for your current job status, your Frequent Flyer Status, your current location and prior OBC experience upon registration. This information is used for the assignment of missions. The legal basis for these is Art. 6 I b) GDPR. In addition we require you to provide a simplified version of your criminal record in accordance with Art. 6 I b) and f) GDPR.

Sending automated emails, sms and push notifications to you, has been delegated to an external service provider. Should you be selected for a transport mission, your personal data

is forwarded to a provider who books flight tickets for us. For further information, please see *our contractual partners*.

At any given time, couriers may choose to delete their Airmates profile on their own. Said deletion does not include the deletion of all your personal data. For further information on the deletion of your personal data, see *Your Rights*.

If not requested by you, your profile and all related information will be deleted

- after one week, if your registration has not been confirmed by you
- after three months, if your profile is missing mandatory information
- after six months, if your profile needs a change that has been pending without respective amendment by you

Before deletion, you will be informed accordingly.

Information for visitors to our website

We save and use your personal data if these have been lawfully made available to us. These are usually provided by you during a registration (e.g. when using our website) or made available through transmission from one of our clients for the execution of a contract (e.g. we are provided with address data so that we can identify shipment recipients).

Of course, your personal data are only ever shared if we are required and entitled to do so by law. During transportation processing, we may transmit your personal data (name, address, possibly email address and/or cell phone number, as well as other shipment-related data) to our shipping partners on the basis of the German Postal Service Data Protection Regulation (Section 5 PDSV).

Information for (future) customers

We collect personal data from you when you avail of our service. In particular, this includes contact and address data which we absolutely require to define our contract according to Art.6 I b) GDPR. All mandatory information which we absolutely must collect to provide our service is easily identified for you by means of brief notes. Non-required information is provided by you to us voluntarily, along with a declaration of consent, so that we can offer you a solution for your assignment that is perfectly tailored to your needs. Of course, your personal data are never used for other purposes.

Services of other providers

Our Privacy Policy expressly does not include third-party services. Therefore, the privacy policies of the respective providers apply. Of course, we ensure that our requirements in respect of data processing are always complied with where we commission third parties (our contractual partners, in other words) to process your data.

Google Maps

In some parts of our website, we offer the use of the “Google Maps” positioning and map service through the Google Maps API. Google Maps is a service provided by Google Inc., 1600 Amphitheatre Parkway, Mountain View, CA 94043, USA.

When you use Google Maps, information concerning your visit to our website or your use of the app (including your IP address) may be transmitted to and stored on a Google server in the USA. Google may also share the information obtained through Maps with third parties where required to do so by law or where third parties process this data on Google’s behalf.

Google never associates your IP address with other Google data. Nevertheless, it may still be technically possible for Google to identify at least some users based on the data obtained. It is possible that personal data and personality profiles of website users may be processed by Google for other purposes over which we have and can have no influence.

The Google Privacy Policy and Google Maps Additional Terms of Service can be found at https://www.google.com/intl/en_us/help/terms_maps.html.

Our contractual partners

airmates is hosted by a contracted hosting provider. This means that we save your data on our partner’s servers. Our partner has no access to your data and simply provides the technical infrastructure for operating the app.

During registration we need proof of your identity. This is essential to the security of our services. For said verification, we forward your entered data to our identity verification service partner, who will then confirm or deny accuracy of the information provided. Our identity verification service partner is IDnow GmbH, Auenstr. 100, 80469 München, Germany.

Sending automated emails, sms and push notifications to you, has been delegated to an external service provider. In this way we ensure rapid communication during missions as well as timely updates or notifications regarding your airmates profile. Our mailing service provider is kajomi GmbH, Lochhamer Str. 9, 82152 Martinsried, Germany.

Global Business Travel and Aeroplan Our flight booking services receive your entered profile data only once you are selected for a mission.

These partners are AEROPLAN Reise GmbH, Mauritiussteinweg 116, 50676 Köln, Germany and

Global Business Travel GmbH, Wiesenau 1, 60323 Frankfurt am Main, Germany.

Our customers can select from various payment options. Our contractual partner offers payment by credit card and via the PayPal payment service. We never receive additional information on the credit card or PayPal account used. If you desire to pay via Paypal, you will be forwarded to Braintree, a service by PayPal (Europe) S.à r.l. et Cie, S.C.A., 22-24 Boulevard Royal, L-2449 Luxembourg, Luxembourg.

In order to invoice for our services, your data are transferred by our IT service provider to our in-house invoicing process. Our contractual arrangements and the technical and organizational protective measures taken ensure a secure processing environment for your personal data in this regard also.

Social network integration

We offer social network functionality in various parts of our website through what are known as *social plugins*. This also includes linking to our content on social networks.

Of course, all of our online offerings can be accessed and used without the use of social networks. When you visit our website, the *social plugin* buttons are disabled by default, i.e. they do not automatically send any data to third parties. Before you can use a button, you must activate it (via click). Please note that the button will remain active until you either disable it again or delete your “cookies.” A direct connection is established with the server of the respective social network following activation. The button content is then passed directly to your browser by the social network and integrated by this into the website.

In the case of links from airmates to our content in social networks, e.g. on our Instagram page, these are simply links to other providers’ websites.

Please note that we have neither knowledge about nor influence over how social networks use information provided by you and whether this information is disclosed to other websites. We recommend that you read the respective privacy information carefully.

Other third parties

Our app is available from third parties in the App Store and Google Play Store (sales platform). We have no influence over the collection, processing or use of personal data in connection with the respective app store; in this respect, the controller is solely the operator of the respective app store.

The privacy policies of the respective providers apply to the use of third-party back-up services (e.g. cloud solutions). We have no influence over the collection, processing or use of personal data in connection with the provision of back-up services.

In order to facilitate your work for us as an “airmate,” we pass on personal data, depending on the respective order, to such companies without whose services it would not be possible to fulfill the assignment. In particular, this includes airlines and hotels. Please be assured that we only cooperate with such companies if they can prove an adequate level of data protection. If you would like to find out more about providers that may have received your data in conjunction with an already completed transport assignment, simply contact us directly to request this information.

Cookies

We use cookies on our website for its technical functioning and for gathering statistics. A cookie is a small piece of data that a website stores on the visitor’s computer or mobile device. You can manage your Cookie settings using our consent manager or your browser settings. You can yourself decide if and how cookies should be allowed.

Please note that with the complete deletion of all cookies, the opt-out cookie is also deleted and must be reactivated.

The legal basis for the use of Cookies is Art. 6 I f) GDPR, because the use of Cookies is necessary to safeguard the legitimate interests of the provider. The legitimate interests pursued by the provider herewith consist in the analysis of the use of the website in order to improve the internet presence and the offers of the provider and to make them more appealing to the user.

Cookies necessary

These Cookies are required to enable core site functionality and cannot be disabled. These include a secure log-in and booking process.

Cookies Comfort

These Cookies allow us to analyze site usage so we can measure and improve performance. Such cookies let you remember how far you are through a booking, remember your login details, and preserve a consistent look of the website in general.

Cookies Statistics

These Cookies allow us to identify you as a returning visitor, analyze your use of our website and compiling a profile of your interests in order to show you relevant adverts.

Matomo

airmates.eu uses the web analysis service Matomo. Matomo is a software from InnoCraft Ltd, 150 Willis St, 6011 Wellington, New Zealand. Further information can be found on the website www.matomo.org.

This software is used to collect and store data for statistical evaluation of the use of the website. Cookies are used for this purpose (for cookies see section 8.2). The data is collected and stored for the purpose of statistical analysis of user behaviour. This serves the purposes of evaluating the use of the website and of enabling the website to be designed in line with requirements. For these purposes, pseudonymised user profiles can be created from the data. The IP addresses collected are automatically anonymised by making parts of the IP address unrecognisable (so-called IP masking). The IP address and other information of the pseudonymised user profile are not used to identify the user and are not merged with other personal data of the user. The data are collected, stored and processed on the systems of the provider (time:matters GmbH, Gutenbergstraße 6, 63263 Neu-Isenburg, Germany) and are not transmitted to third parties.

Google Analytics

We use Google Analytics, a web analytics service provided by Google Inc. (1600 Amphitheatre Parkway Mountain View, CA 94043, USA).

Google Analytics uses what are known as “cookies” – text files that are stored on your computer to analyze your usage of the website. The information generated by the cookie about your use of this website is usually transmitted to and stored on a Google server in the USA. If IP anonymization is activated on this website, however, Google truncates your IP address within European Union member states and other countries which are contracting parties to the Agreement on the European Economic Area prior to this. Your full IP address is only transmitted to a Google server in the USA and truncated there in exceptional cases.

The IP address transmitted by your browser in relation to Google Analytics is not merged with other Google data. On behalf of the operator of this website, Google uses this information to analyze your usage of the website, to compile reports on the website activities for us and to render further services to the website operator connected with the usage of the website and of the Internet. Our legitimate interests in data processing also lie in these purposes. Section 15 III TMG and Article 6 I (f) GDPR serve as the legal basis for the use of Google Analytics. The data sent by us and linked with cookies, user IDs or campaign IDs are automatically deleted after 14 months. Data whose retention period has been reached are automatically deleted once a month. For more information on the Terms of Service and data protection, please refer to <https://www.google.com/analytics/terms/us.html> and <https://policies.google.com/?hl=en>.

You can prevent cookies being stored by adjusting your browser software appropriately; however, please note that you may not then have full use of all of the functions our website offers. You can also prevent the data generated by the cookie and related to your usage of the website (incl. your IP address) being collected by Google and the processing of this data by Google by downloading and installing the “browser add-on” (available at: <https://tools.google.com/dlpage/gaoptout?hl=en>).

Your rights

You have at all times the following rights, which you may assert vis-à-vis us without charge on request:

- Right to rectify your personal data
- Right to the erasure of your personal data
- Right to restrict the processing of your personal data (block)
- Right to data portability of your personal data
- Right of access to your personal data processed by us and
- Right to comprehensive and transparent information regarding the processing of your personal data

Please note we may have to query you further if we cannot identify you on the basis of your request. In spite of our endeavors, it is not possible to process your request without the minimum required information.

Please feel free to contact us by mail (time:matters GmbH, Abteilung Datenschutz, Gutenbergstr. 6, 63263 Neu-Isenburg) or email (data.protection@time-matters.com).

Please note that complete confidentiality and data security cannot be ensured at all times when communicating via the Internet (e.g. via email). Therefore, we recommend that you use a postal service if confidential information is involved.

If there are data breaches, the data subject has the right to lodge a complaint with the relevant supervisory authority. The relevant supervisory authority for matters of data protection is the data protection commissioner (Landesdatenschutzbeauftragte) of the state in which our company has its registered office. The following link will take you to a list of the data protection commissioners and their contact details: https://www.bfdi.bund.de/DE/Infothek/Anschriften_Links/anschriften_links-node.html.

Final provisions

We reserve the right to update these privacy provisions from time to time to take into account changes in law or extensions to the functional scope of airmates. The date of the last update at the bottom of the Privacy Policy is amended accordingly in such cases. Therefore, we recommend that you regularly read the privacy provisions in order to remain up to date on the protection of the personal data we store.

Neu-Isenburg, 27/09/2018