

# PRIVACY POLICY

Silent Transport AB a limited liability company incorporated under the laws of Sweden with corporate identification number 556804–9497 and address Otto Torells gata 10, 432 44 Varberg and Silent Air & Sea AB a limited liability company incorporated under the laws of Sweden with corporate identification number 559046–0381 and with the same address as above (“we”, “us”, “the Silent Group”) is both Controllers and is both responsible for the personal data processed about you in accordance with this Privacy Policy. For clarification, the companies under the name the Silent Group are part of the same group company.

If you have any questions regarding how we, according to this information, process your personal data, please contact us by emailing [accounting@silenttransport.com](mailto:accounting@silenttransport.com).

For us at the Silent Group our customers’ trust is of the outmost importance. This trust forms the basis of our business. You should be able to feel secure when entrusting your personal data to us. We have established this Privacy Policy to inform you about how we process your personal data. It is based on current legislation and clarifies how we work to safeguard your rights and your integrity.

The Silent Group collect information you provide directly to us when you visit our website, apply for a job with us, request a price quote, enter into an agreement with us, use our services or that you otherwise share in communication with us, for example via our social channels, via our customer service and in the event of a complaint, as well as through information collected from third parties. The Silent Group may collect information about you from third parties who have collected the information and shared it with us in accordance with applicable law. These third parties may vary from time to time.

We are constantly working to improve our business, therefore the Privacy Policy may change from time to time. We may update the Privacy Policy as a result of changes in the legal, technical or business developments. You can see when it was last updated by checking the date at the bottom of this Privacy Policy.

The purpose of the Privacy Policy is for you to know how we process your personal data, what we use it for, who may access it and under what conditions, and how you can exercise your rights. We strive to be transparent with how we use your personal data.

The Silent Group will process the personal data only for as long as is necessary to fulfill the purposes of the processing or to fulfill our legal obligations. Under the subheadings below, you can read more about which storage times apply for each purpose.

This Privacy Policy applies to information that the Silent Group processes about you. Certain pages on the Silent Groups websites ([silenttransport.com](http://silenttransport.com) and [silentairstandsea.com](http://silentairstandsea.com)) may contain links to third party websites that we do not control, for example when you log in to book and/or track shipments. These websites have their own Privacy Policies, and the Silent Group is not responsible for their operations, information practices and regulatory compliance.

This Privacy Policy is structured as follows:

1. [Personal data that is processed when you visit our website](#)
2. [Personal data that is processed when you apply for a job with us](#)
3. [Personal data that is processed when you are the contact person when we enter into business with the company you are employed at](#)
4. [Personal data that is processed when you request a price quote or enter into an agreement with us to use our services](#)
5. [Personal data that we process after you have entered into an agreement with us](#)
6. [Personal data processed due to legal obligation or to safeguard legal claims](#)
7. [To whom do we share your personal data](#)
8. [Transfers outside the EU/EEA](#)
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10. [Your rights](#)

The supervisory authority for the processing of personal data is the Swedish Authority for Privacy Protection (IMY). If you wish to submit a complaint to the Privacy Protection Authority regarding our processing of your personal data, you have the right to do so. Please see [www.imy.se](http://www.imy.se) for more information on how to proceed.

## 1. Personal data that is processed when you visit our website

Personal data being processed	Purpose	Legal basis	Storage time
We process your IP address. When you enter an address for a website in your browser, a call is created that is sent out on the Internet. The call passes through our routers on its way to our website.	We need to process your IP address in order for you to be able to stay on our website	We have a legitimate interest in you and other people who are interested in our services being able to visit our website and to be able to take advantage of our services.	Your IP address is only processed during your visit on our website. We therefore do not store any IP addresses. We temporarily store a text file (a cookie) in your browser to collect information about the use of our website, only during the visit (session cookie). We therefore do not store any cookies.

## 2. Personal data that is processed when you apply for a job with us

<b>Personal data being processed</b>	<b>Purpose</b>	<b>Legal basis</b>	<b>Storage time</b>
Name, social security number, address, e-mail address, telephone number and other information the applicant provides when applying for a job.	We need to process this information to keep in touch with you and to assess your application based on the position you have applied for. We use your personal data to administer and process your application for employment, review CVs, personal letters, references, grades and certificates as well as to communicate with you and for storage purposes.	We have a legitimate interest in carrying out the necessary processing of the personal data in order to be able to evaluate your merits, personal characteristics and your personal background and enable selection in connection with decisions for recruitment/employment.	We will process this personal data until the position is filled.
<b>Personal data being processed</b>	<b>Purpose</b>	<b>Legal basis</b>	<b>Storage time</b>
Name, social security number, address, e-mail address, telephone number and other information the applicant provides when applying for a job.	We need to process this information for future recruitment and to enable us to contact you early if necessary if a vacancy arises for which you are suitable and interesting.	We have a legitimate interest in saving your application for a time after the position has been filled in case a vacancy or a need for a similar position arises for which you are suitable and interesting.	We will process this personal data for a period of one (1) year from the time when the advertised position was filled.
<b>Personal data being processed</b>	<b>Purpose</b>	<b>Legal basis</b>	<b>Storage time</b>
Name, social security number, address, e-mail address, telephone number and other information the applicant provides when applying for a job.	We need to process this information to be able to defend any claims that may arise in connection with a recruitment process, to prove that discrimination has not occurred when filling the position.	The processing is based on legal obligation. The statute of limitations for filing a lawsuit is two (2) years in accordance with the Discrimination Act.	We will process this personal data for a period of two (2) years from the time when the advertised position was filled.

Personal data being processed	Purpose	Legal basis	Storage time
Name, social security number, address, e-mail address, telephone number and other information the applicant provides when the applicant submits a spontaneous application to us.	We need to process this information for future recruitment and to enable us to contact you early if necessary.	Both you and we have a legitimate interest in being able to keep your application for some time after it has been received in case a vacancy or a need for a suitable position arises.	We will process this personal data for a period of one (1) year after the spontaneous application was received.

3. Personal data that is processed when you are the contact person when we enter into business with the company you are employed at

Personal data being processed	Purpose	Legal basis	Storage time
Name, title and workplace, address, e-mail address, telephone number.	We need to process this information in order to enter into a contractual relationship with you. We may use your personal data, the person who are the contact person for the company we enter into business with.	We have a legitimate interest in being able to enter into an agreement with the company you are employed at.	We will process this personal data for a period of three (3) year from the date of the termination of the service.

4. Personal data that is processed when you request a price quote or enter into an agreement with us to use our services

Personal data being processed	Purpose	Legal basis	Storage time
Name, e-mail address.	We need to process this information to be able to respond to your price request via e-mail.	We have a legitimate interest in being able to enter into an agreement with the company you are employed at.	Price information varies from time to time and depends on the services you request. The longest storage period for price information is up to one (1) year from the request, after which it is deleted.

Personal data being processed	Purpose	Legal basis	Storage time
Names, addresses: address for collection and delivery address (destination country), e-mail address for contact person, e-mail address for invoice, bank details, telephone number, purchased services and transaction history.	We need to process this information to perform our service and the work you have ordered. We may use your personal data to provide our services to you, to administer our agreement with you, to communicate with you and to store our communication and transaction history.	The legal basis for this processing is because you have entered an agreement with us.	We will process this personal data for a period of three (3) year from the date of the termination of the service.

## 5. Personal data that we process after you have entered into an agreement with us

Personal data being processed	Purpose	Legal basis	Storage time
Name, address, e-mail address for contact person, e-mail address for invoice, telephone number and purchased services.	We need to process this information to post and invoice, charge for and report our financial information.	The processing is based on a legal obligation. Stored in accordance with accounting rules.	We will process this personal data for a period of seven (7) years from the date it was recorded in accordance with the Accounting Act.
Personal data being processed	Purpose	Legal basis	Storage time
Name, address, e-mail address for contact person, e-mail address for invoice, telephone number and purchased services.	We need to process this information in order to fulfil our legal and contractual obligations to you.	The processing is based on legal obligation. We need this information in order to fulfil our legal obligation regarding complaints.	We will process this personal data in accordance with applicable regulations and legislation.

## 6. Personal data processed due to legal obligation or to safeguard legal claims

Personal data being processed	Purpose	Legal basis	Storage time
Personal data that has been processed because you have	We need to process your personal data in order for us to fulfil our legal obligations	The processing is based on a legal obligation. In order to meet the existing	We will process this personal data for the

entered into an agreement with us.	in accordance with law, ordinance, government regulations and guidelines.	legal requirements, we need to process this information. These legal requirements can, for example, be tax law or according to accounting obligations.	time required by the legal obligation.
<b>Personal data being processed</b>	<b>Purpose</b>	<b>Legal basis</b>	<b>Storage time</b>
Personal data that has been processed because you have interacted with our services.	In the event of a dispute, we may use your personal data to investigate, respond to or determine legal claims or disputes related to your use of our services or our contractual relationship in general.	We have a legitimate interest in safeguarding our rights.	We will process this personal data for the time required until the legal claim has been established and the decision/judgment has become final and have gained legal force.

## 7. To whom do we share your personal data

Your personal data may be disclosed to third parties if this is required to provide our services to you.

The Silent Group engages external providers for each individual transport and only the information that is relevant to the execution of the individual transport is disclosed - so that we can fulfill our agreement with you.

IT providers – We use IT providers that are necessary for us to deliver our service, particularly in terms of website operation and support.

Provider of accounting services – We use external providers of accounting and bookkeeping services. The providers are necessary for us to be able to invoice and manage our accounting in our business.

The performance of these aforementioned services may mean that our providers gain access to your personal data.

*Authorities and law enforcement* – We may share your personal information when we believe, in good faith, that it is necessary to comply with legal obligations or to respond to legal claims. We may also share your personal data when we, in good faith, suspect that it is necessary for national security, law enforcement and intelligence purposes or to avoid death or personal injury, provided that these interests are not outweighed by your rights and freedoms for the protection of your personal data.

We may also disclose personal data to third parties when it has been specifically agreed between us and you, when it is necessary within the framework of a certain assignment to

protect your or our rights, or if it is necessary for us to comply with authority decisions or court decisions.

In the event of an alarm in our office premises, your personal data may be shared with the third party who hold the alarm service. We have a legitimate interest in camera surveillance of our premises for security and crime prevention purposes. Only in cases where the alarm goes off the material is being recorded and shared. No such recorded material is stored with us.

## 8. Transfers outside the EU/EEA

We may transfer your data to countries outside the EU/EEA (third country) in cases where the transfer is necessary for us to be able to fulfil our agreement with you or to carry out actions preceding such agreement at your request (with your consent), thus to be able to fulfil our services and perform the service you have ordered (for example for delivery). In cases where data is transferred outside the EU/EEA, the Silent Group takes all reasonable measures to ensure that it takes place in accordance with applicable laws and regulations on data protection.

Information about consignments may also be handed over and thus transferred to authorities in third countries (the country of destination), for example, customs and tax certificates or for security checks, depending on the country in question legal requirements. The information provided then usually includes invoice number, name and address of the sender/seller, name and address of the recipient/buyer, product description including product codes, number of goods, weight and value of the shipment, and the sender's signature.

## 9. How do we protect your personal data?

Your security is of the outmost importance to us. Therefore, we have taken appropriate technical, organisational, and administrative security measures to protect your personal data from loss, abuse, disclosure, alteration, destruction, unauthorised access, and other unauthorised processing. We regularly analyse and evaluate the measures to ensure that the protection of your data is as safe as possible. The Silent Group's employees, contractors and their providers are required to comply with the Silent Group's regulations, Privacy Policy and other internal rules governing the process of your personal data.

As part of the Silent Group's security work, we educate our employees to promote a strong culture of data protection.

## 10. Your rights

It is not mandatory for you to provide us with your personal data, but in cases where the use of your personal data is based on the fulfilment of an agreement, we must have your data to fulfil our obligations. If you do not provide your personal data, there is a risk that we will not be able to undertake obligations under agreements.

In some circumstances, we may ask for your consent to use some of your personal data. It is not mandatory for you to give such consent if you do not want your personal data to be used for the specified purposes. You can withdraw your consent at any time by contacting us. If you withdraw your consent, the withdrawal is valid from the time of the withdrawal and does not affect the use of your personal data during the period before the withdrawal took place.

When we use your personal data, you, as a user, have several rights. You have the right to contact us at any time if you wish to exercise any of the rights described below. If you wish to exercise any of the rights described below, you can reach us most easily at [accounting@silenttransport.com](mailto:accounting@silenttransport.com).

*The right to information* – You have the right to receive information about how we process your personal data.

*The right to access* – You have the right to contact us and request to know what kind of personal data we process about you. You have the right to request for copies of your personal data.

*The Right to correction* – You have the right to have incorrect information corrected and supplemented with correct information. As a rule, you also have the right to receive information about where we have obtained the incorrect information.

*The right to deletion* – Under certain conditions, you have the right to have your information deleted (the right to be forgotten).

*The right to restrict processing* – Under certain conditions, you have the right to demand that we restrict processing of your personal data.

*The right to object* – Under certain conditions, you have the right to object to the processing of personal data that is performed for the purpose of performing a task of public interest, as part of the exercise of authority or after a balance of interests.

*The right to data portability* – Under certain conditions, you have the right to obtain your personal data in a structured, usually used and machine-readable format and transfer the personal data that you yourself have submitted to the Silent Group to another organization/Controller.

*The right to withdrawal of consent* – If our processing of your personal data is based on your consent, you are always entitled to withdraw your consent at any time for the continued processing of the personal data that the Silent Group processes with such legal basis.

*The right to submit a complaint* – You have the right to submit a complaint with the Swedish Authority for Privacy Protection (IMY) if you believe that we process your personal data incorrectly. You can read more about this on the Swedish Privacy Protection Agency's website <https://www.imy.se/>.

This Privacy Policy was last updated on the 12<sup>th</sup> of September 2024.