

Our Privacy statement in short

ELA asks customers, partners and network contacts their personal details or gets personal details from another party.

These personal details are handled by ELA on base of article 6.1. from the GDPR ¹:

- a) Active permission of the stakeholder for one or more specific purposes
- b) Necessary for the execution of an agreement
- c) Necessary to comply with a legal obligation
- d) Necessary for the attendance for the legitimate interests of ELA within the framework of its services

We guarantee your privacy to handle your data with the utmost care.

We take into account following principles:

- Your personal data will be handled in accordance with the purpose for which these are transferred
- The treatment of your personal data is limited to the details minimally needed for the purposes for which they are handled
- If needed we ask for your explicit consent for the handling of your personal data
- We take appropriate technical and organisational measures to guarantee the safety of your personal data
- We do not pass on personal data to other parties, unless this is necessary for the implementation of the purposes for which they were provided
- Personal data is not kept longer than necessary
- You can always view your personal data and have it adjusted. The removal of personal data - if this does not jeopardize our purposes in the performance of an agreement, in the context of a legal obligation or in the representation of our legitimate interest in performing our services.
- We respect your rights regarding your personal data and want to keep you informed about this in understandable language

Contact

Do you have a specific question about the processing of your personal data by ELA, do you have a complaint or do you wish to object to the processing of your personal data? We appreciate you contacting us.

The contact person for ELA is Dominique Bergmans, process coordinator, you can contact her by mail ela@elalog.org or telephone +32 471 83 29 89.

You also have the right to lodge a complaint with the Privacy Commission.

¹ ELA documents these legal bases for the processing which you can also request from us.

Privacy statement ELA

ELA processes personal data of customers (beneficiaries of our services), clients, partners and network contacts in the context of its services.

We request this data ourselves from the data subject or receive the data - of course in accordance with the law on privacy - by governments, partners, network contacts.

In the Privacy Statement below we explain how we handle this data.

Which personal data?

The nature of the personal data requested and processed may differ within ELA.

In general, this concerns the following personal data:

- identity data such as name, first name, email,
- personal characteristics such as gender, date of birth, place of birth, country of birth

Whatever personal data we request or receive, we always process it with the greatest care so that your data is and remains optimally protected.

Protecting your privacy – legal basis

We handle personal data with the utmost care. In doing so, we comply with applicable laws and regulations, including the General Data Protection Regulation (GDPR).

The personal data are processed by ELA on the basis of Article 6.1. from the GDPR:

- Active consent of the data subject for one or more specific purposes
- Necessary for the execution of an agreement
- Necessary to comply with a legal obligation
- Necessary for the representation of the legitimate interests of ELA in the context of its services.

Why do we request and process personal data?

The personal data of customers of our customers (beneficiaries of our services) are requested and processed in order to:

- be able to enjoy the services of ELA in accordance with the conditions in the concluded agreement.

The personal data of **clients, partners and network contacts** are requested and processed to

- be able to perform our services, in collaboration with direct partners and wider network contacts in accordance with the requirements of clients, on the basis of an agreement and in the context of our legitimate interest
- to be aware of our existing and new offer in the context of our wide range of services. We use the necessary personal data to send newsletters, annual reports, invitations and to reach clients, partners and network contacts through other communication channels.

Where do we keep your data?

- In our ERP- system (electronic file)
- In electronic files such as Word or Excel
- In paper files

Data security

ELA protects your personal data by taking appropriate technical and organizational measures. ELA follows current technological trends.

For example, all our computers are equipped with a recent operating system in which updates (eg against security leaks) are also followed.

Applications and data on the computers are only accessible after login with username and password. All devices are equipped with recent and up-to-date antivirus software, the stored information is encrypted if necessary.

The networks are protected by a firewall.

The server systems are in a protective environment. Backups are taken daily.

These security measures are regularly tested and adjusted if necessary.

Exchanging data

Your data will only be used by ELA employees in the context of their job and to the extent that they are relevant for this.

Your data may be exchanged with a third party ***if this is within the scope of the described purposes*** and provided that it also handles your data in a safe and legally correct manner.

We draw up a (processor) agreement with these parties in which the necessary agreements are made to guarantee the security of your personal data.

We also share personal data with third parties if you give us permission to do so. You can revoke this permission at any time.

Retention period

Your data will not be kept longer than necessary for the purpose for which it was provided or as long as required by law.

Which rights do you have with regard to your personal data?

ELA safeguards the following rights that you have with regard to your personal data:

- You always have the right to inspect your personal data
- You can ask us to change or add data
- You can object to the processing of (part of) your personal data by us or by one of our processors

- You have the right to request a copy of your personal data from us, which we provide to you or - on your behalf - to another party in a structured, common and machine-readable form.
- You have the right to 'forget', which means that you can ask us to delete your personal data. This right to be forgotten does not always apply. The right to be forgotten only applies in the following situations:
 - ELA no longer needs the personal data for the purposes for which we collected or processed them.
 - The data subject has previously given (explicit) permission to the organization for the use of his data, but withdraw that consent now
 - The data subject objects to the processing. There is an absolute right to object to direct marketing pursuant to Article 21 of the GDPR. A relative right of objection applies if the rights of the data subject outweigh the interests of the organization to process the personal data
 - organization processes the personal data unlawfully, for example because there is no legal basis for the processing
 - If the legally stipulated retention period has expired, we are legally obliged to delete the data

Complaints

If you have a complaint about the processing of your personal data, please hear we like it.

You can easily reach us via the contact details below.

You also have the right to file a complaint with the Privacy Commission, which is the supervisory authority in the field of privacy protection.

Change of privacy statement

In order to protect your data as well as possible, we are always on the move.

ELA may therefore change this privacy statement.

We will of course inform you of this via our website.

The last change happened on 09 02 2018

Older versions of our privacy statement will be stored in our archive. Feel free to send us an e-mail if you would like to consult it.

Contact

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Standards

Reference

Network



EUROPEAN
LOGISTICS
ASSOCIATION

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We look forward to (continue to) work with you.

Standards

Reference

Network

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