



## Comparative analysis of information security policies at Big 4 logistics companies in the world

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### Abstract

Nowadays, society is increasingly developing and modernizing, and human needs are also increasing day by day. To satisfy the needs of businesses and companies, they must have innovative directions. The use of delivery and receipt services in logistics activities also plays an extremely important role in today's modern society. Logistics is a series of activities related to the operations of buying - selling, managing and transporting goods. To ensure this activity takes place quickly and smoothly, shipping units must build a standard logistics process. Effective logistics activities help improve national competitiveness. The development of logistics can lower transportation costs, lower product prices and shorten delivery times, enhance delivery capacity and take the lead in logistics production, sales and distribution activities. a commercial activity. Accordingly, traders organize the implementation of one or more tasks including: receiving goods, transporting, storing, storing, carrying out customs procedures or other paperwork, directly or indirectly. Consulting customers, participating in packaging, marking, delivery or other services related to goods as agreed with customers to receive remuneration. Logistics is an important service industry in the overall structure of the national economy, playing a role in supporting, connecting and promoting socio-economic development of the whole country as well as each locality, contributing to improving competitiveness of the 4.0 economy and society at that time.

**Keywords:** freight transportation, trading operations, commodity production, development, socio-economic promotion

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### 1. Introduction

The concept of logistics was born in the 1950s and is the activity of transporting, storing and supplying goods. In business, logistics can be understood as the concentration of both internal and external resources, including the process of moving from "producer", through many stages to the destination "final consumer". Logistics is the process of planning, implementing and controlling the movement and storage of raw materials, products in the process, finished products, and related information from raw material procurement to consumption to meet the needs of customers. meet consumer needs. To put it more simply, logistics are activities revolving around goods such as packaging, preserving, transporting goods... Based on the operating process, logistics is divided into three types: (i) input logistics includes "Collecting" activities such as: receiving and storing input materials from suppliers to businesses, ensuring that inputs are provided in an optimal manner in terms of time, value and costs for the production process; (ii) output logistics are activities related to moving goods from the final point of the production line to customers, through distribution channels (directly or indirectly) to consumers; (iii) "reverse" logistics includes activities in the process of recalling defective products, defective products, scrap... arising after product distribution for recycling or processing.

In Vietnam, the logistics industry plays an increasingly important role in the entire process of social activities, especially in the production, circulation and distribution of products and services. However, in the past two years, the logistics industry has had many fluctuations due to the outbreak of the COVID-19 pandemic.

Using secondary data from the Vietnam Logistics Report 2021 of the Ministry of Industry and Trade (this is an annual report to review, evaluate, and provide information on the situation and prospects of Vietnamese and international logistics and other related policy regulations... contribute to serving state management, production - business activities, investment of enterprises, scientific research and communication in the field of logistics) and Data from articles on official websites in Vietnam, the article uses descriptive statistical research method, synthetic analysis method, comparison method to evaluate the current status of Vietnam's logistics industry in 2021, Forecasts prospects in 2022 and proposes recommendations to develop Vietnam's logistics industry in the coming time.

## 2. Theoretical basis

### 2.1. What is logic?

Logistics is the process of planning, applying and controlling the flow of goods or information related to raw materials (inputs) and final products (outputs) from point of origin to destination consume.

In the simplest terms, Logistics is the most optimal service of providing and transporting goods from the place of production to the consumer. The job of Logistics companies is to specifically plan and control the movement of goods or information about raw materials from the point of origin to the point of consumption according to customer requirements. To compete effectively in this industry, companies must always improve and focus on service quantity, quality, time and price.

### 2.2. Origin of Logistic

Historically, the term logistics originates from the ancient wars between the Greek and Roman empires. At that time, soldiers with the title "Logistikas" were responsible for providing, transporting, and distributing weapons and other necessities to points to ensure conditions for soldiers to operate safely.

The role of "logistics" was further affirmed during World War II, especially during the war between the US and Germany many logic applications were developed and are still used today, although Some changes to better suit current market conditions.

### 2.3. What specific activities does Logistics have?

Logistics services have been greatly expanded, including the following basic departments:

Customer care service: Businesses will be consulted on the chosen Logistics service process.

- Forecasting needs of potential customers: The task of this department is to compile statistics on businesses that may have a need for Logistics services.
- Loading, unloading and handling of goods: The units' goods are transported, loaded and unloaded into containers and packaged according to regulations.
- Warehouse control activities and storage status.
- Transportation of goods and materials.

Transportation services related to documents, customs procedures, and loading and unloading plans of the unit.

Example of Logistics: garment companies use Logistics services to produce and distribute clothes domestically and internationally, deliver to the door, and go to sales shops of wholesale and retail agents to recall products. Products

(damaged, defective, liquidated goods, etc.).

## 2.4. Meaning of Logistics

No matter how well a business focuses and invests in designing and producing products/services to meet customer needs, if those products/services do not reach customers in the right place and at the right time. point, the business will still fail.

That is the meaning and importance of the logistics industry in the economy.

But that is just the tip of the iceberg, as defined from the beginning of the article, logistics appears from beginning to end of a [supply chain](#), therefore, materials are purchased, transported and stored until they are finished. The more effectively it is used, the more competitive advantage and profit the business will have.

In addition, resource coordination to provide and promptly use available materials is also a "vital" factor. On the customer side, if the product/service is produced on time but is not shipped on time, customer satisfaction will decrease, negatively impacting profits and long-term viability regardless of the product or service. any business.

## 3. Original research method

### 3.1. Logistics privacy policy

#### 3.1.1. What is the privacy policy?

NTL's privacy policy is one of the important factors that help protect customers' personal information when using the service. This policy provides NTL customers with information on how to collect, process, store, share, and secure customers' personal information and their sensitive information. NTL is committed to protecting customers' personal information, ensuring that it will not be disclosed to any third party without the customer's consent.

Every website interacts with and collects data about their customers in one way or another, but this applies even more when it comes to an ecommerce store. E-commerce websites often collect personal data such as name, email address, IP address, sessions and payment details.

A privacy policy is important because it is not only seen as a sign of trust and confidence, but also ensures that website owners are protected along with their customers, while also complying with their obligations.

#### At its core, a privacy policy serves four basic functions

- Inform users about private data collection and how it is used.
- Provide users with the option to opt out of data collection.
- Allows users to access collected data or dispute its accuracy.
- Assure users that their data is safe and secure.

#### 3.1.2. Collect personal information

"Personal information" is information that can be used to identify, locate or contact an individual. At Practical Import and Export, we collect the following personal information:

#### Communications

Contact information allows Practical Import-Export to communicate with you.

The contact information we collect includes: Full name, valid email address, phone number or other addresses where you receive information from the actual Import-Export side.

**Transaction information**

When you access the website of Practical Import-Export, a third-party tracking system will automatically record information such as: IP address, cookies, data about the pages you have visited, how you interact and use the website, how you interact with other users.

This information helps Import-Export actually analyze and understand how the website [xuathapkhauthucte.com](http://xuathapkhauthucte.com) displays to users.

**3.1.3. Use of personal information**

Logistics Consulting may use Personal Information for the following purposes: helping Logistics Consulting better understand your information needs, improving user experience on the website, helping Logistics Consulting customize content design blog that suits your needs.

**Logistics Consulting uses Personal Information to**

- Identify and authenticate users
- Operate and optimize and improve the website
- Connect with you on social media (like Facebook, LinkedIn)
- Contact you via phone or email
- Personalize and continuously improve your experience with Logistics Consulting
- Provide information based on your interests, business activities or location
- Send you notifications about updates, alerts, support or newsletters
- Evaluate products and services of Logistics Consulting
- Communicate and provide additional information that you are interested in about Logistics Consulting partners

Manage other aspects of operations such as: website administration, communication management, analytics, fraud prevention, implementation of company reports and terms of use as well as legal compliance.

**3.1.4. When and why Logistics Consulting discloses your personal information**

Logistics Consulting will not disclose your Personal Information to third parties without your explicit consent, except as set forth in this privacy statement.

Logistics Consulting will disclose your information when:

- Work with companies and service providers (like Hubspot, Infusionsoft, Zapier, Teachable or companies that process invoices, host websites, provide customer service or analytics data to fulfill the purposes described in parts I and II above.
- Enforce the protection of Logistics Consulting's assets and intellectual property.
- Protect the rights, property or safety of others, investigate fraud, and respond to government requests.
- Prevent physical damage and impending financial loss.

Logistics Consulting will not sell your personal information to third parties unless Logistics Consulting is in the process of merging with another business, acquiring another business, or selling all or a portion of its assets. Logistics and need information to support the sale or transfer of business assets.

**3.1.5. Retention of personal information**

Logistics Consulting will not disclose your Personal Information to third parties without your express consent,

except as set forth in this privacy statement.

Logistics Consulting will disclose your information when:

Work with companies and service providers (such as Hubspot, Infusionsoft, Zapier, Teachable, etc. or companies that process invoices, host websites, provide customer service or analyze data to perform The purpose is described in parts I and II above.

Enforce the protection of Logistics Consulting's assets and intellectual property.

Protect the rights, property or safety of others, investigate fraud, and respond to government requests.

Prevent physical damage and impending financial loss.

Logistics Consulting will not sell your personal information to third parties unless Logistics Consulting is in the process of merging with another business, acquiring another business, or selling all or a portion of its assets. Logistics and need information to support the sale or transfer of business assets.

**3.1.6. Use of Cookies**

Cookies are small text files that can uniquely identify the username from your computer to our server when you visit certain pages on the website and will be saved by your internet browser to your hard drive your computer.

Cookies are used to identify IP addresses and save time.

We use cookies for your convenience on the website (for example, remembering your username when you want to change your shopping cart again without having to re-enter your email address) and do not require any information. about you (for example, targeted advertising).

Your browser can be set not to use cookies but this will limit your use of the website. Please accept our commitment that cookies do not include any personal details private and safe from viruses.

Google Analytics uses cookies, which are text files placed on computers, to help websites analyze how users access the website. Information compiled from cookies will be transmitted to and stored by Google on servers in the United States. Ky.

Google will use this information to evaluate your use of the website, compile reports on website activities for website operators and provide other services relating to internet activity and usage. Internet.

Google may also transfer this information to third parties as required by law or to third parties who process the information on Google's behalf.

Google will not combine your IP address with any other data it holds.

You can refuse the use of cookies by selecting the appropriate settings on your browser, however please note that this will prevent you from using the full functionality of the website.

By

using this website, you consent to Google processing data about you in the manner and for the purposes set out above.

**3.1.7. Security**

We take appropriate technical and security measures to prevent unauthorized or unlawful access or loss or destruction or damage to your information.

When we collect data on the website, we collect your personal details on a secure server.

We advise you that you should not give payment details to anyone by email, we are not responsible for any loss you may incur in exchanging your information over the internet or email.

You absolutely do not use any program, tool or other form to interfere with the system or change the data structure.

It is strictly prohibited to distribute, propagate or encourage any activities to interfere, sabotage or infiltrate the website system's data. Any violation will result in the deprivation of all rights and will be prosecuted before the law if necessary. All transaction information will be kept confidential, but in case required by law enforcement, we will be forced to provide this information to legal authorities.

The terms, conditions and content of this website are governed by Vietnamese law and the Vietnamese courts have jurisdiction.

### 3.1.8. User rights

You have the right to request access to your personal data, and to request us to correct errors in your data without charge. You have the right at any time to ask us to stop using your personal data for marketing purposes.

## 4. Research results

### 4.1. Amazon Company

#### 4.1.1. Company overview

Amazon is one of the largest logistics companies in the world, with an extensive network of operations globally. To ensure information security for customers and partners, Amazon has developed and applied a comprehensive information security policy.

#### 4.1.2. Amazon's information security policy

Amazon's information security policy is built on the following principles

- *Security:* Amazon is committed to protecting customer and partner information safely, avoiding unauthorized access, misuse or disclosure of information to third parties.
- *Integrity:* Amazon ensures that customer and partner information is always accurate and complete.
- *Availability:* Amazon is committed to providing information to customers and partners in a timely and convenient manner.
- Main contents of Amazon's information security policy
- Amazon's information security policy includes the following main contents:
  - *Types of information protected:* Amazon protects all information related to customers and partners, including personal information, financial information, transaction information, contact information, etc.
  - *Information security methods:* Amazon applies advanced information security methods, including data encryption, firewalls, access control, etc.
  - *Information handling procedures:* Amazon has strict information handling procedures, ensuring that information is used only for lawful purposes and is protected from unauthorized access.
  - *Customer and partner rights:* Customers and partners have the right to request that Amazon provide information about how their information is processed, as well as the right to request that Amazon delete their information.

#### 4.1.3. Compare Amazon's information security policy with other logistics companies

In general, Amazon's information security policy is similar to the information security policies of other logistics companies.

However, Amazon has some highlights:

- Amazon has an extensive network of operations globally, so Amazon's information security policy needs to be applied uniformly in all countries and regions.
- Amazon is a leading technology company, therefore, Amazon is capable of applying advanced information security methods, meeting the highest security requirements.

### Conclude

Amazon's information security policy is a comprehensive and strict policy, contributing to protecting information security for customers and partners.

## 4.2. Kuehne + Nagel Company

### 4.2.1. Company overview

- Since 1890, when August Kuehne and Friedrich Nagel founded the company in Bremen, Germany. Over the past 130 years, Kuehne+Nagel has evolved from a traditional shipping company to a global logistics partner providing highly specialized solutions to key industries around the world.
- Kuehne and Nagel Co., Ltd. is a company with 100% investment capital from Germany, a leading company in the field of providing logistics chains with many years of experience in Vietnam. Established in Vietnam since 1994, Kuehne + Nagel has always been known for its comprehensive logistics solutions that bring high value and suit customer requirements.
- Headquarters: Schindellegi, Switzerland
- Main offices in Vietnam are in: Hai Phong, Hanoi, Ho Chi Minh City

### 4.2.2. Business

- Aerospace field
- Automobile manufacturing field
- Consumer goods sector.
- High-tech product field.
- Industrial products field.
- Pharmaceutical and health care sector.
- Perishable goods sector.

### 4.2.3. Operating market size

- Kuehne + Nagel Group has approximately 1,300 offices in more than 100 countries, with approximately 76,000 employees.
- The 2nd largest global provider of warehousing and distribution services with more than 10.6 million m<sup>2</sup> of warehouses worldwide.
- Is the 3rd largest road transport service provider in the world with 18.4 million annual shipments?
- The 2nd air transport company in the world, handling more than 1.6 tons of cargo annually, certified with Global Cargo iQ Phase 2.
- More than 300 logistics experts in 4 locations in Vietnam, Kuehne + Nagel has become the country's leading logistics company.
- The world's leading ocean freight company, handling more than 4.4 million TEUs annually and working closely with all the leading shipping lines in the world (Maersk Line, Hapag Lloyd, Yang Ming.)

### 4.2.4. Right to Withdraw Consent

In case the Company's Partner declares consent for the



Company to process certain personal data, the Partner has the right to withdraw consent at any time with future effect, i.e. withdrawal of consent. does not affect the lawfulness of processing based on consent before its withdrawal. In case of withdrawal of consent, the company may only further process personal data where there is another legal basis for the processing.

#### **4.2.5. Partner rights and complaints and Data Protection contact information**

All requests including those relating to the right to access, rectify or erase personal data, restriction of processing, right to object to processing or any complaints should be sent to Kuehne + Nagel at email.

##### *Company privacy policy*

Compliance with Data Protection and Privacy Laws is an integral part of every Kuehne + Nagel subsidiary conducting trustworthy business. Kuehne + Nagel acknowledges and protects the security and privacy of the personal data of Kuehne + Nagel's customers, subcontractors, suppliers and other business partners. Therefore, Kuehne + Nagel processes personal data based on compliance with applicable data protection and security laws, including general data protection regulations.

##### *Purpose of data processing*

In its business relationship with Kuehne + Nagel, Kuehne + Nagel may process personal data for the following purposes: Communicate with Kuehne + Nagel Partners about Kuehne Nagel or Kuehne + Nagel Partners' products or services. For example, by responding to requests, RFQs, sending service alerts.

Kuehne + Nagel partners. For example, execute transactions and orders, arrange shipments and deliveries, track and trace shipments, conduct audits, invoicing and accounting, and process payments.

Conduct customer (satisfaction) surveys, marketing campaigns, market analyzes or other marketing activities.

Maintain and protect the security of products, services and websites, prevent and detect security threats, fraud or other malicious activities.

Ensure compliance with legal obligations (such as legal retention periods), due diligence integrity obligations (to prevent crimes) and Kuehne + Nagel policies or industry standards

Enforce contracts by establishing, exercising or defending legal claims.

#### **Types of personal data processed and legal basis**

For the purposes mentioned above, Kuehne + Nagel may process the following categories of personal data:

- Contact information (full name, office address, office phone number, office email address)
- Payment data (credit/debit card number and other related payment information)
- Additional information is necessarily processed within a project or contractual relationship with the company or is voluntarily provided by the company's partner.
- Information is collected from publicly available sources, integrity databases and credit agencies.
- If required for integrity, due diligence: information on key employee qualifications and relevant litigation or other legal proceedings.

#### **Transfer and disclosure of personal data**

In principle, the services provided by Kuehne + Nagel are not aimed at processing (collection, processing, processing, use) of personal data, but rather at providing transportation and logistics services. Kuehne + Nagel may transfer personal data to other Kuehne + Nagel companies, but only if and to the extent such transfer is required for the purposes mentioned above.

Kuehne + Nagel will only transfer personal data to third parties, if necessary for the performance of the contract or if there is consent from the person concerned. If permitted to do so by law, Kuehne + Nagel may transfer personal data to courts, law enforcement agencies, regulators or attorneys if necessary to comply with the law or to establish, exercise or defend legal claims.

Recipients of personal data may be located in countries outside the European Economic Area or other countries that ensure an appropriate level of data protection. However, there may also be recipients located in countries where applicable laws do not provide the same level of data protection as the laws of the respective individual's home country.

#### **Retention period**

Unless otherwise explicitly stated at the time of collection of the partner's personal data (e.g. in case of explicit consent provided by the partner), the company will delete personal data if Retention of personal data is no longer necessary. For the purposes of this tool, partners' personal data will be anonymized after approximately one year at the latest and deleted after approximately five years.

### **4.3. DHL**

#### **4.3.1. Overview of DHL Company**

DH is an international express delivery company specializing in the field of freight transportation, Logistic is headquartered in Bonn, Germany. Founded in 1969, the abbreviation for DHL is the first three letters of the names of Dalsey, Hillblom and Lynn. At the same time, these are also the three founders of DHL's network company

Global headquarters: Bonn, Germany

Americas Headquarters: Plantation, Florida

Asia headquarters located in: Singapore, Malaysia, Hong Kong and China

European headquarters: Leipzig, Germany.

#### **4.3. 2. Scale of DHL operations**

DHL is famous for its ability to deliver packages around the world, to regions such as Iraq and Myanmar. As a German company, DHL is one of the shipping companies that can deliver goods to Cuba or North Korea.

DHL is organized into 3 divisions:

DHL Express

DHL Global Mail

DHL Logistics

DHL Global Forwarding (DGF)

DHL Exel Supply Chain

DHL Freight

#### **Global numbers**

Number of employees: About 285,000

Number of offices: About 6,500

Number of centers, warehouses and terminals: more than 450

Number of entrance gates: 240  
 Number of aircraft: 420  
 Number of vehicles transported: 76,200  
 Number of countries and territories: more than 222  
 Number of shipments per year: more than 1.5 billion  
 Destinations covered: 120,000

DHL - VNPT Express Co., Ltd. is the first joint venture approved by the Government after Vietnam became an official member of the WTO.

DHL Express cares about your privacy.

Our mission is excellence, simply delivered while protecting you. This privacy notice describes what data we and Deutsche Post DHL Group companies collect through our various interactions with you, why and how we use the data. That is, how long we store the data, where and how we collect it, to whom we transfer it and what rights you have.

#### 4.3.3. Scope of this Privacy Notice

This privacy notice applies to all users of our services, websites, applications or other services anywhere in the world, unless otherwise included in the privacy notice. other private.

#### This Privacy Notice applies to the following individuals

- Shipper: Includes the shipper's employee or individual sending a shipment
- Shipment recipient: Any individual who receives the shipment
- People who show interest in us and our services
- Business partners: Business partners, including their employees
- Recruitment candidates: Individuals who apply for jobs with us. All of the above entities are referred to as “you” or “owned by you”.

#### Types of data that need to be processed

We only process your data where it is required for a specific purpose. In some countries, additional data may be processed to comply with local laws.

##### Contact data

Communications with you, for example when we contact you to collect or deliver a package. Such as: your name, phone number, address, email address

#### Data for managing candidates participating in recruitment

Information used in the HR system for candidate data Such as: your application, qualifications, work visa User authentication and authorization Information to identify and verify you as a user in our systems and to verify your access to specific data, for example, the On Demand Delivery application will display shows your pending shipments. Such as: your login account, password

#### Personal profile data

Information about your DHL profile, for example to set up your delivery preferences Such as: delivery address information, order or purchase history

#### Contract data

Information presented and agreed upon in a contract by, for example, the parties to the contract.  
 Such as: terms on the contract, partner name

#### Shipment data

Information that enables pickup and delivery of your shipment, for example, the status of your shipment  
 Such as: address, delivery documents, delivery confirmation

#### Financial data

Information used for billing, finance and payment processes, e.g. bank account number used for payment  
 Such as: your bank account, electronic payment details

#### Personally identifiable data

Information used to identify you, for example, passport images to verify your identity.  
 Such as: Your ID card number, social security number, passport image

#### Characteristic data

Typical or noteworthy information related to you that distinguishes you from others.  
 For example: your signature on the delivery confirmation

#### Telecommunications and survey data

Information exchanged between you and one of our employees or by filling out an online survey, for example when you call our customer service department.  
 Such as: your feedback, when call recording is applied

#### 4.3.4. Compare DHL's privacy policy

All requests including those relating to the right to access, rectify or delete personal data, restriction of processing, right to object to processing or any complaints should be sent to DHL at the email address.

In general, the information security policy of DHL companies is similar to the information security policy of other logistics companies. There are some highlights as follows:

- Has a wide network of operations globally, so information security policies need to be applied uniformly in all countries and regions.
- As a leading technology company, it is therefore capable of applying advanced information security methods, meeting the highest security requirements.
- The policy of cooperating with branches in many countries with many strategies to boost revenue has brought DHL huge profits, becoming the most prominent Logistics company globally.

#### 4.4. DSV Panalpina

##### 4.4.1. Company overview

DSV Panalpina is a global shipping and logistics company. It was formed through the acquisition of Panalpina by Danish shipping and logistics company DSV in 2019. The merger created one of the world's largest shipping and logistics companies, providing services such as road, air, and maritime transport, as well as logistics solutions and specialized transportation services.

##### 4.4.2. Scale of operations

DSV Panalpina operates in many countries worldwide and provides a range of services covering the entire supply chain, helping businesses transport goods efficiently and safely. They are known for their global reach and expertise in logistics, making them a key player in the international

shipping and logistics industry.

Information about DSV Panalpina Company you can refer to through the following sources:

GlobalData provides an overview of DSV AS (formerly DSV Panalpina AS), a transportation and logistics solutions company. The company provides air, sea, and road transportation services to customers worldwide. In addition, the company also provides communication logistics solutions, inventory management, and warehouse solutions.

According to Statista, DSV Panalpina originates from two different companies: Panalpina Welttransport AG and DSV A/S. In 2019, DSV acquired Panalpina for US\$5.5 billion.

Wikipedia provides information that Panalpina, formerly Panalpina Welttransport Holding AG, is a Swiss logistics company. This company merged with DSV in 2019 and became DSV Panalpina. However, the Panalpina name was dropped in September 2021 through a rebranding by DSV.

Wikipedia also says DSV A/S is a Danish shipping and logistics company, providing global transportation services by road, air, sea and rail. Since its founding in 1976 by nine independent Danish carriers, the company has grown rapidly and gained an international presence, mainly through a series of acquisitions of strategic competitors.

#### 4.4.3. Privacy policy of logistics company DSV Panalpina

The privacy policy of logistics company DSV Panalpina includes the following main points:

technical and organizational security measures are in place to protect your personal data, regardless of whether you are purchasing a service DSV shipping or logistics, receive newsletters or simply browse DSV websites.

*Processing of Personal Data:* DSV receives and collects personal data about you directly from you or from other data controllers in order to provide or support a service or request from you. DSV processes your personal data in accordance with applicable law and the legal basis for processing your personal data may be a contract, your consent, a legal obligation or the legitimate interests of DSV.

*Communications and Marketing:* DSV processes your name, email and other contact information to send you newsletters, invitations and information about events and information related to DSV's services and company. You have the right to withdraw your consent for continued processing at any time.

*Disclosure to Third Parties:* DSV may disclose your personal data to other entities within the DSV Group, contracted service providers and consultants, if it is necessary to fulfill its obligations theirs to you. DSV always ensures an appropriate level of personal data protection and ensures that lawful methods for the transfer and disclosure of personal data are established.

*Processing Period of Personal Data:* Your personal data is processed for the period necessary to achieve the purpose and comply with applicable law. Your personal data will be deleted

when it is no longer necessary to achieve the purpose, unless applicable law requires DSV to keep it for a longer period.

*Rights of the Individual:* You have the right to be informed about the personal data that DSV is processing about you, the right to have inaccurate or incomplete personal data corrected or completed, and the right to request such data. Your personal data is transferred to another data controller in certain circumstances.

## 5. Conclusion and recommendations

The information security policy is a comprehensive and strict policy, contributing to protecting information security for customers and partners.

Committed to protecting personal data and ensuring that technical and organizational security measures are in place to protect your personal data, regardless of whether you are purchasing transportation or logistics services.

The Big 4 leading companies in the world's Logistics have given them a formidable position, leading the world transportation industry.

*Processing of Personal Data:* receive and collect personal data about you directly from you or from other data controllers to provide or support a service or request from you. Process your personal data in accordance with applicable law and the legal basis for processing your personal data may be a contract, your consent, a legal obligation or Logistics's legitimate interests. .

*Communications and Marketing:* Logistics processes your name, email and other contact information to send you newsletters, invitations and information about events and information related to Logistics services and companies. You have the right to withdraw your consent for continued processing at any time.

*Disclosure to Third Parties:* Logistics may disclose your personal data to other entities within, contracted and consulting service providers, where it is necessary to carry out their obligations with you. Always ensure an appropriate level of personal data protection and ensure that lawful methods for the transfer and disclosure of personal data are established.

*Processing Period of Personal Data:* Your personal data is processed for the period necessary to achieve the purpose and comply with applicable law. Your personal data will be deleted when it is no longer necessary to achieve the purpose, unless applicable law requires Logistics to keep it for a longer period.

*Individual Rights:* You have the right to be informed about the personal data that companies are processing about you, to have inaccurate or incomplete personal data corrected or completed, and to request request that your personal data be transferred to another data controller in certain circumstances.

Especially building a business strategy considering it the identity of the Logistics industry, the core of attracting talent, creating strong momentum for business development; Corporate culture must be deeply instilled in everyone, and leaders and managers must be pioneers, avoiding the existence of a "push" combined with a "pull" from the labor market. Outsiders take away employees.

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