

Privacy Policy

GLS General Logistics Systems Romania SRL

I. General

Data controller

GLS General Logistics Systems Romania SRL (GLS Romania) is a subsidiary of General Logistics Systems B.V., Amsterdam. GLS Romania performs reliable and high quality parcel services as well as express deliveries and logistics related value added products.

Personal data

Personal data includes particulars on personal or factual circumstances of a specific or determinable individual person. This includes for instance information such as name, address, telephone number and email address. Information that cannot be linked to a specific or determinable individual - such as statistical data - is not considered as personal data.

Data subject

Identified or identifiable natural person who visits or use our website.

Applicable Data Protection Law and Commitment to Data Secrecy

GLS Romania performs data management in compliance with the applicable rules on data management, especially with regard to the provisions of Regulation (EU) 2016/679 of the European Parliament and of the Council on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (GDPR), and the Emergency Order No. 13/2013 on Postal Services, which governs the activities of our Company, as well as the special provisions of Act CVIII of 2001 on electronic commerce services and certain issues relating to the information society.

Our company's activity is based and governed on the Romanian regulation (Emergency Order No. 13/2013). According to this regulation the postal service provider (GLS Romania) may use and handle data received in connection with performance of postal services or during the performance of the service as a data controller.

Information Security

By means of technical and organisational security measures, GLS companies do their best to protect personal data from loss or misuse.

Personal data is processed only in systems which are protected by appropriate security measures.

GLS Romania will modify the security and data protection measures as much as necessary in the light of technological progress.

Data Subjects Rights

GLS Romania respects the fundamental rights and freedoms of data subjects. GDPR increases the privacy rights of the data subject. Under this regulation you have the right to:

- be informed about and have access to your personal data processed (Right to be informed and Right of access according to Art. 15 GDPR);
- obtain the correction of inaccurate personal data (Right to rectification according to Art. 16 GDPR);
- obtain deletion of your personal data (Right to erasure according to Art. 17 GDPR);
- restrict processing (Right to restriction of processing according to Art. 18 GDPR);
- receive your personal data provided to us (Right to data portability according to Art. 20 GDPR);
- object to processing data on grounds relating to your particular situation based on legitimate interests or the performance of a task in the public interest (Right to object according to Art. 21);

Provided that the necessary legal requirements are fulfilled.

Customer Satisfaction Surveys

GLS Romania measures the satisfaction of its consignors and consignees by voluntary surveys in order to continuously optimise its services.

Data collected:

- Net Promoter Score (NPS): This determines the probability of recommending the company and its services to others. Optionally, an open opinion poll follows.

Purpose of data processing: Recipient evaluation of the delivery process, the result of which is the improvement of the quality of the GLS services. With regard to the Parcel number, an additional purpose of data processing is to enable the Data Controller to identify and assess the quality of the service based on territorial, temporal and other characteristics in order to be able to improve the service and its quality even more accurately or contact the Recipient if necessary (e.g. if the performance of a particular area of delivery is lower than the performance of other areas, the Data Controller can take action specifically in relation to this area.)

Software used is QuestionPro.

Legal basis of data processing: Legitimate interest of the Controller

Scope of personal data processed: E-mail address, Parcel number

Duration of data storage: until the Data Subject objects to the data processing

The data processing is not anonymous, as the parcel and thus the Data Subject can be identified by the Parcel number. However, the linking of the package number and the Data subject's response is only for the purposes of quality assurance and service improvement as defined in the purpose of data processing, and the data subject will not be discriminated against in any way in relation to his/her opinion (with special regard to his/her negative opinion).

- Customer Effort Score (CES): This measures the service experience for a GLS Germany service. Consignors and consignees use it to rate the ease of use of GLS services on a scale from "very difficult" to "very easy".

Legal basis:

The data is collected on the basis of your consent (Art. 6(1) lit. a GDPR) through voluntary participation in the survey.

Storage period:

The survey data will be stored for 12 months.

Data transmission:

The data will not be transferred to a third country.

Withdrawal of Consent

In case your consent has been requested for the processing of your personal data, please be informed that you have the right to withdraw that consent at any time in the future, without affecting the lawfulness of the processing based on the consent before its withdrawal.

Exercising your Rights

If you want to exercise your rights as a data subject or withdraw an explicit consent given please send a message to the Data Protection Officer of GLS Romania explaining what right you want to exercise so that GLS Romania can take the necessary further steps to respect your rights.

Data Protection Officer GLS Romania

dataprotection@gl-s-romania.ro

GLS General Logistics Systems Romania SRL

Parc Industrial Şelimbăr, Str. Ştefan cel Mare 3, Sibiu 557260

Right to lodge a complaint

You have the right to lodge a complaint with the data protection authority of your country if you believe that your rights have been violated. For further information on the complaints process, please click [here](#).

Data Categories, Purposes of Processing Personal Data and Legal Basis

For further information on the data categories and purposes of processing personal data and legal basis, please click here. II. Use of GLS website When using the websites of GLS Romania, especially <https://gls-group.com/RO/ro/home/> and <https://gls-group.eu/RO/ro/> , please consider the following:

Collection, Processing and Use of Personal Data

Each time a user accesses a GLS website, data is saved in a log file. The following specific data is temporarily recorded:

- IP number of the querying computer
- Domain name
- Date and time of access
- HTTP answer code
- Visited pages
- Operating system with version
- Browser with version
- Screen resolution

The log file data is anonymously analysed for statistical purposes. Statistical reports are used to evaluate the usage of the GLS websites. In particular, the order in which the pages are visited and the path taken between pages is shown. This is intended to give GLS Romania an indication how the usability of the website can be improved further.

Cookies

To use the websites of GLS it may be necessary for servers of GLS to set cookies. These cookies are used for the technical administration of the website. Every visitor can configure his/her browser to refuse cookies. All visitors have the right to refuse cookies. Unless the consent of the user is given, no cookie data will be saved on the computer of the visitor. In this case no data will be saved on the visitor's computer. It may be that you cannot use all functions of the website to the full extend when cookies are disabled.

Contact form

The GLS website is divided into open and closed area. The closed area partly serves to fulfil the collaboration between the customer and GLS and is only accessible after login with an individual user name and password. Among other functions the open area provides the user with an E-mail contact form, "Track and Trace", and the Parcel Shop search. Data entered in the scope of an enquiry via the E-mail form such as name, street, postcode, city, etc. is required by us in order to process your enquiry. Forwarding, sale or any other means of transfer of your personal data to third parties does not occur.

Website Analytics (Piano)

We use the website analytics tool Piano from Applied Technologies Internet SAS., 85 avenue Président JF Kennedy, 33700 Merignac, France. on our website. We use Piano to analyze your use of the website in order to compile reports on the activities on our websites and improve user-experience.

With Piano, interactions of website visitors are recorded and systematically evaluated by use of cookies and specific visitor-IDs.

The data collected using Piano is anonymized or pseudonymized as soon as possible. The IP address is shortened, and login and device IDs are converted into a pseudonymous key. This generally rules out the possibility of a direct personal reference. In particular, it is no longer possible to assign the data to the website visitor's computer or end device.

We process the following data when using Piano:

- Visitor ID
- IP-Address
- Audience information: number of visitors, visits, page views, events, bounce rate, geolocation (country, continent, region, subregion, language).
- the referrer URL (the previously visited website), including search engines and social media sites as well as campaign parameters;
- the URL visited with the associated page title and optional information about the page content;
- Technology details: devices, browsers, operating systems.
- How you navigate and interact with our website from entry page to the end of the visit: Displayed pages, click action, navigation, downloads, scrollbehaviors;
- How you search on our website: search results displayed to you and results you click on;
- How you get in contact with us: start of filling out our contact form, progress and submission. Please note that we do not analyze the content of the contact form.
- If you register for an account on our website we also track if you are logged in or out.

We deleted this data after 25 months.

The legal basis for data processing is your consent in accordance with Art. 6 (1) a) GDPR.

You can withdraw your consent at any time with effect for the future by adjusting your preferences in our consent banner.

Newsletter

GLS Romania – until withdrawal of the consent – is allowed to send newsletter to those customers who have previously agreed to send a newsletter to a given e-mail address. The database of the newsletters includes the name, email address and the time of the given consent or withdrawn consent. Data subjects have the right to withdraw their consent any time, they just have to click on the link included in the newsletter, write a letter to info@glstromania.ro or contacting the customer service of GLS Romania. The newsletter database is only used for sending newsletters.

Applications

If you send us an application, we process your application data for the recruitment process.

We process the following categories of personal data as part of the application process:

- Basic data (e.g. first name, family name, contact data, e-mail address, phone number);
- Application data and documents (e.g. application letter, CV, salary expectations, current notice period, information regarding educational background, acquired skills, diplomas and certificates, employment history, and references);

We process the data solely for the recruitment process, which is necessary in order to take the required steps prior to entering into a contract according to Art. 6 (1) c GDPR.

Talentech is a Cloud solution.

- Talentech's Information Security Management System is based on the controls of ISO27001 Annex A, and the data center where all personal data is processed is ISO27001- and ISO14001-certified. Lastly, the mobile version is part of the same ISM framework as the rest of the recruitment module (and the rest of our products at Talentech).
- The duration of an inactive session is limited. If there is no activity for more than 15 minutes, the user is logged out.

We store the data for 12 Months after the recruitment process is complete and you receive a final answer.

Should the data be necessary for asserting or defending of legal claims after completion of the application process, data processing may be carried out additionally for the time period of the legal proceedings to safeguard our legitimate interests in asserting or defending of claims in accordance with Art. 6 (1) f GDPR.

We use a technical service provider who processes the data on our behalf.

International Talent Pool of the GLS Group

If you would like to be considered for future positions and openings, you may consent to be included in our talent pool.

If you consent, we will store your data stated under section 1 in our talent pool and contact you if your profile matches a new job vacancy.

If your profile matches an international vacancy or a vacancy in one of our subsidiaries, we might share your application data with our recruiters in the relevant entity. Additional information about our subsidiaries and data protection in each country can be found at <https://gls-group.com/GROUP/en/data-protection/>

We process your data on the legal basis of your consent according to Art. 6 (1) a GDPR and store the data until you withdraw your consent.

We use a technical service provider who processes the data on our behalf.

Job Agent e-mail alerts

If you would like to be kept up to date with current job opportunities at GLS, you can subscribe to our Job Agent. If you subscribe to our Job Agent, we will process the data you provide with your subscription:

- E-mail address
- First and last name (optional)
- Interested region and/or position category (optional).

In order to provide a legally compliant record of the registration process, we will send you an email to confirm your subscription and your subscription will be logged. This includes the time stamp of registration and confirmation.

The legal basis for sending the newsletter is your consent according to Art. 6 (1) a GDPR. Data processing in connection with the sending of the confirmation e-mail for your registration and the associated data logging is carried out in accordance with Art. 6 (1) f GDPR due to our legitimate interest in proving your proper registration.

You can log into your profile at any time to change your preferences (region of interest and/or job category) or withdraw your consent. To do this, you must create a password and assign it to your profile.

We will store the data until you withdraw your consent.

We use a technical service provider to process the data on our behalf.

Identity and contact details of the Controller and Data Protection Officer/Country Data Protection Manager

If you want to contact the Data Protection Manager/Data Protection Officer please use the email address dataprotection@gls-romania.ro.

You may also contact GLS Romania by sending a written letter to the Data Protection Officer of GLS Romania.

Data Protection Officer of GLS Romania,

GLS General Logistics Systems Romania SRL. Sibiu,

Ștefan cel Mare Street, No. 3, Parcul Industrial Șelimbăr, Șelimbăr, 557260, Sibiu County, Romania

Updates to this data protection information

This information was last updated on January 12th, 2026