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DB CARGO UK

DATA PROTECTION PRINCIPLES

1. GENERAL INFORMATION RELATING TO DATA PROTECTION AND DATA SECURITY. PURPOSE OF RECORDING DATA.

We use your personal data as well as any subsequent amendments to your personal data when a booking is made to process your order on this website. We understand "processing an order" to mean completing the reservation, order and payment, and in the case of postal delivery, the delivery of documents to the address indicated, and if necessary the processing of cancellations and refunds, but not the unsolicited sending of our newsletter or emails.

On the one hand, our aim is to supply you with information that satisfies your interests and preferences. On the other hand, we would like our offers to be precisely what you are looking for and meet your specific requirements.

Your personal data will not be given to third parties outside the DB Group. External service providers who process data on our behalf are contractually obliged to strictly observe the provisions of the Federal Data Protection Act, and are therefore not regarded as "third parties" as far as data protection law is concerned.

Our customer database and our Internet server are state-of-the-art in terms of security measures and to the best of our knowledge and belief therefore guarantee the best possible protection of your data against loss, misuse and unauthorized or unapproved access, disclosure, modification or deletion. Your data is transferred to our Internet server using the most up-to-date security standards of the SSL [Secure Socket Layer] procedure with up to 128 bit encryption.

Implementation of and compliance with these data protection declarations

Deutsche Bahn undertakes to comply with the points mentioned above with regard to data protection as described. This is monitored by the data protection officer of DB AG.

Should you have any queries, suggestions and/or criticisms relating to data protection on this website, then please contact DB AG's data protection officer.

2. HOW SECURE IS THE TRANSFER OF MY DATA TO DB ON THE INTERNET?

The security of your data is an important issue on this website. Each instance of data transfer within the context of an ordering procedure takes place using the Secure Socket Layer encryption system (SSL procedure) with up to 128 bits. SSL is used all over the world by credit institutions for online banking and therefore conforms with the current highest security standards on the Internet. As soon as you have entered your data during the registration process or when placing an order and have clicked the Send button, your information is encoded and sent to us. This protects it from external access.

3. HOW SECURE IS MY DATA WHEN IT IS STORED IN YOUR DATABASE?

We store the data you have transferred behind a series of firewalls to ensure it is protected from any kind of external access. We handle your data in accordance with the Federal Data Protection Act, i.e. your data is neither further processed nor passed on to third parties outside DB.

4. HOW CAN I CHECK THE ENCRYPTION IN MY BROWSER?

This is how you check the code in your browser:

Microsoft Internet Explorer:

Right-click in the form and select "Properties" from the context menu.

You can then see the type of encryption in the window that appears next under "Connection."

Netscape:

Right-click in the form and select "Show information" from the context menu.

The information on the page will be shown in the lower half of the window that appears next.

With some versions of Netscape you have to click once in the link given under "Address," then close and reopen the site information window to view the security information.

5. WHAT IS A COOKIE?

The optional use of a cookie is only provided in the case of travel information when you wish to activate the "My profile" option. A cookie is a very small file that can be stored on your PC. It is used to automatically display frequently used data in the case of information that is repeatedly accessed. This cookie is not harmful to your computer. This means you can confidently configure your browser to accept our cookie. However, you can use all the options available for both travel information and the ordering function on DB Group websites without the cookie functionality. In this case, however, data you have already entered cannot be saved for future queries and will have to be entered again next time you use the service. In the case of registered customers, we do not use cookies, but store your data securely in our customer database.

6. EXTERNAL LINKS

DB AG accepts no liability for the contents of other providers who can be contacted via the hyperlinks at its site.

7. WEB ANALYSIS SERVICE

Use of Google Analytics

uk.dbcargo.com uses the Google Analytics analysis service. This service uses text files (cookies) stored on your computer to analyse the use of the website. (find out more)

To this end, the usage information created by the cookie (including your shortened IP address) is sent to a Google Analytics server in the United States and saved for usage analysis purposes. Your IP address is anonymised (shortened) in this process and transmitted in full length only in exceptional cases. This information is used to analyse the use of www.uk.dbcargo.com, compile reports on website activities and provide other services related to website use and internet use to the website operator. Your IP address transmitted by Google Analytics from your browser will not be combined with any other data accessed by Google Analytics. You can prevent cookies from being saved by selecting the corresponding settings in your browser software; however, note that you may not be able to use all the functions of the website to their full extent in this case. You can

deactivate the use of Google Analytics under the following link:
<https://tools.google.com/dlpage/gaoptout?hl=en>