

Data protection information for the “We Cargo” dialogue app used by Lufthansa Cargo AG

1. Processing of personal data

Lufthansa Cargo AG (hereinafter referred to as "Lufthansa Cargo") uses the WeCargo dialogue app for internal communication. When using this service, personal data is collected.

Registration data

In order to log in to the WeCargo dialog app, you must (after downloading the WeCargo app via the Lufthansa App Catalog/EMM App Store for LH-managed devices or via a download page for private devices) log in via a pop-up window using a user date (e-mail) and a personal, changeable password.

User data

In order to ensure that access rights are limited to the authorised user group, the following data is automatically extracted from GOVERNOR monthly in the form of a CSV report and uploaded to the Dialog App by the Global Administrator via manual CSV import; old data is overwritten in each case:

- U-number
- Name
- First name
- Service (country, location, department)
- Group part long text (LCAG and FASCO only)
- External company (to identify the GHAs)
- eMail address (vorname.nachname@dlh.de).

Only name and first name are visible in the app.

Voluntary profile information

In addition to user data, you may post additional information to your profile on a voluntary basis (hereinafter referred to as “voluntary information”). Voluntary information currently includes e.g. position, location, a brief description or an e-mail address. You may also upload a photo of yourself if you wish.

2. Lawfulness of processing personal data

Your personal data is processed in compliance with the General Data Protection Regulation (GDPR).

Authentication on registration and use of the WeCargo App is based on a corresponding works agreement and your employment contract pursuant to Article 6

para. (1) (b) GDPR. Your personal data is further processed when using the WeCargo app based on the following declaration of consent pursuant to Article 6 para. 1 (a) DSGVO:

I hereby consent to the processing of my personal data referred to under clause 1 of this declaration by Lufthansa Cargo for the purpose of internal communication using the WeCargo dialogue app. I have been informed that I may withdraw this consent at any time and in any manner, without negative consequences. If I exercise my right to withdraw my consent, this will not affect the lawfulness of data processing up to that point. I have been assured by Lufthansa Cargo that my rights, especially my right of access, to rectification, erasure, restriction and objection under the EU General Data Protection Regulation, will be safeguarded and that my personal data will not be shared with a third party or processed for any purpose other than those described here.

This declaration of consent is given voluntarily.

By confirming that you have read and understood this data protection information and by submitting the declaration of consent reproduced in this data protection information, you authorise Lufthansa Cargo with legal effect to process your data as described here via Staffbase GmbH (creator of the WeCargo dialogue app). Otherwise the use of the WeCargo app will not be possible.

3. Use of your data

Lufthansa Cargo shall use the data provided by you when using the WeCargo app exclusively for the aforementioned purpose of internal communication with the assistance of the WeCargo dialogue app and the necessary verification of your identity on registration.

Your personnel number (U-number) as well as the other data mentioned under "user data" (except surname and first name) are not visible for the other members of App WeCargo in any case and at any time.

Your other user data (surname, first name, department code) shall be used for displaying the staff member in comments/likes, membership in groups, listing in the app's internal telephone directory and for communication between employees. User data can only be read and not modified in your own profile. The e-mail address is only displayed to the user himself.

Your voluntary profile information will be visible to all other registered users of the app's staff area after you have entered it. There is no anonymous content in the WeCargo app.

Your real name (first name, surname) will be used for all activities. Every user who posts content to the WeCargo app (comments, likes or posts) will be stored as the author of the content (surname, first name). This information will be retained for the lifetime of the WeCargo app, unless the respective content or user is deleted or the user deletes the content himself.

If you fail to authenticate yourself as a user in the app (using your user name and password) every eight weeks or terminate your interaction with the WeCargo app, which can be revoked at any time, your access data shall be deleted in the StaffBase and your author details (surname, first name) for contents shall be anonymised by replacing your “surname” and “first name” by “deleted user”. The posted contents shall remain in the WeCargo app taking account of possible rights of data subjects.

Reading access to the app is anonymous and is not analysed in a personalised manner. All writing access is at the user's own responsibility.

Facebook plugin

When clicking on the Facebook button you will be redirected to the Facebook page of Lufthansa Cargo. No information about you will be transmitted to Facebook.

Push notification and e-mail notification

Users of the WeCargo app can be notified of new posts, comments or chat messages via the iOS and Android push function. In the settings, the user can decide whether the app is to send push notifications. This happens when you start using the WeCargo app by answering the question (“Allow this app to send you notifications?”) and can be changed at any time by the user in the app settings. The default setting is “activated”.

For the technical dispatch of notifications, the backend will send a corresponding interface call for each potential recipient when a new post is added. For the performance of this service, the device ID of the device with the related user account details will be saved when notifications are activated.

Recommend WeCargo app

Via this function you can make other Lufthansa Cargo staff members aware of the WeCargo app. E-mail addresses must be entered manually. The message only contains the information that the WeCargo app is available.

Access rights – image/video and file upload

You can upload images and/or video files to the WeCargo app in the comment function, in your personal profile, in the chat and in the community channels. For this purpose, the WeCargo app will have read and write access to the image and video memory of your mobile device. In this case, the app will require access rights to your camera and photo archives. In addition, you can upload and send all other file formats in the chat and community channels.

Your comments

You can comment on certain contents or mark them with "like" (hereinafter referred to as "comments"). Your comments will then be visible to all registered users. You can delete or edit your comments at any time.

Statistics in the backend

- Aggregated: (only numbers, no connection to individual users)
- Number of active users (hourly/daily)
- Number of comments on posts (hourly/daily)
- Number of likes on posts (hourly/daily)
- Most popular posts of the last week, by views, comments, likes (only last week)

Backend analysis of personal data

- All comments
- All users

The possibilities to analyse user behaviour serve the following purpose:

- to make the WeCargo app more user-friendly.

4. Disclosure of your data

Lufthansa Cargo shall not pass on your personal data to third parties with the exception of the recipients mentioned in this paragraph, unless it is obliged to do so by an official authority or you have expressly given your additional consent.

Recipients outside Lufthansa Cargo are Staffbase GmbH as the processor and the subcontractors (sub-processors) associated with it in agreement with Lufthansa Cargo.

If you contact the Staffbase GmbH support team with any questions, they may have access to your data in order to be able to provide adequate support.

5. Data security

The WeCargo dialogue app is protected by technical and organisational measures against loss, destruction, access, alteration or dissemination of your data by unauthorised persons. Access to your account is only possible after entering your personal password.

The data is stored exclusively in data centres in Germany and transmitted in an encrypted form.

6. Rights of data subjects:

As a data subject, you have the following rights:

- a) You may obtain information on the processing of your personal data from the entity named in clause 7.
- b) You may obtain rectification, erasure and/or restriction of processing and have your data ported.
- c) You may revoke your consent at any time. This revocation shall not affect the lawfulness of data processing performed up to that point.
- d) You have the right to lodge a complaint with the relevant supervisory authority if you are of the view that this data processing is in breach of the General Data Protection Regulation.

Information about your stored personal data can be requested free of charge when first exercising this right. The information shall be provided in a common electronic format unless you indicate otherwise. Your rectification right shall comprise cases where the stored data relating to you is or has become incorrect.

In addition, you may have a right to deletion of stored personal data relating to you. For example, if data storage was not permitted or knowledge of your personal data is no longer necessary for the fulfilment of the purpose of storage or for the fulfilment of tasks that fall under the responsibility of the competent authorities.

The right to deletion (erasure) may be replaced by a right to restriction of the processing of your stored personal data, e.g. if the controller no longer needs the data for the purposes of processing, but you need the data for legal actions.

7. Data protection contact

The controller for the processing of personal data described here is:

Lufthansa Cargo AG
Communications FRA F/CI
Frankfurt Airport, Building 322,
60546 Frankfurt am Main

For more information on data protection and enforcing the rights presented in clause 6, please contact:

Lufthansa Cargo AG
Legal and Political Affairs FRA F/CJ-R
Frankfurt Airport, Building 322,
60546 Frankfurt/Main
or by e-mail: datenschutz-lcag@dlh.de.

You can reach the data protection officer of Deutsche Lufthansa AG and Lufthansa Cargo as follows:

Deutsche Lufthansa AG
Group Data Protection FRA
CJ/D
Data Protection Officer
Airportring
60546 Frankfurt/Main
or by e-mail: datenschutz@dlh.de.

The valid terms of use for WeCargo can be found [here](#).

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