

Advent Intermodal Solutions, LLC | Privacy Policy

Last updated: April 7th. 2020

Introduction

This Privacy Policy describes how Advent Intermodal Solutions, LLC ("**Advent**", "**us**", or "**we**") collects, uses and discloses information including information that identifies or is associated with you ("**personal information**"), and what choices you have with respect to such information.

Services

Advent offers a suite of solutions that streamline the mission-critical operations of port & terminal operators and key stakeholders moving freight through the landside logistic network. All such products, applications, and Websites are collectively called "**Services**".

For the purposes of this Privacy Policy, the term, "Websites", shall refer collectively to www.adventintermodal.com as well as any other website that Advent operates and that link to this Privacy Policy.

Our Approach to Privacy

This Privacy Policy applies when you use any of our Services. Please ensure that you have read and understood our collection, storage, use, and disclosure of your information as described in this Privacy Policy

Who is Responsible for your Personal Information?

With the exception of End-user Data (as described in the "Information We Collect and How We Use It" section below), Advent is the controller responsible for the personal information we hold about you. If you have a question about this Privacy Policy or how we use information collected about you, we encourage you to contact us using the details set out in the "Other Information" section below.

Information We Collect and How We Use It

Customer Data

We collect information, including personal information when you voluntarily submit information to us. This can include information you provide to us when you visit our Websites, create a user account, or otherwise communicate with us or provide information to Advent.

If you choose not to provide personal information, we will not be able to provide the Services or respond to or fulfil your other requests.

The table below sets out the categories of personal information we collect about you and how we use that information. The table also lists the legal basis which we rely on to process the personal information.

Category of Information	How we use it	Legal basis for processing
<p>Contact information and basic personal details and account information. Such as your name, email address, password, phone number and correspondence address.</p>	<p>We use this information to operate, maintain and provide the Services, including setting up user accounts.</p>	<p>The processing is necessary for the performance of a contract and to take steps prior to entering into a contract (namely, the contract between Advent and customer).</p>
	<p>We use this information to communicate directly with you to respond to your queries (for example, support requests) and to send Services-related emails (for example, account verification, change or updates to features of the Services, or technical and security notices).</p>	<p>This processing is necessary for our legitimate interests, namely, administering the Services and communicating with you in connection with the Services.</p>
	<p>We use this information to send you news, alerts and marketing communications in accordance with your preferences.</p>	<p>We will only process your personal information in this way to the extent you have given us consent to do so or where we have a legitimate interest to do so.</p>
<p>Billing and transaction information. Payment information, such as the credit or debit card details; transaction information such as the Service purchased, date and time of the transaction.</p>	<p>We use this information to facilitate transactions and for invoicing purposes.</p>	<p>The processing is necessary for the performance of a contract and to take steps prior to entering into a contract (namely, the contract between Advent and customer).</p>
<p>Correspondence and comments. When you contact us directly, e.g. by email, phone, mail, when you respond to customer surveys or when you interact with customer service, we will record your comments and opinions.</p>	<p>To address your questions, issues and concerns and to resolve your customer service issue.</p>	<p>This processing is necessary for our legitimate interests, namely, administering the Services and communicating with you in connection with the Services.</p>
<p>Subscription data. Such as your marketing preferences.</p>	<p>We use this information to send you news, alerts and marketing communications in accordance with your preferences.</p>	<p>We process this data to comply with legal obligations applicable to us, namely the ensure we have appropriate consent, if required, prior to sending marketing materials.</p>
<p>All personal information set out above.</p>	<p>We will use all the personal information we collect to operate, maintain and provide to you the features and functionality of the Services, to monitor and improve the Services and business and to help us develop new products and services.</p>	<p>The processing is necessary for our legitimate interests, namely to administer and improve the Services and our business.</p>

Automatically Collected Data

We automatically collect information about how you use and browse our Websites and other applications, and the device you use. We typically collect this information through a variety of cookies and similar technologies. For more information on cookies and other tracking technologies and your control over these, please refer to our Cookie Policy.

The table below sets out the categories of personal information we collect about you automatically and how we use that information. The table also lists the legal basis which we rely on to process the personal information.

Category of Information	How we use it	Legal basis for processing
Information about your device and its software , such as your IP address, browser type, Internet service provider, device type/model/manufacture, operating system, date and time stamp, and other such information.	We use this information to monitor and improve the Services, and for other internal purposes.	The processing is necessary for our legitimate interests, namely to improve our Services generally, to monitor and resolve issues and for other internal purposes.
Information about the way you access and use our applications or Services , for example, for example, what options you choose, time spent, and other actions you take while using the Services.	We use this information to monitor and improve the Services, and for other internal purposes.	The processing is necessary for our legitimate interests, namely to improve our Services generally, to monitor and resolve issues and for other internal purposes.

End-user Data

Our customers, or their end-users, may input or upload personal information into the Services relating to, for example, their employees, customers or partners. Please note we process that personal information as a processor on behalf of the relevant customer, the controller, in accordance with the customer's instructions.

Children's Privacy

We do not knowingly collect personal information from individuals under the age of 16.

If we learn we have collected or received personal information from a child under 16, we will delete that information. If you believe we might have any information from or about a child under 16, please contact us at DataPrivacyRequests@adventintermodal.com.

Data Retention Policy

We will retain your personal information for as long as is needed to fulfil the purposes outlined in this Privacy Policy, unless a longer retention period is required or permitted by law (such as tax, accounting, or other legal requirements).

To determine the appropriate retention period for personal information, we consider the amount, nature, and sensitivity of the personal information, the potential risk of harm from unauthorised use or disclosure of your personal information, the purposes for which we process your personal information and the applicable legal requirements.

Your Rights

In accordance with applicable privacy law, if you are in the European Economic Area ("**EEA**"), Switzerland or the UK, you have the following rights in respect of personal information that we hold about you:

- **Right of access.** You have the right to obtain access to your personal information along with certain information.
- **Right of portability.** You have the right, in certain circumstances, to receive a copy of the personal information you have provided to us in a structured, commonly used, machine-readable format that supports re-use, or to request the transfer of your personal data to another person.
- **Right to rectification.** You have the right to obtain rectification of any inaccurate or incomplete personal information we hold about you without undue delay.
- **Right to erasure.** You have the right, in some circumstances, to require us to erase your personal information without undue delay if the continued processing of that personal information is not justified.
- **Right to restriction.** You have the right, in some circumstances, to require us to limit the purposes for which we process your personal information if the continued processing of the personal information in this way is not justified, such as where the accuracy of the personal information is contested by you.
- ***Right to object.*** *You have a right to object to any processing based on our legitimate interests where there are grounds relating to your particular situation. There may be compelling reasons for continuing to process your personal information, and we will assess and inform you if that is the case. You can object to marketing activities for any reason.*

If you wish to exercise one of these rights, please contact us at:
DataPrivacyRequests@adventintermodal.com.

You also have the right to lodge a complaint to your national data protection authority. Further information about how to contact your local data protection authority is available at https://ec.europa.eu/justice/data-protection/bodies/authorities/index_en.htm.

Sharing and transfer of personal information

Recipients of your data

We may share your information with the following categories of third parties:

- **Third-party vendors and other service providers that perform services on our behalf**, as needed to carry out their work for us, which may include data centre services, SMPT services, third party lead generation platforms.
- **Group companies**, that is, companies owned or controlled by Advent or companies owned by or under common ownership as Advent, which also includes our subsidiaries (i.e., any organization we own or control) or our ultimate holding company (i.e., any organization that owns or controls us) and any subsidiaries it owns. These companies will use your personal information in the same way as we can under this Privacy Policy.
- **Other parties in connection with a company transaction**, such as a merger, sale of company assets or shares, reorganization, financing, change of control or acquisition of all or a portion of our business by another company or third party, or in the event of a bankruptcy or related or similar proceedings.
- **Third parties as required by law or court order**, or if we reasonably believe that such action is necessary to (a) comply with the law and the reasonable requests of law enforcement; (b) to enforce our contract with the customer or to protect the security or integrity of the Services; and/or (c) to exercise or protect the rights, property, or personal safety of Advent, our customers, or others.

Cross-Border Data Transfers

Your personal information will be stored and processed in countries outside of the country you reside in, where we and our third-party service providers maintain facilities, including in the United States, India and Costa Rica.

If you reside in the EEA, Switzerland or the UK, these countries may not have the same standard of data protection laws as your own country. These international transfers of your personal information are made pursuant the appropriate safeguards (such as the standard data protection clauses adopted by the European Commission). If you wish to enquire further about these safeguards, please contact us using the details set out in the "Other Information" section below.

Security Measures

We implement security controls to prevent breaches and unauthorised access to your data.

We maintain security measures to protect personal information from loss, misuse, and unauthorized access, disclosure, alteration, and destruction including physical access controls, HTTPS, restricted access to data, monitoring for threats and vulnerabilities etc. However, no security system is impenetrable, and we cannot guarantee the security of our systems 100%.

Other Information

Contact Information

You can contact us about this Privacy Policy or use of our Services.

If you have questions or complaints regarding this Policy, you may contact us through email at DataPrivacyRequests@adventintermodal.com or by phone at 866 758 3838. You may contact us at our mailing address below:

Advent Intermodal Solutions, LLC.

100 Franklin Square Drive, Suite 400, Somerset NJ 08873.

You may also contact our EU representative, Mr. Alexander Viedge, through email at viedge@gdprav.com or at his mailing address below:

GDPR AV Services UG

Pienersallee 55, 48161 Münster, Germany.

Changes to the Privacy Policy

Advent may change this Privacy Policy from time to time, at our sole discretion.

Advent encourages visitors and customers to frequently check this page for any changes to its Privacy Policy. We will notify you of material changes in advance by email or by notice when you log in to the Websites and Services or both. Your continued use of our Services after any change in this Privacy Policy will constitute your acceptance of such changes.