



Privacy Statement – CLdN Cargo Carrier Portal

Last updated: 11/08/2025

This privacy statement explains how we process personal data via our carrier portal, which serves as the interface between our planning department, hauliers, and drivers.

1. Data Controller

- 1.1. The controller for this processing is CLdN Cargo NV, Alfred Ronsestraat 1008380 Zeebrugge Belgium.
- 1.2. For privacy-related questions, the GDPR Manager of CLdN Cargo NV can be contacted at gdpr@cldn.com

2. Overview of the Processing

Process	Personal Data	Purpose	Legal Basis
Onboarding of user account of the haulier	Name, email address, phone number	To create user accounts and provide access to the portal	Performance of contract (haulage agreement)
Adding a driver by the haulier	Name, email address, phone number, username, employer	To register drivers and enable assignment of transport orders	Performance of contract (haulage agreement)
Assign trip to driver by the haulier	Name, phone number	To assign a trip to the driver by the haulier	Performance of contract (haulage agreement)
Use of driver application	Name, email address, phone number, username, employer, (optional - location data)	To provide transport updates, enable check-ins, and facilitate communication	Performance of contract (haulage and transport agreements)
Sharing driver contact details with customer	Name, phone number, license plate, employer	To comply with customer safety requirements	Legitimate interest of customer; contractual obligation

3. Source of Personal Data

We receive personal data from the following sources:

- Directly from hauliers during onboarding and driver registration
- Directly from drivers via the mobile application

4. Categories of Recipients

Personal data may be shared with:

- Our internal planning department for operational coordination
- Our internal IT department for application support
- Customers who request driver contact details for planning and site safety reasons under their transport agreements
- Our software provider for hosting and maintaining the portal (under a Data Processing Agreement)

5. International Transfers



Your data may be transferred outside the EU. These transfers are governed by Standard Contractual Clauses (SCCs) included in our Data Processing Agreement with the software provider, ensuring compliance with EU data protection laws.

6. Retention Period

Personal data will be retained only as long as necessary to fulfill the purposes outlined above, and in accordance with applicable legal and contractual obligations.

7. Your Rights as a Data Subject

You have the right to:

- Access your personal data
- Request correction or deletion
- Object to or restrict processing
- Request data portability
- Withdraw consent (where applicable)
- Lodge a complaint with a supervisory authority

To exercise your rights, please contact us at: gdrp@cldn.com

8. Updates to This Privacy Statement

We may update this privacy statement from time to time. Significant changes will be communicated through appropriate channels.