Privacy Policy
for our customers, business partners and terminal visitors (m/f/d)

Our handling of your data and your rights

Information about the survey of personal data pursuant to Articles 13, 14 and 21 of the General Data Protection Regulation (GDPR) of North Sea Terminal Bremerhaven GmbH & Co. (hereinafter "NTB").

1. Responsible and contact details

Person responsible is North Sea Terminal Bremerhaven GmbH & Co., Senator-Borttscheller-Straße 14, 27568 Bremerhaven

Contact:
Phone: +49 471 944 64 00
Fax: +49 471 944 64 29
E-Mail: sekretariat@ntb.eu

The Data Protection Officer of NTB is:
Jhcon Datenschutzberatung, Königstraße 50a, 30175 Hannover
Tel.: E-Mail: hagen@jhcon.de

If you have any concerns about data protection, please use the above contact details of NTB or Jhcon Datenschutzberatung.

2. Data and their origin

a) We process personal data that we collect to process our business relationships with the company you represent.

The following data is processed regularly:

- Surname, first name and contact details of the contact persons
- Surname, first name and contact details of interested parties
- Planning data
- in case of the use of electronic media: IT usage data
- possibly private information for example date of birth (optional)

b) However, if you as a customer or business partner are a natural person, the following data, which we collect from you to carry out pre-contractual and contractual measures, will be processed during the implementation of business operations:

- Contact details
- Planning data
- Account details
- information that may not be absolutely necessary, for example the date of birth (optional)

c) If you visit us directly at the terminal, we process the personal data you provide during the visit:

- Unique identifier (e.g. ID card number)
- Name first Name
- Address, date of birth
- Time of arrival and departure
- Destination

- Processes recording data from the operation of video surveillance systems. (see also separate information

3. Data processing purposes and legal bases

To 2.a)
In order to initiate or process contracts with our customers or business partners, we process your personal data as a contact person based on the legitimate interests of NTB. We always weigh these against your personal rights. Therefore, as a rule, only the name and the business contact details are used to document the business relationship and to establish personal contact. The legal basis for this is Article 6 (1) (f) GDPR.

If data from your private environment is processed, this is based exclusively on your consent in accordance with Article 6 (1) (a) GDPR.

To 2.b)
At NTB, your personal data that is required to fulfill a contract or pre-contractual measures with you will be processed. The legal basis for this is Article 6 (1) (b) GDPR.

If information that is not absolutely necessary is processed, this is based exclusively on your consent in accordance with Article 6 (1) (a) GDPR.

To 2.a und b)
As a party interested in information and services from NTB, we process your personal data either within the scope of consent (Art. 6 Para. 1 lit. a GDPR, e.g. marketing measures) or based on NTB's legitimate interest in consideration of your personal rights (Art. 6 Paragraph 1 lit. f GDPR). In particular, the special requirements of the law against unfair competition (UWG) are taken into account.

In order to implement the status of an authorized economic operator according to Article 76 Customs Code (VO (EEC) No. 2913/92) and Article 253 ff. Customs Code DVO (VO (EEC) No. 2454/93), random checks are carried out at irregular intervals to determine whether You are considered a terrorist suspect.

To 2.c)
As a visitor, we process your personal data as proof of which persons have entered the secure terminal area on the basis of Article 6 (1) (c) GDPR.

The prevention of danger according to the ISPS code within Port Security requires the processing of personal data. In accordance with EU regulation EG 725/2004 and the Hamburg Port Security Act (HafenSG), we are obliged to ensure that only authorized persons enter the terminal area.

In order to ensure that our processes at the terminal are demonstrably secure and to prevent damage to property and theft or to be able to document this in the event of damage, we operate a marked video surveillance system based on NTB's legitimate interest in accordance with Article 6 (1) (f) GDPR.

4. Data recipient

We do not give your data to unauthorized third parties.

- As part of the contract processing (Art. 6 Para. 1 lit. b GDPR) with natural persons, data is communicated to financial companies (transfers) to the required extent.
- Within NTB, the data is exchanged to the extent necessary for group-wide communication based on NTB's legitimate interest based on Article 6 (1) (f) GDPR.
- Your personal data can also be communicated to external contractors in accordance with a contractual provision under Art. 28 GDPR as part of order processing.
- In the event of legal disputes, data can be passed on to lawyers on the basis of Section 203 of the Criminal Code.
- Data may also be made available to the commissioned company on the basis of Section 203 of the Criminal Code as part of company and financial audits.
- Credit bureaus can be involved in the processes if NTB has a legitimate interest in checking contractual partners with whom NTB makes advance payments.

5. Third country transfer or transfer to international organizations

Data transfer of personal data to a third country or international organizations is not planned.

6. Duration of storage of your data

Your personal data will be deleted after the statutory retention periods have expired, which result, for example, from the German Civil Code (BGB), Commercial Code (HGB) and the Fiscal Code (AO).

If data are not affected by this, they will be deleted when the purpose no longer applies. Video surveillance data will be deleted in accordance with statutory/company regulations.

7. Your Rights

You have the right of information from NTB about your personal data (Article 15 GDPR) that we process. You also have the right to rectification (Art. 16 GDPR), deletion (Art. 17 GDPR) or restriction of processing (Art. 18 GDPR) and a right to data portability (Art. 20 GDPR).

There is also a right of appeal to the relevant supervisory authority for data protection at any time. To do this, please contact the State Commissioner for Data Protection and Freedom of Information of the Free Hanseatic City of Bremen, Arndtstrasse 1, 27570 Bremerhaven.

8. Procedures available for redress

If you have given your consent to the processing of your data (Art. 6 Para. 1 lit. a or Art. 9 Para. 2 lit. a) GDPR, you have the right to revoke this consent at any time.

Also other processing, which we have on a legitimate interest i. s.d. Article 6 (1) (f) GDPR, you can object to us at any time in accordance with Article 21 GDPR for reasons that arise from your particular situation, stating these reasons. In the event of a justified objection, we will no longer process the personal data for the purposes in question and will delete the data unless we can demonstrate compelling reasons for the processing which outweigh your interests, rights and freedoms or the processing serves to assert your rights, exercise or defense of legal claims.

If you file an objection, we will no longer process your personal data unless we can demonstrate compelling legitimate grounds for processing that outweigh your interests, rights and freedoms, or the processing serves to assert, exercise or defend legal claims.

For concerns, please use the above contact details.

9. Requirement to provide the personal data

If you, as a customer or business partner, are a natural person, your details are mandatory in the context of contract processing. Without your information, the legal transaction (obligatory relationship) cannot be processed properly, which could lead to the cancellation of the contract or non-payment.

Bremerhaven, November 2026

Richard Betten
Managing Director