# How we work with data ethics

The digital transformation of society is progressing at a rapid pace. The use of data has become an indispensable discipline that improves society in a variety of ways. Being a transport and logistics provider, we use data to maintain and improve our customer experience and our operational efficiency.

We are committed to ensuring that employees, customers and business partners can entrust us with their data. We are determined to handle data in a sustainable manner and with great care. We recognise that digital development entails both responsibility and transparency. We adhere to three principles of data ethics: Security, Confidentiality and Integrity.

In 2020 we included GDPR (General Data Protection Regulation) and other privacy considerations in our Code of Conduct, because we care about how we engage with each other.

## Security

We assess risk, invest in new technology and establish organisational processes to mitigate and encounter global security threats. We continuously seek to improve our security measures and to grow our safety culture throughout our business. We strive to be a reliable and **responsible** business and for us, security and safety are top priorities.

## Confidentiality

We are **dedicated** to our Code of Conduct. We work to ensure that our employees are trained to care, and we work to ensure that employees are cared for. We abide by privacy laws and regulations. We respect privacy. We care for people.

## Integrity

To us, integrity means engaging in ethical issues. We use artificial intelligence and other evolving technologies to improve internal processes and customer experience. We are **open-minded** and use new technologies with responsibility and transparency, and we desire to learn, develop and improve every day.

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