

Privacy Policy - Rider

Who is the data controller?

The data controller, i.e. the body that defines the purposes and means of the processing specified in this privacy policy is Fleet Management Department, 18th Floor, Bahria Town Tower, Tariq Road, Karachi, Sindh, Pakistan, rider@foodpanda.pk, hereinafter referred to as "foodpanda" "we", "our", "controller"). We also use the terms "rider" or "employee" for your salutation.

Why and which personal data do we process?

Below you can see which of your data we need for which purposes and under which circumstances we share your data with others.

Personal data is information from which we can directly or indirectly relate to your person, such as first and last name, address, phone number, date of birth, location data or email address.

Which personal data do we process?

In order to provide our delivery service to our customers, we use various tools and systems that are absolutely necessary for the delivery of orders. We also use external and internal tools and systems to process your personal data for personnel management and business operations. We collect, process and store the following categories of personal data within the scope of using the tools and systems:

Data categories	Explanation
Identification data	Name, Surname, Address
Contact data	Email Address, Phone number,
Account data	Date of birth, Place of birth, nationality, gender, bank account details, social security number
Performance data	Usage time of applications, order details
Geolocation data	GPS data
Technical data	Device data
Contract details	Contract type, work permit

For what purposes do we process personal data?

We only collect your personal data if this is necessary and the purpose is legal and the processing is proportionate. Below we would like to give you more information for the purposes and legal basis:

Purpose	Why do we process data for this purpose?
Recruiting	<p>As part of the application process, we collect, process and store your personal data on the basis of the data you have made available to us. The purpose of the processing is to make a decision regarding the hiring or refusal of an applicant.</p> <p>Categories of personal data:</p> <ul style="list-style-type: none"> ● Identification data ● Contact data ● Account data <p>Legal basis:</p> <ul style="list-style-type: none"> ● Contract initiation, Art. 6 para. 1 b) GDPR
Candidate reactivation	<p>If a candidate does not continue the application process, SMS, emails or Whatsapp will be sent to remind the candidate of the steps that need to be taken to complete the application process.</p> <p>Categories of personal data:</p> <ul style="list-style-type: none"> ● Identification data ● Contact data <p>Legal basis:</p> <ul style="list-style-type: none"> ● Contract initiation, Art. 6 para. 1 b) GDPR ● Legitimate interest, Art. 6 para. 1 f) GDPR; our legitimate interest is to ensure a smooth application process and better experience.
Contract	<p>Conclusion of an employment contract</p> <p>Categories of personal data:</p> <ul style="list-style-type: none"> ● Identification data ● Account data <p>Legal basis:</p> <ul style="list-style-type: none"> ● Performance of contract, Art. 6 para. 1 b) GDPR
Onboarding	<p>Preparation of the first working day, training of new employees</p> <p>Categories of personal data:</p> <ul style="list-style-type: none"> ● Identification data

	<ul style="list-style-type: none"> Account data <p>Legal basis:</p> <ul style="list-style-type: none"> Performance of contract, Art. 6 para. 1 b) GDPR
Presence monitoring	<p>Assessment of the reliability of drivers with regard to the fulfilment of their contractual obligations.</p> <p>Categories of personal data:</p> <ul style="list-style-type: none"> Contact details <p>Legal basis:</p> <ul style="list-style-type: none"> Performance of contract, Art. 6 para. 1 b) GDPR
Accounts	<p>Creation of required accounts for the applications used</p> <p>Categories of personal data:</p> <ul style="list-style-type: none"> Identification data Account data <p>Legal basis:</p> <ul style="list-style-type: none"> Performance of contract, Art. 6 para. 1 b) GDPR
Working time recording	<p>Recording of work performed by the employee</p> <p>Categories of personal data:</p> <ul style="list-style-type: none"> Identification data Start and end date of shift, breaks, legitimate absence <p>Legal basis:</p> <ul style="list-style-type: none"> Performance of contract, Art. 6 para. 1 b) GDPR
Presence monitoring	<p>Assessment of the reliability of drivers in fulfilling their contractual obligations. Use of location data in case of irregularities during the shift. Monitoring of compliance with rest times.</p> <p>Categories of personal data:</p> <ul style="list-style-type: none"> Identification data Account data Working hours Rest times <p>Legal basis:</p> <ul style="list-style-type: none"> Performance of contract, Art. 6 para. 1 b) GDPR

<p>Customer communication</p>	<p>Communication with customers about the status of the order or delivery</p> <p>Categories of personal data:</p> <ul style="list-style-type: none"> ● Identification data ● Contact details ● Location data ● Content of communication ● Picture (if available) <p>Legal basis:</p> <ul style="list-style-type: none"> ● Legitimate Interest, Art. 6 para. 1 f) GDPR ● Consent, Art. 6 para. 1 a) GDPR for picture
<p>Photos and videos</p>	<p>Taking and publishing photos and videos of employees</p> <p>Categories of personal data:</p> <ul style="list-style-type: none"> ● Identification data ● Picture/Video <p>Legal basis:</p> <ul style="list-style-type: none"> ● Consent, Art. 6 para 1 a) GDPR
<p>Work permit</p>	<p>Review of existing employee contracts with regard to the validity of work permits</p> <p>Categories of personal data:</p> <ul style="list-style-type: none"> ● Identification data ● Contact details ● Contract details <p>Legal basis:</p> <ul style="list-style-type: none"> ● Legal obligation, Art. 6 para 1 a c) GDPR
<p>Personnel administration</p>	<p>We collect, process and store your personal data for the processing and creation of legally required documents and proofs as well as for the remuneration of our employees.</p> <p>Categories of personal data:</p> <ul style="list-style-type: none"> ● Identification data ● Contact data ● Account data <p>Legal basis:</p> <ul style="list-style-type: none"> ● Performance of contract, Art. 6 para. 1 b) GDPR ● Legal obligation, Art. 6 para. 1 c) GDPR

<p>Sick leave</p>	<p>Processing of incoming sick notes; communication with health insurance companies.</p> <p>Categories of personal data:</p> <ul style="list-style-type: none"> ● Identification data ● Contact details ● Sick leave note <p>Legal basis:</p> <ul style="list-style-type: none"> ● Performance of contract, Art. 6 para. 1 b) GDPR ● Legal obligation, Art. 6 para 1 a c) GDPR
<p>Internal communication</p>	<p>Different tools are used for communication between the employer us and the employees (in this case Rider). The purpose of the processing is the communication of necessary information.</p> <p>Categories of personal data:</p> <ul style="list-style-type: none"> ● Identification data ● Contact data <p>Legal basis:</p> <ul style="list-style-type: none"> ● Performance of contract, Art. 6 para. 1 b) GDPR ● Legitimate interest, Art. 6 para. 1 f) GDPR for newsletter
<p>Vacation file</p>	<p>Processing, granting and rejection of vacation requests submitted by employees; documentation</p> <p>Kategorien personenbezogener Daten:</p> <ul style="list-style-type: none"> ● Identifikationsdaten ● Kontaktdaten ● Contract details <p>Rechtsgrundlage:</p> <ul style="list-style-type: none"> ● Performance of contract, Art. 6 para. 1 b) GDPR
<p>Delivery</p>	<p>To ensure a prompt delivery of the products ordered by our customers, the coordination data of our riders is collected and the order is assigned to those riders who are in an optimal region.</p> <p>Categories of personal data:</p> <ul style="list-style-type: none"> ● Identification data ● Contact data ● Geolocation data ● Technical data <p>Legal basis:</p>

	<ul style="list-style-type: none"> • Performance of contract, Art. 6 para. 1 b) GDPR • Legitimate interest, Art. 6 para. 1 f) GDPR
Delivery Estimation	<p>In order to be able to inform customers of the expected delivery time, average speed data is processed in anonymous form.</p> <p>Categories of personal data:</p> <ul style="list-style-type: none"> • Geolocation data (anonymized) <p>Legal basis:</p> <ul style="list-style-type: none"> • Legitimate interest, Art. 6 para. 1 f) GDPR
Work disciplinary measures	<p>Issuing a warning notice with breach of contract</p> <p>Categories of personal data:</p> <ul style="list-style-type: none"> • Identification data • Personnel file <p>Legal basis:</p> <ul style="list-style-type: none"> • Performance of contract, Art. 6 para. 1 b) GDPR
Wage and salary payments	<p>Preparation of wage and salary statements; payment of gross amounts; payment of social security contributions (if applicable)</p> <p>Categories of personal data:</p> <ul style="list-style-type: none"> • Identification data • Contact data • Bank account information <p>Legal basis:</p> <ul style="list-style-type: none"> • Performance of contract, Art. 6 para. 1 b) GDPR
Rider equipment	<p>Our employees receive rider equipment from us. This serves the uniform appearance of our riders as well as the protection of our employees. We manage and monitor the equipment provided to ensure that the necessary equipment is always available.</p> <p>Categories of personal data:</p> <ul style="list-style-type: none"> • Identification data • Contact data <p>Legal basis:</p> <ul style="list-style-type: none"> • Performance of contract, Art. 6 para. 1 b) GDPR • Legal obligation, Art. 6 para. 1 c) GDPR

Shift planning and time recording	<p>We collect, process and store personal data of our riders for the planning of deployments and the actual exercise of deliveries. The purpose of the processing is to collect and monitor the hours worked and to create the necessary work records.</p> <p>Categories of personal data:</p> <ul style="list-style-type: none"> ● Identification data ● Contact data ● Account data ● Performance data ● Geolocation data <p>Legal basis:</p> <ul style="list-style-type: none"> ● Performance of contract, Art. 6 para. 1 b) GDPR ● Legitimate interest, Art. 6 para. 1 f) GDPR
Performance evaluation	<p>Evaluation of driver performance based on the quality (restaurant and customer complaints), quantity of orders delivered. It also includes reliability before, during and after the shift. This also includes, but is not limited to, the punctual start of the shift, proper login and acceptance of orders during the shift until the end of the shift. Also the proper execution of the order.</p> <p>Categories of personal data:</p> <ul style="list-style-type: none"> ● Identification data ● Contact data ● Performance data ● Geolocation data ● Technical data <p>Legal basis:</p> <ul style="list-style-type: none"> ● Performance of contract, Art. 6 para. 1 b) GDPR
Termination	<p>Ordinary and extraordinary terminations of contracts with employees</p> <p>Categories of personal data:</p> <ul style="list-style-type: none"> ● Identification data ● Contact data <p>Legal basis:</p> <ul style="list-style-type: none"> ● Performance of contract, Art. 6 para. 1 b) GDPR
Off-boarding	<p>Deactivation of existing accounts; return of received clothing and equipment.</p>

	<p>Categories of personal data:</p> <ul style="list-style-type: none"> • Identification data • Contact data <p>Legal basis:</p> <ul style="list-style-type: none"> • Performance of contract, Art. 6 para. 1 b) GDPR
Archiving	<p>Archiving of documents subject to retention for tax purposes.</p> <p>Categories of personal data:</p> <ul style="list-style-type: none"> • Identification data • Contact data • Date of birth • Tax information • Working times <p>Legal basis:</p> <ul style="list-style-type: none"> • Legal obligation, Art. 6 para. 1 c) GDPR

How long do we store personal data?

We generally delete your data after the purpose has been fulfilled. The exact deletion rules are defined in our regional deletion concepts. Different deletion rules apply depending on the purpose of the processing. Within our deletion concepts we have defined various data classes and assigned rule deletion periods to them. When the retention period is met, the stored data will be deleted accordingly.

Under certain circumstances, any requests for deletion may be opposed by legal retention periods, which prevent us from deleting the stored data for a fixed minimum period of time. In order to comply with these legal requirements, we block the relevant data after the purpose has been fulfilled and thereby guarantee data completeness and data integrity.

With which data processors and why do we share personal data?

We never give your data to unauthorized third parties. However, as part of our work we obtain the services of selected service providers and give them limited and strictly monitored access to some of our data. However, before we forward personal data to these data processors for processing on our behalf, each individual company undergoes an audit. All data recipients must meet the legal data protection requirements and prove their data protection level with appropriate proofs.

In the following we would like to inform you in a transparent and understandable way about all our data recipients with the respective reasons:

Data recipient	Reason
External service provider	They support our business activities by providing us with IT solutions and infrastructure or by ensuring the security of our business operations, for example by identifying and rectifying faults.

Furthermore, personal data may also be disclosed to external tax consultants, lawyers or auditors if they provide services for which they have been commissioned.

Members of the Delivery Hero SE Group

Within a group it is sometimes necessary to use resources effectively. In this context, we support each other within our Group in optimizing our processes. In addition, we provide joint content and services. This includes, for example, the technical support of systems.

This is a joint controllership within the meaning of Art. 26 GDPR. The employer is fully responsible for fulfilling the data protection requirements together with Delivery Hero SE. Within the framework of joint regulations, both the employer and Delivery Hero SE have agreed that both will guarantee their rights equally. You can therefore address any requests both to the employer and to Delivery Hero SE, Oranienburger Straße 70, 10117 Berlin.

You can reach the data protection officer at dpo@deliveryhero.com.

Prosecuting authorities and legal proceedings

Unfortunately, it can happen that a few of our rider and service providers do not behave fairly and want to harm us. In these cases we are not only obliged to hand over personal data due to legal obligations, it is of course also in our interest to prevent damage and to enforce our claims and to reject unjustified claims.

To which third countries do we transfer personal data?

We process your data mainly within the European Union (EU) and the European Economic Area (EEA). However, some of our service providers mentioned above are based outside the EU and the EEA.

The GDPR has high requirements for the transfer of personal data to third countries. All our data receivers have to measure up to these requirements. Before we transfer your data to a service provider in third countries, every service provider is first assessed with regard to its data protection level. Only if they can demonstrate an adequate level of data protection will they be shortlisted for service providers.

Regardless of whether our service providers are located within the EU/EEA or in third countries, each service provider must sign a data processing agreement with us. Service providers outside the EU/EEA must meet additional requirements. According to Art. 44 ff. GDPR personal data may be transferred to service providers that meet at least one of the following requirements:

- a. Commission has decided that the third country ensures an adequate level of protection (e.g. Israel and Canada)
- b. Standard data protection clauses adopted:

These are contractual clauses which cannot be modified by the contracting parties and in which they undertake to ensure an adequate level of data protection.

c. Approved certification mechanism:

Under international agreements, companies can be certified according to defined criteria. One of these certifications is the EU-US Privacy Shield Agreement.

On the following link you can see certified companies: <https://www.privacyshield.gov/welcome>

We will only transfer your data to service providers who meet at least one of these requirements.

What are your rights as data subjects and how can they be asserted?

You have the right to receive explicit information from us about the personal data we have stored about you, free of charge.

In addition, you have the following rights:

- Right of access – The right to know what data was collected and how it is processed
- Right to rectification – The right to request the modification of personal data if it is not up to date
- Right to erasure – The right to request the deletion of personal data
- Right to restriction of processing – The right to limit processing of personal data
- Right to data portability – The right to transfer personal data in a machine-readable format
- Right to object – The right to withdraw from given consent or object to the processing of personal data
- Right to lodge a complaint to the supervisory authority – The right to submit a complaint against us at a supervisory authority, which can be either the responsible authority as named below or any other supervisory authority within the EU.

If you believe that we have done something wrong with your personal data or your rights, you can complain to the appropriate supervisory authority at any time. The supervisory authority responsible for us is:

Name of authority: Fleet Management Department

Address: 18th Floor, Bahria Town Tower, Tariq Road, Karachi, Sindh, Pakistan.

Email address: rider@foodpanda.pk