

Privacy Policy for The Quick Group Customer and Business Partner Surveys

Dear Customer and Business Partner,

Thank you for your interest in participating in our survey.

The Quick Group (including Q International Courier, LLC, Quick International Couriers (UK) Ltd and Quick International France SAS) is part of the Kuehne + Nagel Group (“we”, “us”). We conduct customer and business partners surveys to understand how we perform in the different areas you work with us, identify gaps, and continuously improve our services and customer experience. Your feedback is essential to help us deliver the best possible service across all markets and our business units (**QuickSTAT, Sterling and Quick**).

This Privacy Policy explains how we collect, process, and protect personal data when you participate in a Quick Group survey.

We process data to collect feedback, analyze results, identify improvements, and follow up if required. We may use Artificial Intelligence (AI) tools to support the analysis of survey responses, identify trends and improvement areas, and enhance the overall quality of our services. AI-tools are used only to assist human analysis; no automated decision-making or decisions that have legal or similarly significant effects are made based solely on AI.

The processing is generally based on our legitimate interest under Art. 6(1)(f) General Data Protection Regulation (GDPR) to evaluate and improve our services. Only where explicitly stated - e.g. for voluntary feedback or when legally required - we may rely on consent under Art. 6(1)(a) GDPR.

For this purpose, we might collect personal information, including:

- Full name
- Business contact details
- Company and role
- Survey responses and comments

If a survey is anonymous, no personal data is processed.

Please do not include the names of individuals or other personal data in free-text fields unless explicitly requested.

Data is shared with relevant teams. Email addresses are not forwarded unless needed. No data is sold. Data is retained for up to 3 years to analyze year-over-year developments and follow up on service improvement. Aggregated anonymized results may be retained longer.

Depending on the nature of your answers, we may contact you using your business contact details to clarify feedback or discuss service improvement.

You may receive occasional invitations to future surveys. You may unsubscribe at any time using the link included in the message you received. Once unsubscribed, you will not be contacted again for survey participation.

10 June 2026

Quick Group of Companies

You may request access, correction, deletion, or object to processing by addressing your request to <https://privacy.kuehne-nagel.com/dsar-form/>

The Quick Group processes personal data in accordance with the GDPR and all applicable data protection laws. Compliance with privacy and data security rules is an integral part of Quick Group's way of conducting business with its customers, subcontractors, suppliers, and business partners.

For more details, please refer to The Quick Group Privacy Notice here:

<https://assets.kuehne-nagel.com/f/331467/x/4b4c9606bb/quick-group-data-privacy-and-protection-policy-june-2026-v2.pdf>