

**Information for shareholders and their proxies on data protection
regarding the processing of data for the purposes of the virtual
Annual General Meeting of Hapag-Lloyd Aktiengesellschaft
on 5 June 2020**

Protecting your personal data and your privacy is a matter of great importance for the Hapag-Lloyd AG. For this reason, we would like to inform you as our shareholder or a proxy herewith about the personal data we process in the context of the preparation, implementation and postprocessing of our virtual Annual General Meeting and about the rights you are entitled to in accordance with the Regulation (EU) 2016/679 (General Data Protection Regulation - DSGVO) and the Federal Data Protection Act (BDSG) with regard to the processing of your data.

We will conduct the Annual General Meeting on 5 June 2020 without the physical presence of our shareholders and their proxies as a virtual Annual General Meeting with the option of joining the virtual Annual General Meeting. The shareholders and their proxies will therefore not be able to physically attend the Annual General Meeting. However, duly registered shareholders may follow the entire Annual General Meeting live via a video and audio transmission. From the beginning of the Annual General Meeting on 5 June 2020, they will be able to access to the virtual Annual General Meeting via the online service available at <https://www.hapag-lloyd.com/agm/online-service> by entering their access data. This online service is operated exclusively on our behalf and in accordance with our instructions by our service provider ADEUS Aktienregister Service-GmbH, Königinstrasse 28, 80802 Munich, Germany.

Responsible entity

The entity responsible for processing your personal data is:

Hapag-Lloyd AG
Ballindamm 25
20095 Hamburg
Germany

Executive Board of Hapag-Lloyd AG: Rolf Habben Jansen (CEO), Mark Frese, Dr. Maximilian Rothkopf, Joachim Schlotfeldt

Categories of personal data

We process the following personal data of our shareholders:

- First and surname, title if applicable, date of birth;
- Address and other contact details;
- Nationality;
- Number of shares, type of ownership of share;
- Access data for the online service, including access data for connection to the Annual General Meeting;
- Other data provided when registering for the virtual Annual General Meeting (e.g. email address or telephone number).

In addition, we process the name and address of any proxy authorised by the shareholder.

If shareholders or their proxies contact us, we also process the personal data required to respond to the respective request, such as the email address or telephone number.

If you connect to our virtual Annual General Meeting, we collect the data on the accesses to the website provided by the service provider. This includes, for example, the following data and device information logged in web server log files:

- Retrieved or requested data;
- Date and time of the retrieval;
- Message whether the retrieval was successful;
- Type of web browser and operating system used;
- Referrer URL (the previously visited page);
- IP address;
- Login.

Your browser may automatically transmit this data to us when you visit our website.

Please note that when using the service of ADEUS Aktienregister Service-GmbH, the cookie rules of the provider apply.

Finally, we also process information on motions, questions, granting of proxies, election proposals and other requests by shareholders or their proxies which are submitted in relation to the virtual Annual General Meeting and your voting behaviour.

Source of personal data

We, or the service providers we mandate, receive the shareholders' personal data either from the shareholders themselves or from the shareholders' custodian banks that have been mandated to hold our shares in custody.

If you act as a shareholders' proxy, we will receive your personal data from the shareholder who has granted you the authorisation or directly from you if your conduct in the virtual Annual General Meeting is affected.

Objectives and legal basis of the data processing

We process your personal data in compliance with the provisions of the DSGVO, the BDSG, the German Stock Corporation Act (AktG) and other relevant legal regulations.

We process your personal data in order to comply with our legal obligation to maintain the share register. The processing is necessary to fulfil our obligation under stock corporation law in accordance with section 67 AktG. The legal basis for processing your personal data is Art. 6 (1) lit. c) DSGVO.

The processing of the above-mentioned access data and device information in web server log files is necessary in order to be able to provide our online service technically as well as for the detection of misuse, troubleshooting and to ensure the smooth execution of the virtual Annual General Meeting. In this respect, we have a legitimate interest in providing you with the online service as a service for shareholders and their proxies in order to exercise your shareholder rights in a user-friendly manner and to be able to participate in the virtual Annual General Meeting by means of electronic connection. The legal basis for processing your data is Art. 6 (1) lit. f) DSGVO.

We process your personal data in order to process the registration and connection of shareholders and proxies to the virtual Annual General Meeting (e.g. to check the entitlement to be connected, send out invitations

and access data) and to enable shareholders and proxies to exercise their rights at the virtual Annual General Meeting (including issuing and revoking proxies and instructions). In particular, we will also process your voting behaviour if you or your representative exercises your voting rights before or during the virtual Annual General Meeting by absentee vote or by electronic absentee voting via the online service in order to ensure the proper resolution and valuation of votes at the virtual Annual General Meeting. In addition, we process information about your objection to resolutions of the virtual General Meeting if you declare such objection during the virtual General Meeting or in another suitable form.

Processing your personal data is necessary for the proper conduct of the virtual General Meeting. If you do not provide us with the necessary personal data or object to the processing, we may not be able to connect you to the virtual Annual General Meeting. The legal basis for these processing operations is Art. 6 (1) lit. c) DSGVO in conjunction with our obligations under stock corporation law pursuant to sections 118 et seq. AktG and, if applicable, in conjunction with section 1 (2) sentence 1 no. 2-4 of the Act on Corporate, Cooperative, Association, Foundation and Residential Property Law to combat the effects of the COVID-19 Pandemic (COVID-19 AuswBekG).

Furthermore, we process data that is transferred to us by you or other parties who are obliged to notify us in the context of voting right notifications in accordance with the Securities Trading Act (Wertpapierhandelsgesetz). In these cases, the respective legal regulations and Art. 6 (1) lit. c) DSGVO serve as the legal basis for processing your data.

In addition, your personal data may also be processed to fulfil other legal obligations, such as regulatory requirements and storage obligations under stock corporation, commercial and tax law. For example, we are obliged to record the power of attorney when you authorise the proxy nominated by us for the virtual General Meeting in a verifiable manner and to keep it for three years in an access-protected manner. In these cases, Art. 6 (1) c) DSGVO forms the relevant legal basis.

Categories of recipients of data

Since we issue registered shares, we are legally obliged to maintain a share register. For this purpose, we have mandated ADEUS

Aktienregister-Service-GmbH, Königinstrasse 28, 80802 Munich, Germany.

Service providers of Hapag-Lloyd AG mandated for the purpose of conducting the virtual General Meeting will receive from Hapag-Lloyd AG only such personal data as are necessary for the performance of the mandated service and will process the data exclusively on behalf of and in accordance with the instructions of the Company. All our employees and all employees of external service providers who have access to and/or process personal data are obliged to treat this data as confidential. We have taken the appropriate technical and organisational measures in accordance with the DSGVO and the BDSG to ensure a high technical security standard.

If a shareholder requests that items be placed on the agenda, we will announce these items stating the name of the shareholder if the requirements of the respective regulations on stock corporations are met. We will also publish countermotions and election proposals from shareholders on the company's website stating the name of the shareholder in accordance with the regulations on stock corporations, provided that their requirements are met.

Finally, we may be obliged to transmit your personal data to other recipients, such as when publishing voting rights notifications in accordance with the provisions of the German Securities Trading Act (Wertpapierhandelsgesetz), or to authorities in order to comply with statutory notification obligations (e.g. to financial or criminal prosecution authorities).

Storage period and deletion of data

We will erase your personal data once it is no longer needed for the aforementioned purposes and we are no longer required to continue storing such data in compliance with statutory obligations of documentation and retention (e.g. under the German Stock Corporation Act, the German Commercial Code, the German Fiscal Code or other legal provisions). In addition, we retain data if this is necessary in connection with claims asserted against or by our company or to protect our above-mentioned legitimate interests. Please contact our data protection officer if you have specific questions about the storage period.

Right of data subjects

Shareholders and their proxies have the right as persons affected, if the legal requirements are met,

- to receive information on data processing and a copy of the processed data (right of access, Art. 15 DSGVO),
- to demand the correction of incorrect data or the completion of incomplete data (right to correction, Art. 16 DSGVO),
- to demand the immediate deletion of personal data (right to deletion, Art. 17 DSGVO),
- to demand the restriction of data processing (right to restrict processing, Art. 18 DSGVO),
- as well as to receive personal data concerning them that they have provided to a responsible party in a structured, common and machine-readable format, and also to transmit these data to another responsible person without hindrance by the responsible party (right to data transferability, Art. 20 DSGVO).

If we process your data to protect the legitimate interests of Hapag-Lloyd Aktiengesellschaft or of a third party, you have the right to object to any such processing on specific grounds relating to your particular situation. In such case, we will cease the processing of your data unless we can provide evidence of compelling legitimate grounds for the processing that override your interests, rights and freedoms or if the processing serves the purpose of asserting, exercising or defending legal claims.

If we process your data based on your consent, you have the right to revoke your consent at any time with effect for the future. We would then immediately stop any such processing of personal data relating to you which is based on your consent, unless there is another, alternative legal basis for processing.

You can assert the aforementioned rights against Hapag-Lloyd Aktiengesellschaft free of charge via the email address dataprotection@hlaq.com or via the following contact details:

Hapag-Lloyd Aktiengesellschaft
– Executive Board –

For the attention of Heiko Hoffmann
Ballindamm 25
20095 Hamburg
Fax number: +49 (0)40 3001-2254

You also have the right of complaint to the data protection supervisory authorities in accordance with Art. 77 DSGVO. The supervisory authority of the Free and Hanseatic City of Hamburg is responsible for Hapag-Lloyd Aktiengesellschaft: The Hamburg Commissioner for Data Protection and Freedom of Information, Ludwig-Erhard-Str. 22, 20459 Hamburg, Tel.: +49 (0)40 42854-4040, E-Mail: mailbox@datenschutz.hamburg.de.

You may reach the company data protection officer at

Hapag-Lloyd Aktiengesellschaft
Corporate Data Protection (Datenschutzbeauftragter)
For the attention of Tobias Schulte in den Bäumen
Ballindamm 25
20095 Hamburg
E-Mail address: dataprotection@hlag.com

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