

## **Step-by-step instructions for opening encrypted e-mails by Berge & Meer**

### **Why does Berge & Meer send encrypted e-mails?**

The General Data Protection Regulation of the European Union decrees increased requirements for the safety of data traffic and the protection of personal data in Europe. Therefore, and for the safety of your individual data, our e-mails to you are appropriately protected. As of May 25, 2018, any time we will transmit personal data by e-mail, the content will be protected by a user-friendly encryption.

### **How do I open encrypted attachments by Berge & Meer?**

1. When you receive e-mails with personal data by us (e. g. your confirmation, and invoice or travel documents), these attachments will be encrypted. You will receive the corresponding password (a combination of letters and numbers) in a separate e-mail.
2. When you received your password, please open the PDF file that will have been sent to you as attachment to an e-mail with the subject line "Confirmation and invoice" or "Travel documents" with suitable PDF software (e. g. Adobe Reader).
3. Enter your password. Now you can read the PDF document, download and file it on your cell phone, tablet or computer for having access to it at any time.
4. You can always request a new password in case you forget it or accidentally delete the e-mail with the password. The corresponding link for that is included in the e-mail with the encrypted PDF attachments.

Please get in touch with us if you have any further questions regarding the opening of encrypted attachments. We are available for you via e-mail at **info@berge-meer.de** or at phone number **0049.2634.9626099**.