

Privacy and Data Protection

DPD (Belgium) NV – november 2011 – update april 2014



1. Information on data protection

MyDPD Pro and DPD Web Parcel, referred to below as the 'internet portals', are operated by the Belgian company DPD (Belgium) NV/SA (referred to below as 'DPD').

The controller of your personal data is :

DPD (Belgium) NV/SA
Egide Walsschaertsstraat, 20
2800 MECHELEN
Belgium
VAT : BE 0449.294.102

E-mail: dataprotection@dpd.be

2. Processing of personal data

DPD is committed to the protection of your personal data. To meet this commitment, when DPD collects and process your data in relation to its internet portals, DPD acts in compliance with the applicable laws on data protection in Belgium . DPD is subject in particular to the Belgian Act of 8 December 1992 on the protection of privacy in relation to the processing of personal data (Privacy Act or Data Protection Act).

DPD collects, processes and uses personal data to the extent that this is necessary for establishing, implementing and terminating a contractual relationship entered into for the purpose of providing transport services (data for specific business purposes). In addition, DPD , for the purpose of operating and providing access to the internet portals, collects, processes and uses personal data for the establishment and administration of the user/service provider relationship (basic data) and for the purpose of enabling the use of the services (usage data). DPD also collects, processes and uses personal data for internal purposes, including the facilitating of future shipping operations, but always takes account of the interests and fundamental rights of those concerned.

Your data is saved by DPD on highly secure servers within Germany. Access to these servers is possible only to a small number of specially authorised persons who are responsible for the technical, commercial or editorial maintenance of the servers. DPD has taken precautions to ensure the security of your personal data. Your data is carefully protected against loss, destruction, falsification, manipulation and unauthorised access or illegal disclosure.

The communication with the internet portals is also implemented under the protection of special safety precautions in the form of encoded transmission.

After termination of the contractual relationship your personal data will be kept during a period of maximum six years. This allows us to guarantee the continuity of our service.

3. Basic data

DPD collects, processes and uses the personal data which you provided when you registered with the internet portals MyDPD Pro or DPD Web Parcel.

DPD saves and uses this personal data to provide you with access to the internet portals. If DPD transfers the operation of them to a service provider for the purpose of processing order data, DPD will have the right to transmit the data to this service provider.

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DPD has the right to use your personal data – e-mail address included - for its own advertising and marketing purposes and for the purpose of informing you about news and product information from DPD.

You have the right to access your personal data and the right to rectify them. In addition, you may also have the right to object, by request and free of charge, the intended processing of personal data relating to you, if it is obtained for the purposes of direct marketing. You can exercise this right to review, correct or object any issue by sending e-mail to: info@dpd.be or by post at the DPD address mentioned above to the attention of Sales Dpt. If you have any additional questions or complaints regarding the handling of your personal data, you can also contact DPD the same way. For additional questions regarding the processing of your personal information, suggestion, or search for information, you can also contact DPD this way.

4. Usage data

DPD does not analyse the personal data which is generated by the use of the internet portals.

When you use the internet portals, DPD can stock personalized information on your computer. These information are transferred through a technology called “cookies”. DPD uses session cookies for the purpose of identifying authorised users. These small text files are administered by your internet browser programme and save on your computer, but are deleted from your computer once more when you log out of the internet portals, in accordance with the Law on electronic communication of 13 June 2005.

5. Data for internal business

DPD collects, processes and uses the data which you transfer to DPD in connection with the call off of transport services or save on the portal for the purpose of facilitating future shipping operations (e.g. the address data of your customers).

The data which is necessary for processing your orders is saved and, where necessary for the implementation of your orders, transferred to companies associated with DPD or to DPD's service partners, who may also act on behalf of DPD as the processors of order data as defined by the Data Protection Act. .

DPD has the right to use your personal data for its own advertising and marketing purposes and for the purpose of informing you about news and product information from DPD.

You can at any time object free of charge the use of your personal data for marketing and advertising purposes by sending a letter by post to DPD at the address mentioned above , by email to dataprotection@dpd.be