

# Privacy Statement



## **DPD as controller**

According to the General Data Protection Regulation (GDPR), DPD (Netherlands) B.V. is the controller in all business processes. This means that we determine which personal data we process, how we process personal data and what the storage period is. We also determine who has access to the personal data.

## **Purpose of the processing**

DPD has agreed with the principal that DPD will forward the parcels to the consignee. In order to do this, we need the personal data of the consignee. We also use personal data to provide additional services and to improve our service. Customs activities can be provided as an extra service after registration of the IP address because of the required representation. In addition, we use personal data for direct marketing.

## **Personal data**

We receive the personal data of the principal. DPD processes name and address details, telephone number, e-mail address and a signature or initials for receipt of the parcel. We also keep a cash on delivery administration.

## **The storage of personal data**

We store the data on secure servers within the DPDGroup. It is also possible that we store the data with third parties.

## **Providing personal data**

We use the personal data we receive only for the purpose for which we received them. We only pass on personal data to third parties if we are required to do so by contract or have received permission. Or if we are legally obliged to do so. In order to provide our services, we pass on personal data to our partners within the DPDGroup, to carriers and ICT companies. We process the data within the European Economic Area (EER), unless delivery of a parcel at the request of the principal must take place outside of the EER.

## **Security**

DPD always takes appropriate technical and organizational measures to ensure the security level. We adjust this level to the risk. And we take into account technological developments, implementation costs, processing goals and the probability and impact of an infringement. In addition, every employee within DPD signs a confidentiality agreement so that the privacy of the personal data is guaranteed. This also applies to hired third parties, such as a transport company or an IT company.

## **Storage period**

We store the personal data needed to deliver the parcels no later than two years. After this period we extract the personal data from the process. Are there legal obligations, which means we have to keep the data longer? Or do we need the data longer because a claim has been submitted? Then we deviate from the two-year term.

## **Access to your personal data**

Would you like access to your personal data? Then you can contact us by letter or e-mail. You can use the following information for this:

DPD (Nederland) B.V.

To: Legal Department

PO Box 302 - 5684 PK Best

[persoonsgegevens@dpd.nl](mailto:persoonsgegevens@dpd.nl)

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We want to be sure that we give the personal data to the right person. That is why we ask you for a copy of a valid passport, driver's license or identity card. Always ensure that you make the photo unrecognizable. We encourage you to put the entry 'copy' and the date. Please also erase the social security number (*BSN-nummer*) on the document and in the line on the bottom of the card. Of course you can only request personal data from yourself and not from others.

## **Rectification, erase, restriction of processing, data portability, objection**

Are your personal details incorrect? Do you want us to delete your personal data or use only a few data? Or do you want us to transfer your data to another party? Send your request to the email address mentioned above. You can also object to the processing of your data via this email address

## **Supervisory authority**

Are you not satisfied or if you can't agree with us? Then you can file a complaint with:  
Autoriteit Persoonsgegevens  
Postbus 93374  
2509 AJ Den Haag

## **Amendments**

Our policy as described in this Privacy Statement may change. Before we change it, we do not have to report this. You can always read the current Privacy Statement on our website.

Version 1.2

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