

Privacy Notes

Data protection in parcel shipping



DPD Deutschland GmbH (referred to below as "DPD") is part of the international DPDgroup, Europe's second-largest parcel service network. The company is based in Aschaffenburg:

DPD Deutschland GmbH, Wailandtstraße 1, 63741 Aschaffenburg, Tel. 06021 843-0, info@dpd.de

As a postal service provider, DPD is subject to the statutory requirements of the Postal Act (PostG), the EU General Data Protection Regulation (GDPR) and the Federal Data Protection Act (BDSG (new)).

For this purpose, DPD processes the data primarily on the basis of Section 9 PostG, for the fulfillment of public tasks pursuant to Art. 6 (1) lit. e DSGVO, for the fulfillment of legal obligations pursuant to Art. 6 (1) lit. c DSGVO, for the fulfillment of contracts pursuant to Art. 6 (1) lit. b DSGVO and for the protection of legitimate interests pursuant to Art. 6 (1) lit. f DSGVO. A legitimate interest on the part of DPD is in particular that the processing and display of the data is required for the final delivery of the package.

In addition to information on addresses, communication data and contact person names, this also includes legal and billing information relevant to the individual shipments, e.g. dangerous goods classes, customs information, shipment handover information, information on shipment tracking (status and current location of shipments) as well as further information relating to the delivery of shipments provided by the consignor or consignee, e.g. the ID-Number in case of pickup in our Parcelshops. The contents of parcels become known only in the case of customs requirements or if it is necessary to open the parcel in the absence of external information required for identification of the consignee in accordance with the Postal Act. The retention period for this data is primarily based on various legal and organizational requirements.

Data is processed mainly within the EU, unless a shipment is destined for a non-EU country.

DPD is not a contract processor in accordance with Art. 28 GDPR, but is responsible for the data provided for the execution of delivery. For this reason, it is not necessary for the consignors to conclude corresponding agreements (data processing contracts) with DPD.

DPD uses and processes personal data only within the companies involved. A transfer of the data by sale, rental or exchange does not take place. If DPD passes on data to external service providers for the fulfilment of an order, they are bound by the provisions of the EU GDPR (Art. 28) or other statutory privacy provisions. DPD does not pass on personal data to third parties, unless the transfer is in fulfilment of the purpose of the contract (e.g. to transport subcontractors and their delivery drivers acting on behalf of DPD), the persons concerned have given their consent (e.g. when using the Parcel Navigator App) or there is a legal obligation to pass on data (e.g. for customs declarations or information on hazardous goods).

DPD takes appropriate technical and organisational precautions to ensure the security of the personal data processed by DPD. Data is carefully protected against loss, destruction, falsification, manipulation and unauthorised access or disclosure. DPD employees and partners are obliged to maintain postal secrecy and the confidential treatment of personal data and are instructed on how to treat the data. The security of the IT systems used is regularly monitored.

The central data protection officer of DPD, Michael Mayer (datenschutz@dpd.de), is the contact for information on the processing of personal data in accordance with Art. 15 GDPR, inquiries in accordance with Art. 16, 17, 18, 20, 21 GDPR and other concerns or complaints relating to data protection. Further information and other details on individual DPD services can be found at any time in the DPD Privacy Policy at www.dpd.de/datenschutz.

The competent supervisory authority for data protection in postal services is:

The Federal Commissioner for Data Protection and Freedom of Information, Department 22, P.O. Box 1468, 53004 Bonn.

Aschaffenburg, April 2023