



# Privacy Statement.

## Introduction.

Sometimes, you share your personal data with us. It could be your address, so we can generate a label for sending a parcel. It's important to us that we handle this personal data carefully. We comply with the laws and regulations governing the use and storage of personal data. In this document, we explain what we do with your personal data.

This privacy statement applies to all businesses and services featuring the MyParcel logo. They are all online services that fall under the name of DM Productions B.V.

## What is personal data?

Personal data is information that tells us something about you or that we can relate to you, such as your name and address. You might share personal information with us if:

- *you are our customer;*
- *you contact us;*
- *you use one of our services.*

If you visit our website, you may, in some cases, share personal data with us.

## Why do we process your personal data?

We process your personal data because we want to provide you with a personalised service. We use information relating to persons which we have stored for this purpose, so as to enable us to assist as quickly and efficiently as we can in case of any questions regarding any of our services. By 'processing', we mean storing, analysing, changing, deleting, forwarding, etc.

## How do we use your personal data?

Below, you can read about the different ways we use your personal data.

### 1. We do our work

MyParcel provides a full range of services, including:

- *Delivering parcels and mail (Letterbox Parcel+)*
- *European returns service*
- *Digital stamp*
- *Pallet shipments*
- *Notification service*
- *MyParcel Shipment service*

We often need your name and address for these services.

### 2. We will notify you when your parcel is on the way

When you send something, we keep you up to date. We send you an email about the status of your parcel. We can also send you push notifications or you can monitor the status of your parcel through Track & Trace.

### 3. We make sure the MyParcel website works properly

We use your personal data to analyse how you use the website. Using all our customers' data, we ensure the site operates as effectively as possible.

### 4. Sometimes we share personal data with authorities

In some cases, we are compelled to provide personal data to various authorities, including consumer and market authorities, law enforcement authorities, and investigation services. We always check the competencies of these authorities before sharing this data.



## 5. We improve our services

We can improve our services by analysing and aggregating information derived from personal data. In analysing this information, we use anonymous data as much as possible which we cannot link to any individuals. Examples of improvements we make through this analysis include:

- *improving pages and forms on our website;*
- *resolving the root causes of complaints;*
- *developing new products;*
- *creating reports for other organisations. Names and addresses are never specified in these reports, since it involves information about large groups of users (e.g. the number of parcels delivered in a specific postcode area).*

## 6. We offer you our services

We geven je graag informatie die voor je interessant is. We want to provide you with information that you find interesting, and we analyse your interests by carefully checking the following:

- *when and how often you visit the website;*
- *which pages do you view;*
- *which words you search for.*

If you give us permission, we will make a profile of you and place cookies on your phone, tablet or computer.

We also create different groups of users which are highly similar to each other – a process known as profiling. Business customers, for example, are interested in other products than consumers. This enables us to determine, for example, which products suit your needs and interests, or what questions you might like to ask us.

If you have a MyParcel account and have given us permission, we will create a customer profile for you and combine the information from your profile with other information relating to you that we may have, e.g. how many parcels you send on an annual basis. We will then create a customer profile. This allows us to better adapt the website and our emails to your needs. Our employees can also use your customer profile to help and advise you better.

In addition, we can, with your permission, use encrypted keys to display relevant advertisements on websites outside of MyParcel.

## 7. We prevent fraud

As part of our ongoing efforts to control and prevent fraud, we also use personal data if we believe someone is misusing our service.

## 8. We read job applicants' CVs

If you apply for a job with us, you will send us your CV. We will keep this document and use it as reference during interviews.

## 9. We use our employees' personal data

We use the personal data of employees and former employees to pay their salaries, for example. The law provides for which types of employee personal data we are authorised or required to have on file.



## Whose personal data does MyParcel store?

We keep personal data from anyone who has been in contact with us either directly or indirectly. An example of indirect contact is if you order an item from an online retailer and a carrier delivers the parcel to your home. In this case, you have not shared your address with us personally, but we receive it from the retailer instead.

We are also in possession of personal data relating to contacts, representatives and vendors with whom we maintain business relationships.

## Which types of personal data do we process?

Below is a list of the personal data we process.

### Mail delivery.

- name;
- address;
- town/city;
- postcode;
- document number of each letter or card.

### Parcel delivery.

- name;
- address;
- town/city;
- postcode;
- document number of parcel.

### Digital stamp.

You can frank your mail by printing the correct amount on labels.

- name;
- address;
- town/city;
- postcode;
- email address;
- the amounts with which you frank your mail.

### European returns service .

- name;
- address;
- town/city;
- postcode;
- email address.

### Pallet shipments.

- name;
- address;
- town/city;
- postcode;
- email address.

### Notification service.

This allows you to automatically send additional status updates by email.

- name;
- address;
- town/city;
- postcode;
- email address.



### **Branded Track & Trace page.**

This allows you to offer your customers an extra service by automatically sending status updates by email.

- name;
- address;
- town/city;
- postcode;
- email address.

### **MyParcel Shipment service.**

This allows you to send parcels quickly. Some examples of data we process:

- name;
- address;
- town/city;
- postcode;
- email address;
- telephone number;
- gender;
- date of birth;
- bank account number;
- username and password;
- user log;
- IP address of your PC, mobile or tablet.

### **MyParcel website.**

When you visit or use our website, we process your personal data. Some examples of data we process:

- IP address of your PC, mobile or tablet;
- Details regarding your visit to the site:
  - when you visited which pages;
  - what you searched for;
  - whether you are logged into MyParcel.
- your cookie settings;
- Information we collect by using cookies. In our cookie statement, we explain which types of cookies we use and why, and how you can change your cookie settings.

### **Your reactions on MyParcel and about MyParcel on social media.**

If you ask MyParcel a question on social media or you tag MyParcel in your message on social media, we will keep that message and your account name. We can then respond to your message and share information about MyParcel.

### **Your Social Login (Facebook).**

store your data in your ID account number and do not share it with third parties.

### **Your MyParcel account.**

If you have a MyParcel account, you can use your personal data for multiple MyParcel services. We track which services you use and how often. We store your ID account number for this purpose.

### **Customer service.**

You can phone and chat with our employees. If you chat, we will save the chat and we also keep records of the details of all phone calls – which is convenient if you contact us again in the future. Sometimes we outsource our customer service to a third-party service provider; in this case, this organisation will save your data. However, they will save this data only for the benefit of MyParcel.

### **If you apply for a job at MyParcel.**

If you apply for a job with us, we will process all of the data you put in your CV.

### **If you work for MyParcel.**

We keep various personal data relating to employees and former employees. If you would like to know which data this involves, please contact our HR department.



## Who do we share personal data with?

In principe delen we jouw gegevens niet met personen. As a rule, we do not share your data with any individuals or organisations outside MyParcel except when this is necessary to provide the service we have promised you, for example if you use our relocation service. You then indicate which companies should receive your change of address through us. In some cases, we may be required to provide personal data, for example when reporting cases of fraud. The following organisations are entitled by law to request data from us in specific cases:

- *law enforcement agencies;*
- *judicial organisations;*
- *regulators such as the Dutch Data Protection Authority (Dutch DPA) and the Netherlands Authority for Consumers & Markets (ACM);*
- *the Tax and Customs Administration.*

## How long do we keep your data?

We generally do not retain your data any longer than necessary. How long we keep your data depends on the following factors:

- *the purpose for which we are storing your data;*
- *how long we have to keep the data for by law.*

## How do we protect your personal data?

We seek to treat your data with the highest level of security in the following ways:

- We spend a significant amount of time and money on protecting our systems containing personal data. We have our environment checked regularly, at least once a year, by an external cyber security advisor.

- If there is a problem involving our security, causing people outside MyParcel to be able to view the personal data, or if there is a situation which creates a risk of the data being compromised, we make a record of this and handle the situation with care. We report these incidents to the regulator, and, if necessary, to you.
- Only employees who require access to your data can view this data. All our employees have signed a non-disclosure agreement (NDA), which remains in force even after they have left the company.
- Our data processing operations are supervised by two organisations and a dedicated Data Protection Officer:
  - o The Dutch Data Protection Authority (Dutch DPA) monitors whether we comply with the General Data Protection Regulation.
  - o The Netherlands Authority for Consumers & Markets (ACM) monitors whether we deal appropriately with:
    - cookies;
    - direct marketing;
    - the Dutch Do-not-call-me Register.
  - o The Data Protection Officer monitors whether MyParcel handles personal data appropriately, and its legal duties are provided for under the law. The Data Protection Officer reports directly to the management board. If you have a question you would like to ask the Data Protection Officer, please send an email to [info@myparcel.nl](mailto:info@myparcel.nl).



## What are you permitted to do with the personal data we keep about you?

You are permitted to do the following with the personal data we keep about you:

- view;
- change;
- restrict;
- delete;
- object to the processing of the data;
- receive the data in a manner that enables you to easily share it with others.

## Viewing and updating your data in your MyParcel account

You can view and update your data in the following ways:

- If you have a MyParcel account, you can see which data we have about you there. There are many details you can change on the spot.
- Please contact our Customer Service department, which is available from Monday to Thursday 8am to 6.30pm, Friday 8am to 5pm and Saturday 10am to 4pm. Telephone number: 023 30 30 315
- Please use [this form](#) to request or update your personal data. Alternatively, you can also object to the processing of your personal data.
- If you do not have a computer available or would prefer to contact us other than by email, you can send us a letter. Please include a copy of your ID with the letter, such as a copy of your passport or driving licence. NB: disguise your BSN number on the copy. We request that you also write the date and the reason for sending us a copy. This will help prevent

fraud. Please send your letter, along with a copy of your ID, to the following address:

MyParcel  
Privacy Office  
Verzoek persoonsgegevens  
Siriusdreef 66 - 68  
2132 WT Hoofddorp

You will receive a reply by post, so as to prevent others from viewing your personal data.

## About this privacy statement.

This Privacy Statement applies to all businesses and services featuring the MyParcel logo in the Netherlands and was created on 23 May 2018. This Privacy Statement is subject to change.

## Questions about privacy.

If you have any questions after reading this privacy statement about how we use your personal data, please contact our [Customer Service department](#) or our Data Protection Officer: [info@myparcel.nl](mailto:info@myparcel.nl).

Of course, we hope that we respond to your privacy questions sufficiently. If you are nevertheless dissatisfied with our response, you can submit a complaint to the Dutch Data Protection Authority (Dutch DPA).