



Information on data protection – Franking

Strict data protection standards are an integral part of the Deutsche Post DHL Group's brand, much as the security of our IT systems is of the utmost importance for our company. As a global company whose business model is founded on networking and exchanging sensitive data, we believe that we have a special responsibility here.

The following notes summarise how we go about processing the data made available to us.

A. General part

1. Contact details

a) Name and contact details of the competent controller:

The competent controller within the meaning of the General Data Protection Regulation (GDPR) is Deutsche Post AG.

Deutsche Post AG
Charles-de-Gaulle-Straße 20
53113 Bonn
Germany

b) Name and contact details of the data protection officer:

Deutsche Post AG
Gabriela Krader, LL.M
53250 Bonn
Germany
datenschutz@dpdhl.com

c) Competent supervisory authority Data processing in connection with mail and telecommunication services:

Die Bundesbeauftragte für den Datenschutz und die Informationsfreiheit
Husarenstraße 30
53117 Bonn

2. Purpose of data processing, basic information

We process your data, for example

- to perform the contract signed with you
- to secure payment
- to send you or display relevant advertising, insofar as this is permitted
- to check your creditworthiness
- to enable our customer service to process your enquiry
- to comply with statutory obligations (e.g. the Criminal Procedure Code, Federal Regulation on Foreign Trade)
- to meet security requirements (e.g. to detect criminal offences)
- to produce statistics
- and for quality assurance, process optimisation and reliable planning.

You will find further details on e.g. the type of data, the purpose of data processing, and the legal basis in the product-specific section below.

3. You have the following rights:

- a) to obtain information on the data stored about you,
- b) to rectify incorrect data,
- c) to have your personal data erased or, if statutory retention periods apply, restrict the processing of data no longer required for the specified purpose,
- d) to access the personal data you provided in a structured, commonly used and machine-readable format,
- e) raise an objection if your data is being processed on the grounds of a legitimate interest/to the use of your data for advertising purposes/to your being subject to a decision based solely on automated processing, including profiling.
- f) to file a complaint with the competent supervisory authority if you suspect that your data have not been processed in compliance with data protection legislation.

If you do not provide the data indicated as being necessary, a contract cannot be established.

Should you wish to exercise any of your rights, please contact:

Deutsche Post AG
Customer Service
53250 Bonn
Germany

or send an email to datenschutz@deutschepost.de

4. Duration of storage

That data will be stored for as long as they are required. This is based either on the statutory retention periods, for example, as set out in **Section 257 of the German Commercial Code (HGB) or Section 147 of the German Fiscal Code (AO)**. If there are no such statutory retention periods, the data will be stored for the purpose of contract performance and invoicing, and as evidence of correct performance until the end of the liability periods and subsequently erased.

5. Group Data Privacy Policy

The DPDHL Data Privacy Policy sets Group-wide standards, with a special focus on so-called third-country transfers, i.e. the sharing of personal data with countries outside the EU which do not offer a suitable standard of data protection. If you would like to learn more about the Group Data Privacy Policy, please use this link: deutschepost.de/datenschutz



B. Product-specific section: Franking machines

1. Type of data

- Customer data as per contract (customer no., name, legal form, address, PO box address (where applicable), phone, fax, email, sector in which company operates).
- Franking machine data as per contract (machine ID, model, PSD-ID, printer ID, manufacturer of franking machine)
- Data on the contract on the use of the franking machine (contract date, loaded postage limit, method of payment, where applicable, different location of the franking machine from that specified in the contract)
- Bank account details (unless prepayment has been agreed), accounting entry, where applicable different account holder or invoice address from that specified in the contract
- Other details as per contract (including commercial use, purchase/leasing)
- Loaded postage (date, amount), reimbursement of postal charges (reimbursement application, amount)
- Product use (product, volume, monthly revenue)
- Date and errors on the case of poor-quality franking marks

2. Purpose and legal basis of processing

We process the data primarily to fulfil the contract in accordance with Article 6(1), letter b of the GDPR. In addition, in accordance with Article 6(1) letter c of the GDPR, data are processed to comply with statutory requirements such as Section 161 of the Federal Code of Criminal Procedure (StPO), Section 40 of the Federal Postal Services Act (PostG), Section 13a of the German Injunctions Act (UKlaG), etc.

Finally, data are also processed for the following purposes:

- to secure payment
- for our security needs (e. g. to detect criminal offences)
- to produce statistics
- for quality assurance, process optimisation and reliable planning and to provide user-related advertising insofar as this is permitted

If wish to exercise your right to object – especially to the use of your data for advertising purposes – please contact:

Deutsche Post AG
Customer Service
53250 Bonn
Germany

or send an email to frankit@deutschepost.de.

3. Recipients or categories of recipient:

In connection with the use of franking machines, data are shared with the manufacturer of the machine to ensure smooth performance of the contract and correct use of the franking machine. Similarly, data are passed on to comply with statutory requirements (e. g. to investigating authorities). Some customer services and services in the field of IT are outsourced to external providers.

4. Third-country transfer (i. e. personal data are transmitted to a country outside the European Economic Area (EEA) or the data are accessed from there)

Your data are not processed in third countries.

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