

Annex 1 – Purposes

1. PostNord’s services

Purpose: When do we process your personal data?	Personal data: What information do we use?	Legal basis: Why is processing necessary?
<p>To deliver your letters and parcels, as part of our national and international postal and parcel services. When you send letters and parcels, we deliver your item to the right recipient at the specified address. Thereby, we sort items by machines, redirect and return items, and charge penalty postage if applicable.</p>	<p>For letters:</p> <ul style="list-style-type: none"> • E-mail address (for confirmation) • Financial and payment information. <p>For parcels and registered mail:</p> <ul style="list-style-type: none"> • Name and address (for shipping label) • E-mail address (for confirmation, shipping label and track and trace) • Financial and payment information. 	<ul style="list-style-type: none"> • To fulfil the contract with you for the products and services you have purchased from us. • To comply with a legal obligation we are subject to, such as the Postal Act and Bookkeeping Act.
<p>To deliver letters and parcels to you, as part of our national and international postal and parcel services. When someone sends you an item, we deliver this item to you at the specified address. Thereby, we sort items by machines, redirect and return items, and charge penalty postage if applicable.</p>	<ul style="list-style-type: none"> • Name, address, telephone number, e-mail address, financial information, • Signature. 	<ul style="list-style-type: none"> • For the legitimate interest to deliver letters and parcels to you. • To comply with a legal obligation we are subject to, such as the Postal Act and the Bookkeeping Act.
<p>To deliver items to you that require identification</p>	<p>Information relating to your ID, such as type of ID and document number of your ID. We may ask you to show an ID and for</p>	<p>For our legitimate interest to ensure that we deliver the item to the correct recipient.</p>

	your signature. We may scan the barcode or QR code of your ID.	
To provide you with additional services. This includes sending you service messages and delivery updates, providing you with track and trace codes, providing you with proof of postage or delivery, and administrating a power of attorney for the collection of an item.	<ul style="list-style-type: none"> • The sender's name, address and email address, and financial information, • The receiver's name, address, telephone number and e-mail address, • Track and trace code. 	<ul style="list-style-type: none"> • To fulfil the contract with you for the products and services you have purchased from us. • For the legitimate interest to ensure that we deliver the item to the correct recipient. • To comply with a legal obligation we are subject to, such as the Postal Act and the Bookkeeping Act.
To manage your purchases, deliveries, returns and refunds of products and services (your service request).	<ul style="list-style-type: none"> • Your name, address, e-mail address, telephone number and financial information. • Information relating to the item, such as track and trace code. • Any other information you share with us. 	<ul style="list-style-type: none"> • To fulfil the contract with you for the products and services you have purchased from us. • For our legitimate interest to ensure we manage and handle the service that you requested request. • To comply with a legal obligation we are subject to, such as the Bookkeeping Act.
To provide you with a PostNord account and/or the PostNord customer portal. This includes setting up, administering and providing you with access to your account or portal. In your account or portal, you can receive information about your items, make purchases and administer power of attorneys for the collection of an item.	<ul style="list-style-type: none"> • Name, e-mail address, • Position, organisational affiliation, job title, • Customer number, login information. 	<ul style="list-style-type: none"> • To fulfil the contract with you for the products and services you use from us. • For the legitimate interest to enable you to act on behalf of the organisation you work for.

2. Customs clearance, import charges and security requirements

Purpose: When do we process your personal data?	Personal data: What information do we use?	Legal basis: Why is processing necessary?
<p>When you receive an item from outside the EU, your item can be subject to customs and security requirements. This can be the case when you buy items online from for example China or the United States.</p> <p>If your item contains anything other than ordinary correspondence, you may need to declare your item and pay import duties and additional charges, such as an import fee. PostNord can carry out the customs clearance for you and pay the import duties. PostNord will then collect the import duties from you, as the buyer, and charge you a fee for our services. Sometimes, PostNord must perform a security screening of an item.</p>	<ul style="list-style-type: none"> • Name, postal address and contact details of the sender and recipient, • Tax code / VAT number, • Information relating to the item such as category, value and weight of the item, • Information relating to the content of the item. This includes the description, quantity, weight and value of each article within the item, • Financial and payment information relating to a customs' payment. 	<ul style="list-style-type: none"> • To fulfil the contract with you, permitting PostNord to carry out the customs clearance and pay the import duties. • To comply with a legal obligation we are subject to, such as international postal regulations, customs legislation, the Bookkeeping Act and security requirements.
<p>When you send an item outside the EU, your item can be subject to customs and security requirements.</p> <p>When sending an item to countries outside the EU and if your item contains anything other than ordinary correspondence, you must specify the content and its value to ensure fast and correct customs clearance. Sometimes, PostNord must perform a security screening of an item.</p>	<ul style="list-style-type: none"> • Name, postal address and contact details of the sender and recipient, • Tax code / VAT number, • Information relating to the item such as category, value and weight of the item, • Information relating to the content of the item. This includes the description, quantity, weight and value of each article within the item, • Financial and payment information relating to a customs' payment. 	<ul style="list-style-type: none"> • To fulfil the contract with you, permitting PostNord to carry out the customs clearance and ship your item, • To comply with a legal obligation we are subject to, such as international postal regulations, customs legislation, the Bookkeeping Act and security requirements.

3. When you are in contact with us through our customer service

Purpose: When do we process your personal data?	Personal data: What information do we use?	Legal basis: Why is processing necessary?
<p>To handle all matters that PostNord’s customer service receives, such as questions, inquiries, feedback, service matters and claims. We store manual and automated notes about your issue to document what has been said. Thereby, we can use a recorded telephone conversation with the customer service agent.</p>	<ul style="list-style-type: none"> • Name, telephone number, email address, postal address and for claims also the bank account number, • Information relating to the item such as package ID, • Any information you choose to provide when contacting us. • The recorded telephone conversation with our customer service agent. 	<p>For our common legitimate interest to provide support regarding your question, inquiry, feedback or service matter in a safe and efficient manner.</p>
<p>Quality and service improvement. We can use the matter you contact our customer service with and recorded telephone calls to improve our quality, to provide you with better products and services and to improve our customer service. Thereby, we can use the recorded telephone conversations and other documentation of your contact with us.</p>	<ul style="list-style-type: none"> • Any information you choose to provide when contacting us. • The recorded telephone conversation with our customer service agent. 	<p>For our common legitimate interest to improve our products and services, for quality control and to train our employees in support case management.</p>

4. When you are otherwise in contact with us

Purpose: When do we process your personal data?	Personal data: What information do we use?	Legal basis: Why is processing necessary?

<p>To market our products and services to you, for example by</p> <ul style="list-style-type: none"> • sending newsletters • running competitions and/or promotions 	<ul style="list-style-type: none"> • Newsletter: Name and e-mail address. • Competition: Name, email address and postal address. 	Your consent .
<p>To receive communication from us, for example through press releases and other mailings.</p>	Name, email address, telephone number, and in some cases, job title and organisational affiliation.	For our legitimate interest to inform individuals who may be interested in information about our operations and services.
<p>To participate in events.</p>	Name and e-mail address.	Your consent .

5. When you are employed by PostNord’s business customer and suppliers

Purpose: When do we process your personal data?	Personal data: What information do we use?	Legal basis: Why is processing necessary?
To maintain and develop a current or future business relationship with our current or potential customers and suppliers.	Name, email address, telephone number, and in some cases, job title and organisational affiliation.	For our legitimate interest to maintain and develop our current and future business relationship with our current or potential clients and suppliers.
To administer and manage the contractual relationship between PostNord and our customers and suppliers.	Name, email address, telephone number, signature, and in some cases, job title and organisational affiliation.	<ul style="list-style-type: none"> • To fulfill the contract between PostNord and you as our client or supplier. • For our common legitimate interest to fulfil the contract.
To provide and administer the services you as a customer have requested through the customer portal.	Name, email address, telephone number, and in some cases, job title and organisational affiliation.	<ul style="list-style-type: none"> • To fulfill the contract between PostNord and you as a customer. • For our common legitimate interest to fulfil the contract.

6. PostNord's own purposes

Purpose: When do we process your personal data?	Personal data: What information do we use?	Legal basis: Why is processing necessary?
<p>To improve our products and services and develop new ones. For example, to improve our logistics processes, reduce emissions and thereby adhering to our sustainability goals, make analyses and reports for our business customers and resolve causes of complaints. This may include carrying out market research, analysis and customer satisfaction surveys.</p>	<p>All relevant personal data mentioned under point 2 in this Privacy Notice. We aim to anonymise the information as much as possible.</p>	<p>For our legitimate interest to develop our operations and provide you with good products and services.</p>
<p>To carry out customer and user research connected to user experience ("UX"). When being part of our contact database, we can contact you and ask you to test and evaluate new products and features during a session.</p>	<ul style="list-style-type: none"> • Name and contact details, • Video, voice, your opinions and input on new products and features. 	<p>Your consent.</p>
<p>To enhance functionality on our website. If you have given us your consent, we use cookies and similar technologies to provide you with a good experience when you visit our website. You can read about our cookies in our Cookie Notice.</p>	<p>IP address, device information, browser information, information about how you navigate our website, and other information about your visit.</p>	<p>Your consent.</p>

<p>To maintain, develop, improve and test our IT systems, services, and the technical platforms on which they are made available.</p>	<p>All relevant personal data mentioned under point 2 in this Privacy Notice.</p>	<p>For our legitimate interest to ensure that our services, products and business function and run efficiently.</p>
<p>To prevent, detect and prosecute fraud, money laundering, other crimes and the misuse of PostNord's services and to protect our customers, employees and property, for example through video surveillance.</p>	<p>All necessary personal data mentioned under point 2 in this Privacy Notice.</p> <p>This can include video and voice material where you may be identifiable.</p>	<ul style="list-style-type: none"> • For our legitimate interest to protect the safety and belongings of our customers, employees, visitors, business and property; and to keep the items in our postal and parcel network safe. We may use this information in investigations and legal action related to (suspected) crimes we detect. This includes using this information as evidence in legal disputes and court proceedings. • To comply with a legal obligation we are subject to, such as money laundering.
<p>To protect our assets, property and information systems. This includes detecting, preventing, and responding to security incidents or other malicious, deceptive, fraudulent, or illegal cybersecurity related activity.</p>	<p>All relevant personal data mentioned under point 2 in this Privacy Notice.</p>	<ul style="list-style-type: none"> • For our legitimate interest to safeguard our assets and property, ensure the security of our information systems and investigate, manage, mitigate and document security incidents. • For compliance with legal obligations, such as data protection and cybersecurity legislation.
<p>To monitor and enforce compliance with our obligations and responsibilities. For example, legal obligations we are subject to, such as national and international sanctions legislation, our financial and regulatory</p>	<p>All relevant personal data mentioned under point 2 in this Privacy Notice.</p>	<ul style="list-style-type: none"> • To comply with legal obligations, we are subject to. • For our legitimate interest to manage compliance with our policies and procedures.

responsibilities, and obligations under our policies and procedures.		
For dispute management and litigation.	All personal data relevant to the dispute.	For our legitimate interest which includes protecting our assets, legal interests and managing claims and disputes.
To conduct corporate transactions, including mergers, acquisitions and divestments.	All relevant personal data mentioned under point 2 in this Privacy Notice.	For our legitimate interest to maintain and develop our business through mergers, acquisition and divestments.

7. Review and updates

We will update this Privacy Notice from time to time. Therefore, we recommend that you visit our Privacy Notice periodically to keep yourself informed. If we make any changes to this Privacy Notice that will impact you significantly, we will inform you thereof in advance.

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1.0	Feb-20, 2026