

## Privacy Notice for Website

PostNord has a 400-year history of protecting the secrecy of correspondence and securely getting messages to their destination, regardless of the challenges of the time. Now, in the digital age, we extend this protection online. Protecting and safeguarding personal data is at the heart of everything we do. We want those who interact with us to trust that their personal data is safe, secure and properly used. In this Privacy Notice we tell you how we collect, protect and use personal data.

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### 1. About us

Your privacy is important to us, and we are committed to respect your rights regarding the use and security of your personal data.

Postnord International ("**PostNord**", "**we**", "**us**") is responsible to ensure that we process your personal data in accordance with applicable data protection legislation and our policies.

PostNord's primary service is to deliver letters and parcels and goods (also "**items**") as part of our national and international postal and parcel services.

This Privacy Notice applies to all individuals who make use of our services, who provide us with their services and who otherwise interact with us ("**you**"). More specifically, it applies to individuals who are:

- our **customers**, for example when you send letters and parcels,
- **recipients of our services**, for example when you receive letters and parcels that someone else sends you,

- **otherwise in contact with us**, for example when you contact our customer service, visit and use our digital channels such as our website and social media or participate in marketing activities, competitions and customer surveys,
- **employed or hired by one of our business partners or service providers.**

This Privacy Notice, together with other information provided at the time of data collection, tells you what personal data we collect about you, how and why we use it, and what your privacy rights are.

When PostNord delivers letters and parcels, we do not process personal data within the item. PostNord is therefore neither controller nor processor for the personal data within the item. You can contact the sender of the letter or parcel for information about the processing of such personal data.

## 2. What personal data do we have about you?

In the context of our services, we may process the below categories of personal data about you:

- **Identity and contact information**, such as name, email address, phone number, physical address and other delivery locations including geolocation, physical address history, social security number and (electronic) signature.  
For employees of business customers, business partners and services providers, we process business's name, position in the business, and the business' address, email address and phone number
- **Financial and payment information**, such as price of the service, credit card details, preferred method of payment.
- **Product and service-related information**, such as the type of service used and details about the item.
- **Delivery related information**, such as delivery preferences, delivery point chosen, proof or documentation of an (attempted) delivery or return.
- **Other identifiers**, such as tracking numbers, barcodes and parcel numbers on items.
- **Customs related information**, such as details of the item's content.
- **Marketing preferences**, such as your choices and consent.
- **Customer history**, relating to previous purchases and services used, such as parcels sent,
- **Contact history and records of enquiries, complaints and claims**, such as details of the case, feedback, comments, incident reports, other information we need to handle your case, the results of your enquiry, comment or complaint.
- **Recordings of you**, including images and audio recorded on CCTV and other equipment and recorded telephone conversations when you talk with our customer service.
- **Customer account information**, such as login information, professional information.
- **Information about your use of our digital channels**, such as IP address, device information, browser information, information about how you navigate our website, and other information about your visit.

- Any other additional information you may provide to us.

### **3. Where do we get your personal data from?**

We make use of the personal data that you give to us and information that we collect and generate about you.

#### **• Information you give to us.**

Some of the personal data we process about you we receive from you. You may directly or indirectly give us this information in different ways, for example when you make use of our products and services or when you interact with us.

You can always choose not to provide us with certain information. However, some personal data we need to provide you with our products and services.

#### **• Information we collect or generate about you.**

We receive personal data about you from various sources:

- The sender of an item,
- Customs Agencies,
- Public or external registers and databases,
- Business partners, such as banks, providers of payment solutions, and our logistics partners such as providers of postal or parcel services,
- Information we receive from persons delivering letters and parcels on behalf of PostNord, for example relating to an update of or correction of an address, building access codes and floor numbers,
- Professional advisors, such as lawyers and auditors,
- Public authorities,
- Your digital devices, such as your computer and phone, when you access and use our digital channels.

We also need to generate personal data ourselves, for example parcel tracking numbers and customer numbers.

### **4. How do we use your personal data?**

We use your personal data primarily to provide our services. We also need your information for our business purposes and because we must comply with legal obligations.

We are only allowed to use your personal data when we have a legal basis to do so. Often, the legal basis is connected to your contract with us when you buy our services or we make use of your services. In other cases, we must comply with legal obligations, or we have a legitimate interest to use your personal data. More than one legal basis could apply when we use your personal data for a particular purpose.

We use your personal data mainly for the following purposes:

- To deliver letters, parcels and goods to the right recipient at the correct address,
- To manage our agreement with you. This includes to process payments and refunds of our services,
- To manage charges,
- To communicate with you,
- To provide you with a PostNord account,
- To handle enquiries, complaints or claims and to give you the opportunity to provide reviews of our services.
- To maintain, develop, improve and test our IT systems, services, and the technical platforms on which they are made available,
- To market our products and services,
- To improve our products and services and create new ones,
- To conduct customers surveys and carry out market research,
- To prevent, detect and prosecute fraud, crime and misuse of our services and systems enabling us to protect our customers, employees and property,
- To comply with legal requirements, such as customs, tax and security requirements.

Please see *Annex 1 – Purposes* for an extensive overview of the reasons why we process personal data about you.

### **Artificial Intelligence**

We may use Artificial Intelligence (AI) to improve our services, for example when you are in contact with us. When we use AI, we process your information securely and in accordance with applicable legislation.

## **5. Who do we share your personal data with?**

Postnord International is a subsidiary of PostNord Group AB. We need to share your personal data with PostNord Group AB and other subsidiaries (**PostNord Group**). This is necessary for purposes such as customer support, maintaining business continuity, ensuring information security, and to meet legal requirements such as reporting, bookkeeping and billing.

Additionally, we must share your personal data with others when this is necessary for reasons listed under point 4 of this Privacy Notice.

**Logistics and business partners** and other partners involved in the transport and delivery of items to you, such as providers of postal or parcel services and parcel delivery service points.

**Customers.** We need to disclose your information to our customers when we provide them with services which involve you. This is the case when you make a purchase on an online shopping platform.

**Our service providers and other partners.** We share your personal data with our service providers who help us in our daily operations, such as providers of payment solutions,

banks and insurers as well as suppliers of digital solutions, operating services, system support. We may also share your personal data with organisations who help us develop and improve our services, for example through market research.

**International postal authorities and carriers.** When you send a letter or parcel overseas or receive an item from overseas, we will share personal data with international postal authorities and carriers.

**Authorities, public actors, and other recipients.** Legal obligations may require us to share information about you, for example to respond to requests from law enforcement agencies, customs agencies, regulatory agencies, and other public and government authorities. We may also disclose information if needed to detect and prevent fraud or for other legal, security, and safety reasons.

**Parties involved in legal proceedings.** In connection with a potential legal proceeding, including in the preparatory work enabling us to defend ourselves against or enforce any legal claims, your personal data may be shared with parties involved in the proceedings, such as lawyers.

**Parties involved in a merger or acquisition.** We may share or transfer your personal data in connection with a merger, sale of company assets, financing, or acquisition of all or a portion of our business to another company.

**Professional advisors,** such as lawyers, accountants and auditors.

**Other parties.** Upon your request or if you permit us to do so.

## **6. Where do we process your personal data?**

When we use or share your personal data, they may be sent to companies both within and outside the European Economic Area (EEA). We will make sure that these transfers follow the law. If personal data is sent outside the EEA, we will protect it properly. For example, we may rely on the European Commission's model clauses or send your information to countries which provide a good level of protection according to the European Commission.

## **7. How long do we keep your personal data for?**

We keep your personal data only for as long as we need it for the reason we collected them. This means that we keep different types of information for different periods of time, depending on the reason for having them.

Find below examples:

- **Financial and bookkeeping-related information** (e.g., invoices, payment records, refunds) - *kept for X years in accordance with the Bookkeeping Act.*

- **Delivery and logistics data**, including **parcel tracking information, scanning events, delivery confirmations, and proof of delivery / signature** - *kept for the period needed to manage the delivery, handle claims, and for operational or legal requirements.*
- **Customer service cases**, including **enquiries, complaints, call recordings**, and notes relating to a case - *kept for the duration needed to handle and document the case, and where relevant in accordance with legal claims-handling requirements.*
- **Customer account information** (e.g., login information, preferences, linked delivery addresses) - *kept for as long as your account is active or required to maintain our contractual relationship.*
- **Business contact details** for employees of **customers, suppliers, and partners** - *kept for as long as the business relationship exists or as required to manage contracts and communication.*
- **Contract documents** (customer contracts, supplier agreements, documented powers of attorney for pick-up, claim documentation) - *kept for the duration of the contract and for a legally required period thereafter.*
- **Customs and import/export data**, including **declarations, item descriptions, VAT/tax information, and import-decision documentation** - *kept for the duration required under customs and bookkeeping regulations.*

In some cases, we may process your data for a longer period than stated above. This may be the case if we need to protect our legal rights, for example in a legal dispute or if it is necessary to fulfil a legal obligation.

## **8. How do we protect your personal data?**

We have technical and organisational security measures and systems in place to protect and safeguard your personal data. For example, procedures to prevent unauthorised access to, and misuse of, personal data. We also use security procedures and technical and physical restrictions for accessing and using the personal data on our servers. Only those individuals who have a genuine business need in the course of their work are authorized to access personal data. They are governed by our rules of information and IT security, data protection and other relevant internal regulations and guidelines. They are also bound by confidentiality.

While we have measures in place to protect your personal data, unforeseen security incidents can never be precluded. Therefore, we have procedures in place to manage security incidents and to comply with legal requirements applicable to the detection, handling and notification of personal data breaches.

## **9. What rights do you have?**

Under certain circumstances, you have rights in relation to your personal data, which include the following:

- **Right to erasure (“right to be forgotten”).** You have the right to have your personal data erased under certain conditions.
- **Right to rectification.** You have the right to have your inaccurate or incomplete information about yourself corrected.
- **Right to access your data.** You have the right to know what personal data we process about you and why. You can also request a copy of your personal data which we process.
- **Right to restriction.** You can ask us to limit our processing of your personal data until inaccurate or incomplete information about you has been corrected, or until an objection from you has been handled.
- **Right to object.** When we process your personal data based on a legitimate interest, you have right to object to this processing when you believe that your personal interest outweighs ours. We will cease the processing, unless we can demonstrate compelling legitimate grounds for the processing which override your interests.
- **Right to transfer your data.** In certain situations, you have the right to ask us to transfer the personal data we hold about you to someone else.
- **Right to withdraw your consent.** You may at any time withdraw any consent you have given us. However, please note that withdrawing your consent will not affect any processing that has already taken place.
- **Right to complain.** You have the right to lodge a complaint to the supervisory authority. However, we ask you to first contact PostNord if you believe that we have processed your personal data in violation of data protection legislation or this Privacy Notice.

Please note that legal rights or obligations may prevent us from disclosing or transfer all or part of your information, or from immediately deleting your information.

## **10.How to contact us**

If you have any questions or comments regarding your personal data or this Privacy Notice or if you want to make use of your rights, you can reach out to us by contacting:

### **PostNord International**

Terminalvägen 24

SE-171 73 Stockholm

Homepage - [www.postnord.com](http://www.postnord.com)

Email – [pni.dpo@postnord.com](mailto:pni.dpo@postnord.com)

## **11. 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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