



Specific Privacy Policy – Bbox

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1. Subject and purpose of the specific privacy policy

The present Specific Privacy Policy applies to the collection and processing of personal data by Bpost within the framework of Bbox (parcel lockers) and contains specific information on how Bpost processes your personal data.

The present Specific Privacy Policy must be read together with the General Privacy Policy available at www.bpost.be. The Specific Privacy Policy has precedence in the event of discrepancies between the General Privacy Policy and the Specific Privacy Policy.

2. Who is the controller?

The Controller is Bpost, limited company under public law, with its registered office at Multitower, Anspach Boulevard 1, box 1, 1000 Brussels, listed in the Brussels business register and with VAT number BE 0214.596.464.

3. What personal data do we collect, to what ends and on what legal bases?

Categories of personal data, purposes and legal bases

Bpost collects personal data through Bpost websites and apps, by means of digital or paper forms, by email or telephone or by means of cookies or similar technologies. For more information about cookies and similar technologies, see our [information notice on the use of cookies](#). Bpost also receives some of your personal data from the parcel sender.

The categories of personal data, purposes and legal bases for the processing are set out in the table below.

Categories of personal data	Purposes	Legal bases
Email address, phone number Language preference	We use this data (either provided by the sender or the depositor) to send the information needed to use the Bbox. Collecting this data allows us to verify the identity of the locker user in order to ensure that parcels are released only to authorized individuals who have the access (QR) code. This also includes sending notifications about the status of the deposit or collection, and confirmation once the item has been collected.	If Bpost has an agreement with the data subject, the processing for these purposes is necessary for the conclusion or performance of the <i>agreement</i> between Bpost and the data subject. For the collector's data (when third party to the contract), this processing is based on Bpost's legitimate interest in properly executing the Bbox service. We are committed to protecting your personal data and using it solely in the context of Bbox service.
Identification and contact details such as name, address, email, phone number, language. Any other information necessary to handle your request. Telephone calls recording and related data (i.e. caller identification, telephone number, time and duration of the call and the service to which the call relates) in the event of contact with the Bpost contact centre or any other telephone contact with Bpost (e.g. with the sales centre). Information resulting from your interaction with Bpost such as content of emails and complaints.	To be able to process your question, communication or complaint and, if necessary, to reply to it (e.g. to provide you with requested information on Bpost's products or services), for support and incident handling with respect to the Bpost products or services, for general customer management. Phone calls may be recorded for specific purposes, such as quality monitoring and handling potential queries from the ombudsman.	If Bpost has an agreement with the data subject, the processing for these purposes is necessary for the conclusion or performance of the <i>agreement</i> between Bpost and the data subject. If the question, communication or request is not linked to an agreement between the data subject and Bpost or if the support or interaction with the data subject is not strictly necessary for the performance of the agreement, the processing is based on Bpost's <i>legitimate interest</i> in ensuring good relations with its customers or third parties. We may also seek your consent to process your personal data when responding to your request for information about specific products or services.

<p>Email address</p> <p>Information regarding the use of the locker</p> <p>If not anonymised, we collect the information resulting from your interaction with Bpost such as feedback to satisfaction surveys.</p>	<p>To enhance Bpost's websites, applications, products, and services—such as by gathering feedback through satisfaction surveys, market research, or call recordings—and to better understand our customers' lifestyles in order to design services, products, or marketing campaigns that align with their needs and expectations.</p>	<p>This processing is based on the <i>legitimate interest</i> of Bpost to continuously improve and adapt its websites, applications, products and services.</p>
<p>Email, phone number</p> <p>Monitoring system logs</p>	<p>For accountability purposes, to ensure the physical and digital security of parcel lockers, the combating of fraud, crimes and infringements, and the management of disputes and any legal proceedings, to comply with legal obligations or court orders.</p>	<p>These processing operations are necessary for a <i>legal obligation</i> to which Bpost is subject or, in the absence of such an obligation, for the legitimate interest of Bpost in defending itself before the courts and in combating fraud, offences and infringements.</p>
<p>Camera footages (see point 4)</p> <p>Transaction number</p>	<p>To ensure the safety of its staff, its property and parcel/mail of third parties, and if necessary to collect evidence of accidents, thefts, fraud or other incidents by means of surveillance cameras. Bpost can also lawfully provide relevant camera footages to competent authorities, in particular the police.</p>	<p>The processing of personal data by means of surveillance cameras is based on Bpost's <i>legitimate interest</i> in protecting its property and that of third parties. For more information on the surveillance cameras, please see point 4.</p>

4. Where does Bpost use camera surveillance ?

Bpost can initiate some surveillance cameras at some parcel lockers for the protection of its property and that of third parties, and, where applicable, to gather the necessary evidence of accidents, thefts, fraud or other incidents.

5. Does Bpost use your personal data for profiling or automated decisions?

Bpost does not make automated decisions within the meaning of article 22 of the General Data Protection Regulation, that is to say an automated decision with a significant or legal impact on you, within the framework of the Bbox service.

6. With whom do we share your personal data?

Bpost shares the personal data collected and processed within the framework of the Bbox service with:

- Service providers acting as processors, such as lockers system providers and ICT and hosting providers (including TCS and Infosys (located in India) and AWS cloud (warehouse located in Ireland, Germany and in The Netherlands)).

7. Will your personal data be transmitted to countries outside the European economic area?

Some service providers and third parties with which your personal data are shared are located in a country outside the European Economic Area where the data protection rules differ from those that are effective in Belgium and elsewhere in the European Economic Area, including India. Bpost has taken the necessary steps to ensure an adequate level of protection for your personal data in accordance with the General Privacy Policy.

8. How long do we keep your personal data?

The personal data collected and processed within the framework of the Bbox are kept for 12 months from the parcel announcement by the sender or rental start date.

Camera images are kept for 30 days and can be kept longer in case of a pending fraud investigation, and telephone calls for a maximum of 6 months.

9. What are your rights in relation to your personal data?

You have the rights set out in the General Privacy Policy, insofar as they comply with the conditions of the General Data Protection Regulation. If you wish to exercise your rights with regard to Bpost, you can contact Bpost as set out in article 10 "How can you contact Bpost?".

10. How can you contact Bpost?

You can contact Bpost with any question or complaints you may have or to exercise your rights:

- Online by means of the corresponding [webform](#);
- By post to: Bpost, attn. Data Protection Office, Multitower, Anspach Boulevard 1, box 1, 1000 Brussels.

For security reasons, we ask you to provide your full contact details and proof of your identity (for example a copy of the front and back of your identity card or your driving licence on which your photo and national register number have been masked). As applicable, Bpost reserves the right to request additional supporting documents.

Bpost may reject requests that it deems excessive or that constitute an abuse of the applicable right.

11. Amendments to the present specific privacy policy

Bpost reserves the right to amend the present Specific Privacy Policy in order, among other things, to reflect a change to a service or the legal and/or regulatory requirements. The amendments to the present Specific Privacy Policy come into effect when they are published. We recommend that you always check the most recent version. The date of the most recent version is stated at the top of the present Specific Privacy Policy.