

Specific Privacy Policy – My bpost application

Last revised on 24 December 2024

The My bpost app contains several bpost services. bpost has therefore updated its general privacy policy (TITLE A) as well as the applicable privacy policies based on the products and services available in the app (TITLE B – My bpost app, My Parcel Preferences Service, My Registered Mail Preferences Service, Registered Mail Notification Service, Parcel Tracking Service, Shipping Labels Service, Bpost account, Mail Ahead Functionality).

The Specific Privacy Policy has precedence in the event of discrepancies between the General Privacy Policy and the Specific Privacy Policy.

A. General Privacy Policy – bpost

1. Subject and purpose of the specific privacy policy

Since its creation, bpost has attached great importance to privacy and it is one of the fundamental values on which its policy is based. The clearest example of this is the strict observance of the secrecy of correspondence (secrecy of correspondence) in accordance with the Belgian constitution and the European Convention for the Protection of Human Rights and Fundamental Freedoms.

In an increasingly digital world, bpost needs to collect and process personal data in order to provide the products and services it offers.

This **General Privacy Policy** explains in general terms how bpost collects and processes your personal data when you use bpost's websites (www.bpost.be and other websites), applications, products and services or when you interact with bpost in any other way (e.g. by calling the bpost call centre).

For specific bpost websites (e.g. <https://career.bpost.be/en>), applications (e.g. My bpost), products and services, bpost additionally provides a Specific Privacy Policy per website, application, product or service. This specific Privacy Policy must be read in conjunction with this General Privacy Policy. The Specific Privacy Policy per website, application, product and service is available on the relevant website and within the relevant application.

In case of conflict between the General Privacy Policy and the Specific Privacy Policy, the Specific Privacy Policy shall prevail.

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. Hereinafter also referred to as "we" or "our".

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

Categories of personal data

bpost collects and processes the following categories of personal data:

- Identification data such as name, first name and signature
- Address details (as provided directly by the persons concerned or as indicated on a letter or package)
- Contact details such as e-mail address and telephone number
- Details of mail or parcels sent as part of bpost's postal and parcel activities
- Transaction data such as information on products or services purchased, VAT number and company number
- CVs and other information communicated in the context of a job application at bpost via the careers website (<https://career.bpost.be>)
- Online and technical information such as information on the use of the bpost websites and applications, IP addresses and information on the device used to access the bpost websites and applications, language preference on the website and website behaviour (e.g. pages visited on the bpost websites)
- Information resulting from your interaction with bpost such as feedback to satisfaction surveys, content of emails and complaints
- Derived information is information that bpost derives from certain personal data.
- Telephone calls 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).
- Data obtained from public sources (Statbel, DoNotCallMe, Robinson and SFP Finances lists).

- Camera images (see point 4)

These personal data are collected via the bpost websites and applications, digital or paper forms, by e-mail or telephone or via cookies and similar technologies and, as regards camera images, when you visit bpost sites. For more information on cookies and similar technologies, please refer to our Cookie Policy.

In principle, bpost does not collect personal data from children. bpost's products and services are not intended for children and bpost does not promote or market its products or services to children. If you believe that we have collected and used personal data relating to a child without appropriate consent (from a person who is competent and entitled to give consent), please notify us using the information form so that we can immediately remove such data from our systems and make other necessary corrections.

Purposes and legal grounds

The purposes and legal grounds for processing personal data are set out in the table below.

If bpost wishes to process your personal data for another purpose, it will ask for your permission where necessary.

Purposes	Legal grounds
For the provision of postal and parcel services, for the negotiation, conclusion and/or performance of an agreement that you (or your organization) conclude or have concluded with bpost in relation to specific products and/or services, to provide and follow up on the requested products and/or services, for the management of these agreements, for invoicing and collections within the framework of these agreement(s).	<p>If bpost has an agreement with the data subject, the processing for these purposes is necessary for the conclusion or performance of the agreement between bpost and the data subject.</p> <p>In the absence of such an agreement with the data subject, the processing will be necessary for bpost's legitimate interest in processing data relating to individuals in the context of these agreements</p> <p>Certain processing operations may also be necessary for a legal obligation incumbent on bpost.</p>
To be able to process your question, communication or request and, if necessary, to reply to it (e.g. to provide you with requested information on bpost's products or services), in the context of applying for or providing bids or requests for offers, for support and incident handling with respect to the bpost products or services, for general customer management.	<p>If bpost has an agreement with the data subject, the processing for these purposes is necessary for the conclusion or performance of the agreement between bpost and the data subject.</p> <p>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 legitimate interest in ensuring good relations with its customers or third parties.</p>
To improve bpost's websites, applications, products and services (e.g. by collecting feedback through satisfaction surveys, market studies or recording telephone calls).	<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>In the case of calls to the banking service (Postinfo, option 1 of 02 278 50 44), processing is based on the <i>legal obligation</i> arising from MiFID II legislation (Directive 2014/65/ EU on markets in financial instruments and amending Directive 2002/92/EC and Directive 2011/61/EU).</p>
To improve its sorting and delivery processes so that mail arrives in the right mailbox (e.g. by using automated recognition techniques to identify incorrect or incomplete addresses and by comparing these incorrect or incomplete addresses with correct address data available to bpost in its operational databases used in the distribution of mail (e.g. database with addresses of physical delivery points)).	<p>This processing is based on Article 3§3 of the Royal Decree on Postal Services (14.03.2022) for the comparison of incorrect or incomplete addresses.</p> <p>This processing is based on bpost's <i>legitimate interest</i> in optimizing its sorting and delivery processes and thus ensuring that mail is delivered to the correct recipient.</p>

<p>To deliver your parcel, we use your email address (provided by the sender or through the My Preferences Service or the Mybpost App) to send you tracking notifications. These notifications inform you of the delivery status, scheduled date, location, any required actions, and allow you to set your delivery preferences. Their purpose is to reduce failed deliveries due to the recipient's absence, helping you better organize the reception and improving both the efficiency of our services and your customer experience.</p> <p>You can unsubscribe from non-essential notifications. As a user of the Mybpost App, you can also manage these notifications directly through the "Notifications" tab.</p> <p>In some circumstances, you may also receive notification on your phone number (for instance, for PUGO points and parcels lockers or when customs fees are applicable).</p> <p>When you receive a parcel on behalf of a third party, such as one of your neighbors, we also process certain information about you, such as your name and address, provided to bpost by the parcel recipient in their Delivery Preferences.</p>	<p>This processing is based on bpost's <i>legitimate interest</i> in optimizing its delivery process by minimizing undelivered parcels due to the recipient's absence, while providing you with a smooth and tailored service.</p> <p>This processing is based on bpost's <i>legitimate interest</i> in properly executing the delivery service while respecting the recipient's preferences. We are committed to protecting your personal data and using it solely for the purpose of parcel delivery.</p>
<p>To send advertising, personalized or otherwise, on bpost's products and services by post or by e-mail, or within bpost's applications; to display advertising, personalized or otherwise, on bpost's websites or within bpost's applications.</p> <p>For certain products and services (to the extent specified in the Specific Privacy Policy), bpost uses social media to show customers personalized advertising on bpost's products and services based solely on their website behaviour (which is collected via cookies or similar technologies).</p>	<p>This processing is based on bpost's <i>legitimate interest</i> in promoting its products and services.</p> <p>Where required by law, your consent will be sought.</p>
<p>To send informative or operational messages concerning bpost's products and services (for example, messages concerning changes in legislation that affect the use of bpost's services and products; messages concerning bpost's operational functioning; messages concerning the validity of certain products such as stamps) and to send warnings concerning illegal practices that could affect bpost's customers or application users (for example, sending alerts concerning phishing practices that abuse bpost's name).</p>	<p>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.</p> <p>If the communication is not linked to a contract between the data subject and bpost or if it is not strictly necessary for the performance of the contract, this processing is based on the <i>legitimate interest</i> of bpost to inform its customers and the users of its applications about matters relating to bpost's products and services and thus to strive for the improvement of its services, also in view of its position as a public law company.</p>
<p>For processing online applications.</p>	<p>This processing of personal data is necessary for the (possible) <i>conclusion of an agreement</i> with bpost.</p>
<p>For responding to requests concerning personal data (e.g. access or deletion) on the basis of the General Data Protection Regulation.</p>	<p>The processing of personal data in the context of such requests is necessary in order to comply with a <i>legal obligation</i> incumbent on bpost (GDPR articles 12-22).</p>
<p>To ensure the safety of its staff and property, and if necessary to collect evidence of accidents, thefts or other incidents by means of surveillance cameras.</p>	<p>The processing of personal data by means of surveillance cameras is based on bpost's <i>legitimate interest</i> in protecting its staff and property. For more information on the surveillance cameras, please see point 4.</p>

To evaluate or carry out an acquisition, merger, demerger, restructuring, reorganization, dissolution or other sale or transfer of some or all of bpost's assets, whether by way of transfer of all or part of the business, or as part of bankruptcy, liquidation or similar proceedings, where personal data held by bpost form part of the transferred assets.	The processing for these purposes is necessary for the <i>legitimate interest</i> of bpost in carrying out the said business transactions in order to implement its business strategies or grow its business.
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4. Where does bpost use camera surveillance ?

bpost has installed surveillance cameras in private places accessible to the public in order to ensure the safety of its staff and property on the one hand, and to clarify the circumstances of an accident, theft or other incident on the other.

On major bpost sites (sorting centres, head office, EMC/Brucargo, Jemelle, Mechelen stamping house, Cargoville), images are visualised in real time by the operators of a certified external video room that, if necessary, calls for an intervention in the event of violation, damage or disruption of public order.

In the other bpost sites, the images are consulted by bpost or the certified external monitoring centre in the event of theft, incidents or alarms.

5. Bpost account

You will be able to log in to the various applications and access the various services offered by bpost via the bpost account. Registration is required to verify your identity and so protect your data as part of bpost's identity and access management.

For more information on the bpost account? Read the [specific privacy policy](#) or read further below.

6. The use of your personal data for commercial purpose

bpost also uses customer data for commercial purposes. For example, to send you advertisements or for analyses aimed at getting to know our customers better. To this end, bpost wants to give its customers control over their data: you decide which data we can use. To this end, we have developed a system of five Privacy

Levels that allow for different uses of data. You can choose from these levels and manage your choice at any time via our "[Your data, your choice dashboard](#)".

Depending on the service, this direct marketing communication will take place via various channels such as letter, e-mail, telephone, or via advertising platforms (such as Google, Facebook, Twitter, LinkedIn etc.). This is also specified in the applicable Specific Privacy Statement. bpost also checks the Do Not Call Me and Robinson lists to ensure that your commercial communications choices are respected.

Our Privacy Levels

Level Limited – "Strictly operational information": With this first level, bpost will not use your data for commercial purposes. You will therefore not receive any advertising from bpost. No commercial profiles will be created of you and you will continue to receive communications for operational purposes. You cannot stop this as long as you are a customer because these communications are necessary for bpost to carry out our agreement with you as a customer.

Level Additional – "Additional recommended information": If you choose this level you will receive advertising, but it will not be personalized and no profile will be created about you. Only your user data will be used to send you advertisements for products or services similar to those for which you are our customer. This is because we have a legitimate interest in sending this type of advertising to our customers (soft opt-in).

Level Optimal – "Tailor-made information": This level stands for personalized advertising for bpost products, services and applications. This use will only take place if you have given your specific consent. From the personal data that bpost collects regarding your use of our websites, applications, services or products, bpost derives information regarding your interests and preferences. Based on these interests and preferences, bpost creates profiles and uses these profiles to send or display personalized advertisements. We therefore use user data and transaction data. To find out what user data and transaction data are,

please refer to the Specific Privacy Declarations of the products, services and applications). It is important to note that we do not use all of this data. For example, we will never use your copy of an ID card, your photo (should we have it), or your national registration number in commercial analyses or to build profiles of you.

bpost has established the categories of similar products according to its products, services and applications as well as the categories of customers concerned (relations with professional customers or relations with non-professional customers). A detail of these categories can be obtained on request.

Data quality level: If you choose this level, you authorize us to communicate your data (surname, first name, e-mail address, language, title, date of birth) to third-party companies in order to update their databases. This data will therefore only be provided if these companies already know you, request it and if you have given your consent. This level is different from our legal obligation to provide your new postal address to companies

that request it, unless you object, in order to improve postal activities within the framework of Article 3 of the Royal Decree of 14 March 2022 on postal services (bpost's Move service).

For the time being, the data quality level only applies to the data collected within the framework of the bpost Move service.

Data Supply level: If you choose this level, you give us your consent for us to draw up a profile on the basis of the information you have provided to us, and for us to transfer your data to third-party companies so that they can contact you to promote their services and actions.

At the moment, the data supply level only applies to data collected in the context of our SelectPost questionnaires. For more information on the companies to whom we may transfer your data, please refer to the SelectPost specific privacy policy.

How can you adjust your Privacy Level ?

- <https://myprivacy.bpost.be/gcm/login/:fr>**Via our Dashboard**
- **By exercising your rights via our webform**
- **By letter**

7. Does bpost use your personal data for profiling or automated decisions?

bpost does not systematically carry out automated decision making within the meaning of Article 22 of the General Data Protection Regulation, namely automated decision making with a legal or significant consequence for you. This would be the case, for example, when a decision on whether or not to subscribe to a particular service is taken by a computer program without the involvement of a bpost employee.

Exceptionally, if bpost were to engage in automated decision-making in the context of a specific web site, application, product or service, this would be stated in the applicable Specific Privacy Policy for the web site, application, service or product.

8. With whom do we share your personal data?

In the context of the purposes referred to under point 3 , bpost may use service providers that process personal data in the name and on behalf of bpost. These service providers may be third parties or other entities of the bpost group. In such case, these service providers act as processors. In particular, bpost may use companies providing the following services: hosting and ICT services, marketing services, logistics services, archiving services.

bpost may also transfer your personal data to consultants and professional service providers acting as data controllers, such as lawyers, accountants and auditors.

Your personal data may also be transferred to third parties in the context of a corporate transaction such as a demerger, merger or acquisition.

Where indicated in the Specific Privacy Policy, for certain products and services bpost may also share aspects of customers' website behaviour with social media in order to show those customers personalized advertising on bpost products and services or to prevent less relevant advertising from being shown.

bpost may also communicate your personal data to third parties if required to do so by law or following a request or order from the authorities.

Where required, bpost will seek your consent before disclosing your personal data to third parties. bpost will not rent or sell your personal data to third parties unless you have given your specific consent to bpost to do so.

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

Certain service providers or third parties to whom your personal data are transferred may be located in a country outside the European Economic Area where the data protection rules differ from those applicable in Belgium and elsewhere in the European Economic Area. In such a case, bpost takes the necessary measures to ensure an appropriate level of protection for your personal data and provides at least one of the following guarantees:

- The personal data are transferred to a country that is deemed to provide an adequate level of protection for personal data. This is the case for countries for which the European Commission has issued an adequacy decision, such as the United Kingdom.
- For transfers to countries that are deemed not to provide an adequate level of protection (so-called “third countries”), bpost provides additional safeguards, such as the conclusion of standard contractual clauses of the European Commission, which ensure that personal data is given protection equivalent to that provided in the European Economic Area.

In the cases where bpost uses the contractual model clauses of the European Commission for transfers to third countries, bpost has also carried out an analysis of the level of protection offered by the legislation in these third countries and, where necessary, has taken additional measures to ensure that the level of protection is essentially equivalent to that within the European Economic Area. More information on these measures (including a copy of the model clauses) can be obtained by contacting bpost as described in point 13 “How to contact bpost”.

10. How long do we keep your personal data ?

In principle, bpost retains your personal data only for as long as necessary for the purposes described (taking account of the applicable legal retention and/or limitation periods).

Personal data linked to contractual documents (e.g. a subscription to a bpost service) are kept for a maximum period of 10 years after the termination of your contract with bpost.

The personal data processed to ensure to deliver a parcel according to the delivery preferences of a recipient will be kept for a period of 36 months after the last activity in the My Parcel Preferences service, after which the data will be deleted. If the preferences given are specific to a particular parcel, this period is reduced to 13 months.

Personal data relating to requests, applications and complaints shall be retained for 12 months after the request, application or complaint has been dealt with.

Camera images are kept for 30 days and telephone calls for a maximum of 6 months.

For more detailed information on the retention period for specific websites, applications, products and services, please refer to the applicable Specific Privacy Policy available on the relevant website and within the relevant application.

11. What data security measures does bpost take?

bpost takes technical and organizational security measures to protect your personal data against destruction, loss, modification, access or misuse. This includes measures to limit access to the personal data as much as possible and to grant access only when necessary. Employees who have access to the data have been informed of their obligations with regard to data security. The security measures are regularly reviewed and adjusted to ensure an appropriate level of security.

12. What rights do you have regarding your personal data?

Under the terms of the General Data Protection Regulation, you have the following rights:

- **Right of access** – You have the right to access the personal data that bpost processes about you and to obtain a copy of these personal data (subject to certain exceptions).
- **Right to rectification and erasure** – You have the right at any time to have your personal data rectified or erased by bpost free of charge, provided that the legal conditions for doing so are met. Personal data that bpost needs in order to fulfil ongoing orders or for which bpost is legally obliged to hold cannot be deleted.
- **Restriction of processing** – You can require bpost, subject to compliance with the applicable legal provisions, to restrict the processing of your data.
- **Right to data portability** – Under certain conditions, you have the right to portability of the personal data you have provided.
- **Objection** – You may object to processing for advertising purposes or processing for the legitimate interests of bpost. You may do so even without grounds for the processing of personal data for direct marketing purposes. It may take up to 30 days for your objection to be applied to all our databases. You may therefore still receive some communications within this period.
- **Withdrawal of consent** – If bpost processes your personal data on the basis of your consent, you have the right to withdraw it at any time. However, this withdrawal will not affect the lawfulness of the processing of your personal data for the period prior to the time of withdrawal and for processing activities based on another legal basis.
- **Complaint to the competent authority** – You always have the right to contact the data protection supervisory authority of the Member State of the European Economic Area where you normally reside, where you have your place of work (if applicable) or where the alleged breach has taken place, and to lodge a complaint if appropriate. For Belgium, this is the Data Protection Authority (www.gegevensbeschermingsautoriteit.be)

If you wish to exercise your rights with regard to bpost, you can do so by contacting bpost using the contact details provided in point 13 A.13 How can I contact bpost?

When we obtain personal data directly from you, you are generally free to decide whether or not to provide bpost with the personal data, except in the event of a legal obligation. If you do not wish to provide your personal data, you may not be able to use the products or services offered by bpost, your questions may not be answered and/or you may not be able to conclude an agreement with bpost.

13. How can I contact bpost?

For questions, complaints or the exercise of your rights, please contact bpost and its data protection officer:

- Online via our [web form](#).
- By post to the following address: bpost, Attn. Data Protection Office, Anspach Boulevard 1 box 1, 1000 Brussels.

For security reasons, we ask you to accompany your requests with your full contact details and a means of verifying your identity (e.g. a copy of the front of your identity card or driving license in which the photograph and the national register number or card number must be illegible).

bpost reserves the right to request additional documentary evidence where necessary.

bpost may refuse requests that it considers excessive or constitute an abuse of the relevant right.

14. Amendments to this general privacy policy

bpost reserves the right to amend this General Privacy Policy, in particular in order to adapt it to a change in the provision of services or to legal and/or regulatory requirements. Amendments to this General Privacy Policy enter into force at the time of publication. We recommend that you always consult the most recent version. The date of the last revision will be mentioned at the beginning of this General Privacy Policy.

B. Specific Privacy Policies – bpost

1. My bpost app

The Personal Data (including your identification data and your e-mail address), which you provide to us, will be processed by bpost (VAT BE 0214.596.464) SA/NV under public law (Anspachlaan, 1, box 1, 1000 Brussels, hereinafter referred to as “bpost”), which is responsible for the processing, for the purpose of using the Products and Services concerned by the application.

bpost may also use your Personal Data to contact you within the framework of market research or satisfaction surveys with a view to improving its services. Processing for these purposes is necessary for the entry into force or performance of the contract between bpost and the person concerned, in accordance with the services to which you have subscribed. In the absence of such a contract with the person concerned or if the processing is not absolutely necessary in the context of the performance of the contract, the processing will be necessary in the legitimate interest of bpost to process data relating to persons in the context of these contracts.

This Specific Privacy Policy must be read in conjunction with the General Privacy Policy available at www.bpost.be/en/privacy. In the event of any discrepancy between the General Privacy Policy and the Specific Privacy Policy, the latter shall prevail.

1.1. The personal data collected and processed within the framework of the application are shared by bpost with:

- Service providers acting as processors, including hosting and ICT service providers, Infosys and TCS, Indian IT maintenance providers, and Amazon Web Services (servers in Europe).
- Operators of advertising platforms (such as Google, Meta, LinkedIn).

Some service providers or third parties to whom your personal data is transferred are established in a country located outside the European Economic Area where the data protection rules differ from those in force in Belgium and elsewhere in the European Economic Area, in particular in India.

bpost has taken the necessary measures to ensure that the level of protection of your personal data is adequate, in accordance with our General Privacy Policy.

1.2. The personal data you provide will be stored according to the Products and Services you use (see below).

1.3. If you wish to exercise your rights, we refer you to points A.12 and A.13 of the general privacy policy.

2. My Parcel Preferences Service

2.1. Your Personal Data will be processed by bpost SA/NV (VAT BE 0214.596.464) under public law (Anspachlaan, 1, box 1, 1000 Brussels, hereinafter referred to as “bpost”), the data controller, for the purpose of providing your Parcel and the ‘My Parcel Preferences’ Service. This specific Privacy Policy must be read in conjunction with the general Privacy Policy available on www.bpost.be/en/privacy. In the event of any discrepancy between the General Privacy Policy and the Specific Privacy Policy, the latter shall prevail.

2.2. In order to carry out your Parcel Preferences, we process the following Personal Data:

- Identification details such as your surname, first name and signature;
- Contact details such as your address, e-mail address and telephone number;
- Your delivery preferences (including information provided concerning third parties specific to a particular parcel).

2.3. The purposes and legal basis for the processing of personal data are set out in the table below.
If bpost wishes to process your personal data for other purposes, it will ask for your permission if necessary.

Objectives	Legal grounds
<p>We process the information necessary to manage the contractual relationship and to execute the "My Parcel Preferences" Service as part of the performance of the contract between us.</p> <p>To do this, bpost can use the data received from the sender to link them to the data you have entered in the "My Parcel Preferences" Service and be able to execute your preferences.</p>	<p>Processing for these purposes is necessary for the entry into force or performance of the contract between bpost and the data subject, in accordance with the services to which you have subscribed.</p> <p>In the absence of such a contract with the data subject or if the processing is not absolutely necessary in the context of the performance of the contract, the processing will be necessary in bpost's legitimate interest in processing data relating to persons in the context of these contracts.</p>

<p>To deliver your parcel, we use your e-mail address to send you tracking notifications. These notifications inform you of the status of the delivery, the expected date, the location, any action required and allow you to set your delivery preferences. They aim to reduce delivery failures due to the absence of the recipient, by allowing you to better organise the reception and thus improve the efficiency of our services and your customer experience.</p> <p>To do this, bpost may use the data received from the sender to link them to the data you have entered in the "My Parcel Preferences" Service via the Application and be able to send you these notifications.</p> <p>Notifications can be managed directly in the Mybpost application, via the "Notifications" tab.</p> <p>In some circumstances, you may also receive notification on your phone number (for instance, for Pick-up points and Parcels lockers or when customs fees are applicable).</p>	<p>This processing is based on bpost's <i>legitimate interest</i> in optimising its delivery process by minimising undelivered parcels due to the absence of recipients, while providing you with a smooth service tailored to your needs.</p>
<p>We collect and store your data to combat fraud and abuse when concluding your contract and when carrying out your Parcel Preferences. We may also contact you for these purposes.</p> <p>Your Personal Data may be transferred to other companies in the bpost group in order to send you a letter to validate your address and thus prevent fraud.</p>	<p>This processing is based on bpost's <i>legitimate interest</i> in offering secure services and combating fraud or abuse in its service offering.</p>

2.4. bpost shares the personal data collected and processed within the framework of the "My Parcel Preferences" Service with:

- Service providers acting as processors, notably hosting and ICT service providers, Infosys and TCS, Indian IT maintenance providers, DXC and Amazon Web Services (servers in Europe), SPEOS, to send the fraud letter, as well as other subcontractors, including other companies in the bpost group to carry out delivery according to the Service.
- Operators of advertising platforms (such as Google, Meta and LinkedIn).

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.

2.5. With the exception of the Delivery Preferences given for the reception of a specific Parcel, for which the retention period is 13 months from the delivery of this Parcel, the personal data you transmit to us will be kept for a period of 36 months after the last activity in the My Parcel Preferences service, after which the data will be deleted. The last activity means each connection to your My Parcel Preferences profile, each correspondence of your data (name, first name, postal address and/or e-mail address) with a parcel addressed to you and each delivery of a parcel in accordance with your specified preferences.

2.6. If you wish to exercise your rights, we refer you to points A.12 and A.13 of the general privacy policy.

3. My Registered Mail Preferences Service

3.1. Your Personal Data will be processed by bpost SA/NV (VAT BE 0214.596.464) under public law (Anspachlaan, 1, box 1, 1000 Brussels, hereinafter referred to as "bpost"), which is responsible for the processing, with a view to providing your Registered Mail and the "My Registered Mail Preferences" Service. This specific Privacy Policy must be read in conjunction with the general Privacy Policy available at www.bpost.be/fr/privacy. In the event of any discrepancy between the General Privacy Policy and the Specific Privacy Policy, the Specific Privacy Policy shall prevail.

3.2. For the execution of your Registered Mail Preferences (available options: "Letterbox proxy", "Last Minute proxy" and "Classic Mandate"), the Personal Data, which you transmit or have transmitted to us are the following:

- Identification data such as your surname, first name and signature;
- Contact details such as your address and e-mail address;
- Your identity card number;
- Your delivery preferences (including preferences applicable for a single registered mail)

Your contact details, as indicated on the Registered Mail, are also transmitted to us by the sender of the Registered Mail. If you have chosen the “Classic Proxy” option, the following data concerning the proxyholder will also be processed:

- Identification data such as first and last name;
- Identity document (identity card or any other document allowing verification of identity, as listed on [this page](#)).

Depending on the means chosen to identify you (for the “My Registered Mail Preferences” service, a Level 3 identity is required, see the information relating to the bpost Account), additional data are collected and processed by bpost:

- Identification and authentication via itsme®: your last name, first name, address, ID card number, ID card validity date, as well as security data (only in case of (suspected) fraud or other risks) will be communicated to us by Belgian Mobile ID, the company owning itsme®, in accordance with its privacy policy. We invite you to consult it.
- Identification with your identity card: a “selfie” photo of your face and a photo of the front and back of your identity card (with the national registration number automatically masked, if applicable).

You can also visit one of our post offices to sign up for the “Letterbox proxy” service in person, if you wish. In this case, an electronic identity card (compatible with an eID card reader) will be required.

The purposes and legal grounds for processing personal data are set out in the table below.

If bpost wishes to process your personal data for other purposes, it will ask for your permission if necessary. If bpost wishes to process your personal data for other purposes, it will ask for your permission if necessary.

Purposes	Legal grounds
We process the necessary information to manage the contractual relationship and to execute the “My Registered Mail Preferences” Service as part of the performance of the contract between us.	Processing for these purposes is necessary for the entry into force or performance of the contract between bpost and the data subject, in accordance with the services to which you have subscribed. In the absence of such a contract with the data subject or if the processing is not absolutely necessary in the context of the performance of the contract, the processing will be necessary in the legitimate interest of bpost to process data relating to individuals in the context of these contracts.
We collect the information (including your identity data) required to create, validate and maintain a postal proxy for the receipt or delivery of a Registered Mail item addressed to you. If you have chosen the “Classic Mandate” option, we process your Proxyholder’s data in order to verify his or her identity and deliver the Registered Mail to him or her in accordance with your wishes. We also keep proof of this proxy, as well as proof of delivery of a Registered Mail item, including photos of identity documents, in order to prove your identity in the event of a dispute with the sender of the Registered Mail item and the relevant government authorities.	Processing for these purposes is necessary for the entry into force or performance of the contract between bpost and the data subject, in accordance with the services to which you have subscribed. Some processing operations are also necessary in the context of a legal obligation imposed on bpost. In particular, the processing of data relating to postal proxy is based on articles 9 and 20 of the Royal Decree of March 14, 2022 relating to postal services.
We collect the information necessary to digitally verify your identity for the creation of the proxy.	This processing is based on your consent. If you have chosen to identify yourself with a photo of your identity card, we process your biometric data only with your explicit consent. You always have the choice of identifying yourself via itsme® or visiting one of our post offices if you do not wish bpost to process your biometric data.
We collect and store your data in order to prevent fraud and abuse during the conclusion of your contract and during the execution of your Registered Mail Preferences. We may also contact you for these purposes.	This processing is based on bpost’s legitimate interest in offering secure services and preventing fraud or abuse of its services.

3.3. Personal Data collected and processed as part of the My Registered Mail Preferences Service are shared by bpost with:

- Service providers acting as subcontractors, in particular hosting and ICT service providers, Infosys and TCS (Indian IT maintenance providers), PING (the bpost access management platform), Microsoft Azure (servers in Northern Ireland) and AWS (servers in Europe) ;

- Your data may also be transferred to subcontractors or other companies of the bpostgroup in order to carry out the delivery according to the Service;
- If you have opted for identification via itsme®, Belgian Mobile ID, the company owning itsme®, may also, in certain limited cases, receive some of your information;
- If you have opted for identification with your identity card, our service providers acting as subcontractors, Microblink and FaceTec, may, in certain limited cases, receive some of your information.

Some service providers or third parties to whom your Personal Data is transferred are established in a country outside the European Economic Area where data protection rules differ from those in force in Belgium and elsewhere in the European Economic Area, in particular in India and the United States. bpost has taken the necessary measures to ensure that the level of protection of your Personal Data is adequate, in accordance with the General Privacy Policy.

- 3.4. For the My Registered Mail Preferences service, bpost will keep your Personal Data only as long as is necessary for the purposes described above (taking into account applicable legal retention and/or limitation periods). Personal Data will be kept for a period of 36 months after the last activity in the My Registered Mail Preferences service, after which the data will be deleted. The last activity means each connection to your My Registered Mail Preferences profile, each correspondence of your data (name, first name, postal address and/or e-mail address) with a Registered Mail item addressed to you and each delivery of a Registered Mail item in accordance with your specified preferences.

In accordance with the law, and for reasons of proof and fraud prevention, bpost will keep a copy of the identity data (including the photo of your identity card (and that of your proxy, if applicable) and/or the data linked to it), as well as the copy of the postal proxy. This data will be deleted 13 months after the expiry date of your postal proxy. If you have opted for identification with your identity card, the “selfie” photo of your face is deleted directly after the identification process; we do not keep a copy of this photo. This data is never used for commercial purposes and is only accessible in the event of suspected fraud or in the event of a dispute.

- 3.5. If you wish to exercise your rights, we refer you to points A.12 and A.13 of the general privacy policy.

4. Registered Mail Notification Service

- 4.1. Your Personal Data will be processed by bpost SA/NV (VAT BE 0214.596.464) under public law (Anspachlaan, 1, box 1, 1000 Brussels, hereinafter referred to as “bpost”), which is responsible for the processing, with a view to providing your Registered Mail and the “My Registered Mail Preferences” Service. This specific Privacy Policy must be read in conjunction with the general Privacy Policy available at www.bpost.be/en/privacy. In the event of any discrepancy between the General Privacy Policy and the Specific Privacy Policy, the Specific Privacy Policy shall prevail.
- 4.2. For the execution of the Registered Mail Notification Service, the Personal Data, which you transmit or have transmitted to us are the following:
- Identification data such as your surname and first name;
 - Contact details such as your address and e-mail address (registered as part of My Parcel Preferences or My Registered Mail Preferences registration)
 - Your delivery Preferences (including preferences applicable for a single registered mail).

Your contact details, as indicated on the Registered Mail, are also transmitted to us by the sender of the Registered Mail. The purposes and legal grounds for processing personal data are set out in the table below.

If bpost wishes to process your personal data for other purposes, it will ask for your permission if necessary.

Purposes	Legal grounds
<p>We process the information necessary to manage the contractual relationship and to execute the “Registered Mail Notification” Service as part of the performance of the contract between us.</p> <p>We process your data in order to send you notifications informing you that a registered item addressed to you is on its way, by e-mail or in the Application and to enable you to set your delivery Preferences if you want to.</p> <p>To do this, bpost uses the data received from the sender (address, surname, first name) to link them to the data you have entered in the “My Parcel Preferences” Service or the “My Registered Preferences” Service and to be able to send you these notifications.</p> <p>Notifications can be managed directly in the My bpost</p>	<p>Processing for these purposes is necessary for the entry into force or performance of the contract between bpost and the data subject, in accordance with the services to which you have subscribed.</p> <p>In the absence of such a contract with the data subject or if the processing is not absolutely necessary in the context of the performance of the contract, the processing will be necessary in the legitimate interest of bpost to process data relating to individuals in the context of these contracts.</p>

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4.3. Personal Data collected and processed as part of the Registered Mail Notification Service are shared by bpost with:

- Service providers acting as subcontractors, in particular hosting and ICT service providers, Infosys and TCS (Indian IT maintenance providers), PING (the bpost access management platform), Microsoft Azure (servers in Northern Ireland) and AWS (servers in Europe).
- Your data may also be transferred to subcontractors or other companies of the bpostgroup in order to carry out the delivery according to the Service;

Some service providers or third parties to whom your Personal Data is transferred are established in a country outside the European Economic Area where data protection rules differ from those in force in Belgium and elsewhere in the European Economic Area, in particular in India and the United States. bpost has taken the necessary measures to ensure that the level of protection of your Personal Data is adequate, in accordance with the General Privacy Policy.

4.4. For the Registered Mail Notification Service, bpost will keep your Personal Data only as long as is necessary for the purposes described above (taking into account applicable legal retention and/or limitation periods). Personal Data collected in connection with registration for the My Parcel Preferences or My Registered Mail Preferences Services are stored in accordance with the information provided in connection with these specific Services.

4.5. If you wish to exercise your rights, we refer you to points A.12 and A.13 of the general privacy policy.

5. Parcel Tracking Service

5.1. The Personal Data that you provide us (tracking number and postal code) or that you provided us (e-mail address, postal address, first name, last name and telephone number) in order to use the Application within the framework of the My Parcel and/or Registered Mail Preferences Services will be processed by bpost SA under public law (Anspachlaan 1, Box 1, 1000 Brussels, hereinafter referred to as "bpost"), data controller, with a view to providing your Parcel or Registered Mail Items and the Parcel Tracking Service.

For parcels, bpost may also use the data received from the sender (e-mail address, postal address, first name, last name, tracking number) to link them to the data you have entered in the My bpost Application in order to add your Parcel to the tracking list and send you tracking notifications by e-mail or in the Application.

For Registered Mail, bpost may also use the data received from the sender or transmitted by the optical reading of sorting machines in an automated process (postal address, first name, last name, tracking number) to link these to the data you have entered in the My bpost Application in order to add your Registered Mail Item to the tracking list, and to send you tracking notifications by email or in the Application. These follow-up notifications can be managed directly in the My bpost Application.

If you use the chat function, the data communicated during and the content of this conversation are used by bpost to answer your questions, including in future exchanges.

Processing for these purposes is necessary for the entry into force or performance of the contract between bpost and the person concerned, in accordance with the services to which you have subscribed. In the absence of such a contract with the person concerned or if the processing is not absolutely necessary in the context of the performance of the contract, the processing will be necessary in the legitimate interest of bpost to process data relating to persons in the context of these contracts.

5.2. bpost shares the personal data collected and processed within the framework of the Parcel Tracking Service with:

- Service providers acting as processors, notably hosting and ICT service providers, Infosys and TCS, Indian IT maintenance providers, DXC and Amazon Web Services (servers in Europe)

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.

5.3. The Personal Data will be kept for 36 months after the most recent activity in the Parcel Tracking Service and then erased. The last activity is understood to be any matching of your data (last name, first name, postal address, e-mail address and / or tracking number) with a Parcel or a Registered Mail addressed to you.

In case you make use of the chat function, the Personal Data provided and the content of this conversation are used by bpost to answer your questions and to make your future exchanges more efficient. The Personal Data is stored for 3 months after the creation of the barcode of the Parcel.

5.4. If you wish to exercise your rights, we refer you to points A.12 and A.13 of the general privacy policy.

6. Shipping Labels Service

- 6.1. Your Personal Data will be processed by bpost SA under public law (Anspachlaan 1, Box 1, 1000 Brussels, hereinafter referred to as “bpost”), which is responsible for the processing, with a view to creating shipping labels for parcels and registered mail.

This Specific Privacy Policy must be read in conjunction with the General Privacy Policy available at www.bpost.be/en/privacy. In the event of any discrepancy between the General Privacy Policy and the Specific Privacy Policy, the Specific Privacy Policy shall prevail.

- 6.2. For the creation of shipping labels for parcels and registered mail, the Personal Data that you provide or have provided to us are as follows:
- Sender identification data: such as title, surname, first name, company, VAT number, postal address, e-mail address and telephone number;
 - Recipient identification data: such as title, surname, first name, company, VAT number, postal address, e-mail address, telephone number and signature.

The purposes and legal grounds for processing personal data are set out in the table below.

If bpost wishes to process your personal data for other purposes, it will ask for your consent if necessary.

Purposes	Legal grounds
<p>We collect the necessary information to create shipping labels with the recipient's and sender's contact details, and to ensure correct distribution of the shipment to the recipient.</p> <p>We use the sender's e-mail address to confirm payment and send a copy of the label.</p> <p>For parcels only, and if the “delivery confirmation by sms” option was selected at the time of purchase, we use the sender's phone number to confirm delivery to the recipient.</p> <p>For parcels only, we may use the recipient's e-mail address and phone number to notify the recipient that a parcel has been sent to them.</p> <p>For registered mail only, if the sender has chosen this option when creating the mailing label, we use the recipient's signature to create the digital acknowledgement of receipt.</p> <p>We use the necessary information to notify the sender's My bpost application of any change in the status of a parcel or registered item bearing a label created in the application.</p>	<p>Processing for these purposes is necessary for the entry into force or performance of the contract between bpost and the data subject, in accordance with the services to which you have subscribed.</p> <p>In the absence of such a contract with the data subject or if the processing is not absolutely necessary in the context of the performance of the contract, the processing will be necessary in the legitimate interest of bpost to process data relating to individuals in the context of these contracts.</p>

7. Bpost account

- 7.1. After you register with the “bpost identification and access management” platform, you will be able to log in to the various applications and access the various services offered by bpost. Registration is required to verify your identity and so protect your data as part of bpost's identity and access management.

7.2. Protecting your data

You will need to create a Level 2 or Level 3 identity, depending on the bpost service you want to register for (these Levels are not linked to those in the General Privacy Policy that are used for sending commercial communications). The Level determines what type of personal data we collect.

For Level 2 services we collect your first name, last name, email, phone number (optional), company name (optional), preferred language and IP address when you register and when you log in to the “bpost identification and access management” platform.

For Level 3, we collect some additional data in order to guarantee a higher level of security. Depending on the means chosen to identify you, the following additional data are collected and processed by bpost:

- Identification and authentication via itsme®: your last name, first name, address, as well as data appearing on your identity card such as your identity card number, date of validity of your identity card, as well as security data (only in case of (suspected) fraud or other risks) will be communicated to us by Belgian Mobile ID, the company owning itsme®, in accordance with its privacy policy. We invite you to consult it.

- Identification with your identity card (“Liveness Check”): a “selfie” photo of your face and a photo of the front and back of your identity card (with the national register number automatically masked, if applicable).

These data are processed by bpost (Anspachlaan 1, Box 1, 1000 Brussels), the Data Controller, to enable it to perform its identity and access management, as set out in the terms of use of the “bpost identification and access management” platform, to verify your identity and so protect your data. If you do not provide these data you will not be able to access the various bpost applications and services.

7.3. bpost shares the personal data collected and processed within the framework of the bpost account with:

- Service providers acting as processors, notably hosting and ICT service providers, Infosys and TCS, Indian IT maintenance providers, Microblink (the IT solution allowing us to identify you correctly), PING (our access management tool) and Amazon Web Services (servers in Europe).
- If you have opted for identification via itsme®, Belgian Mobile ID, the company owning itsme®, may also, in certain limited cases, receive some of your information;
- If you have opted for identification with your identity card, our service providers acting as subcontractors, Microblink and FaceTec, may, in certain limited cases, receive some of your information.

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.

7.4. Your personal data are stored for as long as needed to register and log in to use certain applications or services offered by bpost. Your personal data are kept as long as you hold an account, as long as legally required or as long as strictly necessary. For safety reasons and to combat fraud, bpost will keep in a secure location the copy of your ID card and the photo of your face taken when you register for the purpose of future verification, as needed. These data will never be used for commercial purposes and are only accessible in the event of fraud. We will erase these data 13 months after the end of your agreement.

7.5. When you completed your registration with the “bpost identification and access management” platform, bpost received your personal data as part of its identity and access management for the provision of various services that it offers through its applications.

For more information about the use of your personal data as part of the various applications and services, please see the privacy policy of the application and service in question.

7.6. If you wish to exercise your rights, we refer you to points A.12 and A.13 of the general privacy policy.

8. Mail Ahead Functionality

8.1. The Personal Data (last name, first name, middle names, email address, postal address) that you provide during your subscription will be processed by bpost NV under public law (Anspachlaan 1, Box 1, 1000 Brussels, hereinafter “bpost”), which is the data controller, to provide the Mail Ahead functionality set out in these General Terms and Conditions.

During the onboarding process of the Mail Ahead functionality, bpost processes Personal Data (last name, first name, middle names, postal address) that is used to validate your official name, & postal address. This identification and authentication of the user is done itsme®: your last name, first name, address, as well as security data (only in case of (suspected) fraud or other risks) will be communicated to us by Belgian Mobile ID, the company owning itsme®, in accordance with its privacy policy. We invite you to consult it.

The purposes and legal grounds for processing personal data are set out in the table below. If bpost wishes to process your personal data for other purposes, it will ask for your permission if necessary.

Purposes	Legal grounds
We process the necessary information to manage the contractual relationship and to execute the Mail Ahead Service as part of the performance of the contract between us.	Processing for these purposes is necessary for the entry into force or performance of the contract between bpost and the data subject, in accordance with the services to which you have subscribed. In the absence of such a contract with the data subject or if the processing is not absolutely necessary in the context of the performance of the contract, the processing will be necessary in the legitimate interest of bpost to process data relating to individuals in the context of these

	contracts.
We collect the information necessary to digitally verify your identity for the activation of the Mail Ahead functionality.	This processing is based on your consent. Users are identified via itsme®.
We collect and store your data in order to prevent fraud and abuse during the conclusion of your contract. We may also contact you for these purposes.	This processing is based on bpost's legitimate interest in offering secure services and preventing fraud or abuse of its services.

- 8.2. bpost will use the given Personal Data (last name, first name, postal address) to identify in its system the Images & Mail Information destined for a given user. The user recognizes that bpost may not be held liable if he or she sees the Images & Mail information of another person than himself and agrees to delete those information if it were to happen. The user also recognizes that bpost may not be held liable if another user from the Mail Ahead functionality sees his Images & Mail information.
- 8.3. Personal Data collected and processed as part of the Mail Ahead functionality are shared by bpost with:
- Service providers acting as subcontractors, in particular hosting and ICT service providers, Infosys and TCS (Indian IT maintenance providers), PING (the bpost access management platform), Microsoft Azure (servers in Northern Ireland) and AWS (servers in Europe) ;
 - Your data may also be transferred to subcontractors or other companies of the bpostgroup in order to carry out the delivery according to the Service;
 - Belgian Mobile ID, the company owning itsme®, may also, in certain limited cases, receive some of your information;
- Some service providers or third parties to whom your Personal Data is transferred are established in a country outside the European Economic Area where data protection rules differ from those in force in Belgium and elsewhere in the European Economic Area, in particular in India and the United States. bpost has taken the necessary measures to ensure that the level of protection of your Personal Data is adequate, in accordance with the General Privacy Policy.
- 8.4. The Personal Data you share with us will be kept for 13 months after our most recent interaction with your account and then erased. The most recent interaction is understood to be any use of Mail Ahead, every login to your profile, each matching of your data (last name, first name, middle names, address and / or e-mail address) and every Image or information of your Mail matched to your address.
- 8.5. The Images & information of Mail are automatically deleted after 30 days. In case you delete the Image & Mail information before this expiration period, the Image & Mail information is deleted immediately from the User's account but bpost deletes this Image & Mail information only after the 30 days expiration period from its servers. Data related to issue reporting of specific mail items or images will be kept until the issue is solved and in any event, for a maximum of 90 days. All the Images & Mail information are deleted immediately from the Mail Ahead Functionality when a) you unsubscribe from the functionality for that address or b) delete the address used for Mail Ahead.
- 8.6. If you wish to exercise your rights, we refer you to points A.12 and A.13 of the general privacy policy.