



Specific Privacy Policy of the My Parcel Preferences Service

Most recent version 1st July 2024

1. The Personal Data that you transmit to us (address, surname, first name, phone number) or that you have transmitted to us (e-mail address), 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/fr/privacy. In the event of any discrepancy between the General Privacy Policy and the Specific Privacy Policy, the latter shall prevail.

2. The Personal Data you transmit or have transmitted to us are as follows:

- Identification data such as your last name, first name;
- Contact information such as your address, e-mail address and telephone number.

bpost may also 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 as well as send you follow-up notifications by email or in the Application. Your Personal Data may be transferred to other bpostgroup companies in order to send you a letter to validate your address and thus prevent fraud. Your data may also be transferred to subcontractors or to other companies of the bpost group in order to carry out the delivery according to the Service. 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 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.

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 “My Parcels 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 and store your data in order to prevent fraud and abuse during the conclusion of your contract and during the execution of your Parcels 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. 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) and SPEOS, to send the fraud letter
- 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.

4. 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.

5. Unless you object, bpost reserves the right to continue to inform you of similar services provided by bpost on the basis of legitimate interests (or "soft opt-in" - exception) to promote its services, via various channels such as mail, e-mail, telephone or via advertising platforms (such as Google, Twitter, LinkedIn) when the person concerned has an account linked to his/her e-mail address (after prior verification by the operators of these platforms). You can object to this at any time via the "[Your data, your choice](#)" dashboard by changing the Complementary level or via the link contained in the e-mail.

6. Provided they comply with the conditions of the General Data Protection Regulation, you have the rights described in the General Privacy Policy (Access, rectification or erasure, restriction of processing, portability, objection, withdrawal of consent, point 12).

For 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.

Finally, you also have the right to lodge a complaint with the authorized data protection authority in Belgium if you do not receive a response to any of these requests via:

<https://www.dataprotectionauthority.be/citizen>.

7. 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.