

PRIVACY POLICY

Effective date: 04.05.2026

International Shipments — Group to Poland Service

This Privacy Policy explains how InPost processes your personal data when providing international shipments to Poland within the InPost Group. We want you to know what we collect, why we collect it, who we share it with, and what rights you have over your data.

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When we refer to ourselves as "**we**", "**us**", "**our**" or as "**InPost**", we mean the entity indicated in section 2 below. When we write "**you**", we mean you — the person using our service.

PART I — GENERAL PRINCIPLES

1. Glossary

Key terms used in this policy, whether in singular or plural form:

a) Personal data

Under GDPR, personal data means all information about you that allows for your direct identification (e.g., your email address) and indirect identification (e.g., your activity on a given website). We may obtain your personal data, such as your name, surname, phone number, email address, and delivery address, from you when you register an InPost Account or use InPost digital services.

b) GDPR

Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation). The GDPR imposes specific obligations on entities that use personal data (both on their own behalf and on behalf of another entity). The GDPR guarantees the exercise of your rights related to data protection.

c) User

Refers to you and other individuals who use our services. In this Policy, we address you directly, and other individuals using our services are referred to as "users".

d) Parcel Locker

A self-service automated device belonging to our network, equipped with lockers that allow customers to collect or send parcels. Depending on the market, this device may operate under a local commercial name e.g. Paczkomat®, InPost Locker, Locker Mondial Relay, while providing the same core functionality.

e) Privacy Policy

A document that describes how InPost collects, uses, and protects personal data in connection with the International Shipments to Poland service and explains the rights available to individuals under data protection laws.

f) PUDO

Parcel Service Point (also known as a ParcekPoint) — a parcel service point located in a retail or service establishment or other designated place, enabling the collection or sending of a Parcel.

g) Data Controller

The entity that decides how and for what purposes personal data is processed. In the case of the International Shipments to Poland service, this may include both InPost sp. z o.o. and the entity responsible for the country from which the parcel is sent, each acting as an independent controller within their respective scope.

2. Who is the controller of your data?

The controller of your personal data depends on the stage and scope of the service.

The primary controller is the company responsible for the country from which you send your parcel. This company operates within the InPost Group and is referred to in this Privacy Policy as the **Controller**.

In addition, InPost sp. z o.o. also acts as a data controller. This is because you place your order and make payment via our app or website, and because Poland is the destination country for delivery. InPost sp. z o.o. therefore processes your personal data as a controller in connection with logistics and delivery within Poland.

Below you will find a list of Controllers, together with their contact details and information on how to contact the Data Protection Officer, where applicable.

Poland

InPost sp. z o.o. ("InPost") Registered office: ul. Pana Tadeusza 4, 30-727 Kraków, Poland

You may contact the Data Controller through the following channels:

- by phone: +48 722 444 000 or +48 746 600 000,
- by traditional post: ul. Pana Tadeusza 4, 30-727 Kraków, Poland,

- via the [Contact Form](#),
- via chat, available at: inpost.pl/kontakt.

InPost has appointed a Data Protection Officer (DPO), who can be contacted using the forms of communication indicated above. You can contact us through these channels if you wish to exercise your rights — see section "6. Your rights".

France, Belgium, the Netherlands and Luxembourg

Mondial Relay SASU Registered office: 1, avenue de l'Horizon, 59650 Villeneuve d'Ascq, France

You may contact the Data Protection Officer (DPO) as follows:

- by traditional post: DPO Mondial Relay, Direction juridique et conformité, 1, avenue de l'Horizon, 59650 Villeneuve d'Ascq, France
- by email, using the address applicable to your country:
 - France: dpo@mondialrelay.fr
 - Belgium : dpo.belgium@mondialrelay.be
 - Luxembourg : dpo.luxembourg@mondialrelay.lu
 - Netherlands: dpo.netherlands@mondialrelay.nl

Italy

Locker InPost Italia s.r.l. Registered office: Viale Cassala 30, 20143 Milano, Italy

Locker InPost Italia S.r.l. has appointed its Data Protection Officer (DPO) pursuant to Articles 37, 38 and 39 of the GDPR. The DPO may be contacted at the email address: dpo.italia@inpost.it.

Spain

2. MONDIAL RELAY S.A.S.U. SUCURUSAL EN ESPAÑA Address: Cami De Les Oliveres Num. 1, 08800 - (Vilanova I La Geltru), Barcelona

InPost Spain Group has appointed its Data Protection Officer (DPO) pursuant to Article 37 of the GDPR and Article 34 of the LOPDGDD. The DPO can be contacted:

- by email address: dpo.iberia@inpost.es,

- by traditional post: Gran Via De Les Corts Catalanes, 129-131, P.6, 08028 Barcelona, Spain.

Portugal

MONDIAL RELAY SUCURSAL EM PORTUGAL Registered office: Rua Coronel Edgar Pereira Da Costa Cardoso Nr. 3, Frac. E, 2615-360 Alverca do Ribatejo, Portugal

MONDIAL RELAY SUCURSAL EM PORTUGAL has appointed its Data Protection Officer (DPO) pursuant to Article 37 of the GDPR. The DPO can be contacted at:

- the email address: dpo.iberia@inpost.es,
- by postal mail: Alverca do Ribatejo (Rua Cor. Edgar Pereira Da Costa Cardoso, 3 E, 2615-360).

We are not the Controller or Processor of the data contained in Parcels and are not responsible for their processing. In the case of opening a Parcel in accordance with the Terms and Conditions, we become the controller of the personal data contained in the Parcel and we can process them only to the extent necessary to deliver the Parcel or return the Parcel to the Sender, or to determine the person authorised to make decisions about the Parcel.

3. How to contact the Data Protection Officer?

The entities mentioned in the section 1, act as Data Controllers with respect to your personal data.

For each Controller, we provide contact details, including information on how to contact the Data Protection Officer (DPO), where one has been appointed.

You can contact the relevant Data Protection Officer if you have any questions about how your personal data is processed or if you wish to exercise your rights under applicable data protection laws.

4. What does this policy cover and which service does it relate to?

This policy covers the processing of your personal data in connection with your use of the international shipments to Poland service from the countries listed in point 1 of this Policy.

This service lets you send a parcel abroad and collect it in Poland.

You can send a parcel via a Parcel Locker or a PUDO point. Orders are placed through inpost.pl or the InPost mobile app.

5. Is your data transferred outside Poland or outside the EEA?

Your personal data may be transferred outside Poland, primarily in connection with the use of our services in other European Union countries. All countries covered by our Service are members of the European Union, which means that transfers of personal data between those countries and Poland take place within the European Economic Area (EEA) and are protected by the GDPR. As a result, no additional legal transfer mechanisms are required.

On a day-to-day basis, we work with service providers based within the EEA or in countries that ensure an adequate level of data protection, as approved by the European Commission. In exceptional cases, some of our IT or cloud service providers may process data outside the EEA or rely on sub-processors located outside this area. In such situations, we always apply appropriate safeguards — in particular, Standard Contractual Clauses (SCCs) adopted by the European Commission, in accordance with Article 46(2)(c) of the GDPR.

6. What rights do you have?

The GDPR gives you a range of rights in relation to your personal data. Here's what each of them means:

Right of access

You can ask us to confirm whether we process your data and to receive a copy of it.

Right to rectification

If your data is inaccurate or incomplete, you can ask us to correct it.

Right to erasure

You can ask us to delete your data. Bear in mind, however, that some data cannot be deleted — for example, invoices that we are legally required to retain.

Right to restriction of processing

You can ask us to restrict the processing of your data — for example, while we verify its accuracy.

Right to data portability

You can receive your data in a commonly used format or ask us to transfer it to another controller.

Right to object

You can object to processing based on our legitimate interest, including direct marketing. An objection to marketing is always effective — we will stop processing immediately.

Right to withdraw consent

If we process your data based on your consent (e.g. marketing to new customers), you can withdraw that consent at any time. Withdrawal does not affect the lawfulness of processing that took place before the withdrawal.

Right to human intervention in automated decisions

If any automated decision produces legal effects concerning you or similarly significantly affects you, you have the right to human intervention, to express your point of view, and to contest the decision.

Right to lodge a complaint with a supervisory authority

You have the right to lodge a complaint with a supervisory authority (the data protection regulator in your country).

To exercise any of your rights, write to us — you'll find our contact details in point 1 of this Policy. We will respond without undue delay and no later than one month. In justified cases, we may extend this period by a further two months — but we will always let you know.

Right to set out advance directives in the event of death (For France only) — You have the right to instruct us on what you would like us to do with your personal data after your death.

7. Do we make automated decisions about your data?

This section is intentionally reserved. For information on any automated decision-making applicable to your specific country, please refer to the relevant Country Appendix in Part II.

8. Do we use cookies?

Yes — our website inpost.pl and the InPost mobile app use cookies and similar technologies. The detailed rules are set out in our Cookie Policy, available at: terms.inpost-group.com/pl/polityka-cookie.

9. How do we protect your data?

We take the security of your data seriously. Here's what we do to protect it:

- Data transmission encryption (TLS/HTTPS) across all our websites and in the app
- Encryption of payment data in accordance with PCI DSS standards
- Access controls based on the principle of least privilege
- Pseudonymisation and anonymisation of analytical data wherever possible
- Regular penetration tests and security audits
- Incident management procedures — every data breach is investigated and we take the steps required by law

We also encourage you to protect your data by keeping your login details confidential and using secure devices when accessing our services.

10. Can this policy change?

Yes, our Policy may change. The current version will always be available at [Regulaminy, cenniki i dokumenty | InPost](#)

Previous versions of the document are kept in a repository, which you'll also find on our website [Regulaminy, cenniki i dokumenty | InPost](#)

PART II — COUNTRY APPENDICES

Details on what personal data we process, for what purpose, and for how long can be found in the relevant country appendix below. As can information on who the Controller shares data with in connection with the provision of the service.

Appendix A1 — Services provided in Poland

I. Sending and collecting parcels via the mobile app and website

As part of the Group to Poland service, you can send a parcel to Poland via the InPost mobile app or the inpost.pl website. Below we describe the personal data processing rules related to the sending, handling, and delivery of such a shipment.

Purposes and legal bases for processing

1. Provision of postal and transport services, including courier services and services provided via Parcel Locker® — in relation to shipments sent to Poland via the InPost mobile app or inpost.pl website

Legal basis: Contract — Article 6(1)(b) GDPR

2. Handling and processing of complaints

Legal basis: Legal obligation — Article 6(1)(c) GDPR;

3. Pursuit of claims and defence against claims

Legal basis: Legitimate interest of the Controller — Article 6(1)(f) GDPR

What personal data do we process?

- first name and surname of the sender (including the payer) and the recipient (addressee) of the shipment
- address of the sender (street, building number, flat number, postcode, city)
- address of the recipient (street, building number, flat number, postcode, city) or the selected Parcel Locker® or PUDO point in Poland
- new delivery address for the shipment, if after sending the sender instructs InPost to deliver it to a new address, or InPost agrees a different delivery address with the recipient prior to delivery
- email address of the sender and recipient, processed for the purpose of sending messages regarding service delivery — in particular, information about the current delivery status or information enabling collection of the shipment from a Parcel Locker®
- phone number of the sender and recipient for direct contact or for sending messages regarding service delivery — in particular, for agreeing an alternative delivery location or providing information enabling collection of the shipment from a Parcel Locker®
- bank account number required to transfer collected funds under the cash on delivery (COD) service to the person indicated by the sender, as well as information enabling

identification of circumstances of COD payment or account top-ups under prepaid payment for our services (where applicable)

- in the case of B2B contracts: tax identification number (NIP), statistical number (REGON), company name, registered office address, contact details, details of contact persons or persons authorised to represent the company, and data relating to cooperation with InPost
- IP address of individuals using our systems
- other information obtained from you during complaint proceedings and the damage settlement procedure, if you choose to provide it

Further information: Who do we share your data with?

We share your data only to the extent necessary to perform the service. We always enter into appropriate data processing agreements with every entity we engage, ensuring the security of your data.

InPost Group companies

InPost sp. z o.o. (complaint handling, Parcel Locker infrastructure in Poland, management of your account) and other Group companies to the extent necessary for service delivery.

Payment operators and entities providing support for settlement systems, IT systems, and technology tool providers

Entities providing payment processing, billing, and technological support in connection with the service.

Logistics operators

Transport partners responsible for the physical carriage of your parcel on international routes.

Public authorities

Tax authorities, customs authorities, law enforcement agencies — only where required and permitted by law.

Insurer

If you have submitted a complaint, your personal data may be shared with our insurer (e.g. Generali Towarzystwo Ubezpieczeń Spółka Akcyjna based in Warsaw), who is an independent data controller.

Payment processor

In connection with payment processing, your data will be processed through the Przelewy24 service by PayPro S.A. based in Poznań, who is an independent data controller.

Local InPost Group entity

If you are sending a parcel from a country other than Poland, your data will be processed by the relevant local InPost Group company in the country of dispatch, acting as an independent data controller.

Controller: InPost sp. z o.o. **Data retention period:** The time necessary for the proper fulfilment of the purpose, and thereafter no longer than the limitation period for claims — which as a rule is up to 6 years. In exceptional cases, this period may be extended if the law, including the Civil Code, provides for the suspension or interruption of the limitation period.

Appendix A2 — Services provided in France

In the context of the Services provided to you regarding parcels sent from France, the data controller, in accordance with Articles 4 and 24 of Reg. (EU) 2026/679, is Mondial Relay SASU, a freight forwarding company specialising in the routing and delivery of parcels in its PUDO and Parcel locker, whose registered office is at 1 Avenue de l'Horizon, 59650 Villeneuve-d'Ascq (France), registered with the Trade and Companies Register under number 385 218 631 and represented by David LEWKOWITZ.

This appendix describes the privacy and security practices applied by Mondial Relay when collecting, using, and sharing personal data that you may provide to us through orders you place through the InPost Website, or the InPost App.

Mondial Relay, as data controller, attaches the utmost importance to the confidentiality of the personal information it collects and undertakes to comply with the applicable regulations regarding the processing of personal data, in particular the “GDPR”.

In the context of parcel shipments to Poland, we may process your personal data if you belong to one of the following categories of persons:

- **"Senders"**: All direct customers who use the services and offers offered by Mondial Relay ("**Direct Sender**"), ordered via the InPost Website or the InPost App;
- **"Recipients"**: any person who receives a parcel whose delivery has been entrusted to Mondial Relay;
- **"Third Parties"**: any person who may be filmed through the video surveillance system installed on our Lockers.

1. What types of personal data are collected?

Mondial Relay undertakes to collect only the data that is strictly necessary for the performance of the services, and for the uses that have been brought to your attention.

In the context strictly necessary for the performance of its services, Mondial Relay may be required to collect from InPost and process information about you, in particular:

- **Identification data :**
 - o **If you are an individual**, this data is your title, surname, first name, email address, telephone number,
 - o **If you are a professional**, we may also process the following personal data, company name, postal address, VAT number and identification number of your company, link to its website,
- **Data necessary for the management of parcel shipments :** parcel tracking number, status and status of the parcel.

2. How may we collect your personal data?

If you are a sender or receiver of the packages

Within the scope of this privacy policy, your personal data will be transmitted to us by InPost.

If you are filmed by the video surveillance camera of a locker

In the context of the security of goods and people, Mondial Relay **directly collects** the images of Senders, Recipients and Third Parties who would be required to enter the field of the Lockers' video surveillance cameras. Please note that video surveillance data will not be associated with your account data.

InPost already processes your data as a data controller in the context of your relationship with InPost (e.g. to enable an online purchase) and then provides it to us to enable us to ensure the delivery of your parcels. Mondial Relay is then responsible for the processing.

3. Why, how and for how long do we use your personal data?

Mondial Relay is not allowed to collect, process, use or store your personal data without a valid legal basis. This legitimacy can be based on the following cases:

- **Consent :** When you give us your consent, we process your personal data for the specific purposes to which you have consented. Please note that you have the option to withdraw your consent at any time,
- **Performance of the service (contract):** when we make services and offers available to you (parcel delivery, customer service, etc.), we process your personal data that is necessary for the performance of a contract with you (such as a purchase contract), and for the performance of any obligations arising therefrom,
- **Legitimate interest :** this covers processing for purposes such as improving or developing Mondial Relay's services and offers, commercial prospecting operations, as well as for security purposes, in particular for fraud prevention,

- **Legal obligation** : whenever the processing of your personal data is necessary to enable us to fulfil our legal obligations.

Your personal data are collected and processed for the purposes and on the basis (legal bases) detailed below, and are kept for the time necessary to achieve the various purposes pursued. The retention period differs depending on the services concerned. Mondial Relay keeps your personal data for a limited period of time according to the needs justified by the purpose of their processing, in order to limit this retention to what is strictly necessary.

The tables below summarize, according to the category of data subject, the policy implemented by Mondial Relay relating to the purposes and legal basis of the processing of personal data:

IF YOU ARE A SHIPPER		
Purposes	Services	Legal bases
Parcel Shipping Management	Tracking, status, and package routing information	Legitimate interest
	Notification of the arrival of the parcel at a PUDO and/or Parcel Locker	
Customer Service Management	Listening to and recording (non-automatic) telephone conversations in customer service calls	
	Customer relationship management, including call center management, and responses to contact requests to Mondial Relay	
	Management of complaints with customer service (disputes and damages), carrying out satisfaction surveys, reconciliation of undistributed objects and desired objects, referral to the mediator	
	Improve quality of service by evaluating a sample of customer contacts during inbound and outbound calls	
	Improving the quality of service by sending surveys and polls related to the shipping of parcels and the execution of services	
Performance Analysis	Carrying out marketing statistics and analyses in order to understand the use of Mondial Relay's services and offers in order to improve it	
Chatbot and voicebot (conversational agent)	Conversation management from Timo to provide information and answers to questions asked by the user	Consent
Management of requests to exercise rights	Management of requests from Recipients and/or Senders in the context of exercising rights relating to their personal data	Legal obligation

Compliance with laws and regulations	Compliance with applicable legal, regulatory or compliance obligations, including reports required by law or any other request from a judicial authority	
Video surveillance management for Lockers	Ensuring the safety of people using the Parcel Lockers and property	Legitimate interest
	Management and handling of disputes related to the tracking of packages in Parcel Lockers	
If you are a Direct Sender, Mondial Relay also carries out the following processing:		
Shipping Label Management	Editing and sending shipping labels through the Website	Performance of the service (contract)
Parcel Shipping Management	Management of shipping, requests for the handling of parcels to be sent to Recipients, and returns to Senders, in particular in the event of unclaimed parcels	Performance of the service (contract)

IF YOU ARE A RECIPIENT		
Purposes	Services	Legal bases
Parcel Shipping Management	Tracking, status, and package routing information	Performance of the service (contract)
	Notification of the arrival of the parcel at a PUDO and/or Parcel Locker	
Customer Service Management	Listening to and recording (non-automatic) telephone conversations in customer service calls	Legitimate interest
	Customer relationship management, including call center management, and responses to contact requests to Mondial Relay	Performance of the service (contract)
	Management of complaints with customer service (disputes and damages), carrying out satisfaction surveys, reconciliation of undistributed objects and desired objects, referral to the mediator	
	Improve quality of service by evaluating a sample of customer contacts during inbound and outbound calls	
Performance Analysis	Carrying out marketing statistics and analyses in order to understand the use of Mondial Relay's services and offers, measure the quality of service, improve the customer experience and measure the effectiveness of promotional operations	Legitimate interest and Consent for data collected via cookies

Chatbot (chatbot)	Conversation management from Timo to provide information and answers to questions asked by the user	Consent
Management of requests to exercise rights	Management of requests from Recipients and/or Senders in the context of exercising rights relating to their personal data	Legal obligation
Compliance with laws and regulations	Compliance with applicable legal, regulatory or compliance obligations, including reports required by law or any other request from a judicial authority	

IF YOU ARE A THIRD PARTY		
Purposes	Services	Legal bases
Safety of goods and people Customer complaint management Fraud detection	Secure Parcel Lockers and the packages stored in them Manage customer complaints Enable fraud detection and defend the interests of Mondial Relay	Legitimate interest

4. To whom is your personal data disclosed?

Mondial Relay is committed to maintaining the confidentiality of your personal data, and to complying with all legal requirements regarding the sharing and disclosure of your data. As a matter of principle, only persons and organisations who need access to your data to enable Mondial Relay to achieve the purposes of their processing may do so.

The information we collect is intended for **Mondial Relay's internal departments** (marketing department, IT department, customer service, security department, etc.), which only process the data necessary for the accomplishment of their missions.

Your personal data may also be communicated to third-party **partners**, in France or abroad, with whom Mondial Relay collaborates, in particular:

- Service providers providing shipping, delivery or returns of parcels
- Customer service providers
- Data hosting provider
- Insurance companies
- Conversational agent and conversation analytics provider
- etc.

These partners will have access to your information to the extent strictly necessary for the performance of their missions, and undertake not to use it for any purpose other than that requested by Mondial Relay.

Some of your data may be sent, in compliance with the laws and regulations in force, to **authorities, regulators, external advisors** or any other third party for the purposes of

contesting, safeguarding or defending a legal claim, in the context of administrative or criminal investigations, or in the context of legal disputes of any kind.

Mondial Relay may communicate your data to other entities of the InPost group to which it belongs, as part of the management of customer/prospect databases and the commercial relationship established with its customers. To this end, the companies of the InPost Group will commit through specific agreements to comply with the confidentiality and data processing obligations defined in this Privacy Policy, as well as the applicable legislation.

In the context of its activity, Mondial Relay may use subcontractors established outside the European Union. We ensure that this transfer of personal data is made to countries that are recognized as providing an adequate level of protection for your personal data, or providing appropriate safeguards in accordance with the GDPR.

5. How do we protect your personal data?

In order to prevent any unauthorized access, use, modification, destruction, loss, damage or disclosure, and to protect the data collected, Mondial Relay implements appropriate technical and organizational measures. Your personal data is stored in a secure environment.

Our employees are subject to contractual obligations of confidentiality and must comply with an internal charter for the proper use of the information system. We also check that our partners provide sufficient security and privacy guarantees.

If Mondial Relay finds that a breach of your personal data for which it is responsible poses a high risk to your privacy, we will inform you as soon as possible so that you can take all necessary precautions to limit its consequences (changing your passwords, etc.).

If we have not been able to provide you with a satisfactory answer, you can file a complaint with the CNIL on cnil.fr/fr/plaintes.

Appendix A3 — Services provided in Belgium

In the context of the Services provided to you regarding parcels sent from Belgium, the data controller, in accordance with Articles 4 and 24 of Reg. (EU) 2026/679, is Mondial Relay SASU, a freight forwarding company specialising in the routing and delivery of parcels in PUDO and Parcel locker, whose registered office is at 1 Avenue de l'Horizon, 59650 Villeneuve-d'Ascq (France), registered with the Trade and Companies Register under number 385 218 631 and represented by David LEWKOWITZ, whose Belgium branch is located at 15 rue François Englert, 1480 Tubize (Belgium), and is registered with the Banque Carrefour des Entreprises under number B 296259.

This appendix describes the privacy and security practices applied by Mondial Relay when collecting, using, and sharing personal data that you may provide to us through orders you place through the InPost Website.

Mondial Relay, as data controller, attaches utmost importance to the confidentiality of the personal information it collects and undertakes to comply with the applicable regulations regarding the processing of personal data, in particular the "GDPR". In the context of parcel

shipments to Poland, we may process your personal data if you belong to one of the following categories of persons:

- **"Senders"**: All direct customers who use the services and offers offered by Mondial Relay ("**Direct Sender**"), ordered via the InPost Website ;
- **"Recipients"**: any person who receives a parcel whose delivery has been entrusted to Mondial Relay;
- **"Third Parties"**: any person who may be filmed through the video surveillance system installed on our Parcel Lockers.

1. What types of personal data are collected?

Mondial Relay undertakes to collect only the data that is strictly necessary for the performance of the services, and for the uses that have been brought to your attention.

In the context strictly necessary for the performance of its services, Mondial Relay may be required to collect from InPost and process information about you, in particular:

- **Identification data** :
 - o **If you are an individual**, this data is your title, surname, first name, email address, telephone number,
 - o **If you are a professional**, we may also process the following personal data, company name, postal address, VAT number and identification number of your company, link to its website,
- **Data necessary for the management of parcel shipments** : parcel tracking number, status and status of the parcel.

2. How may we collect your personal data?

If you are a sender or receiver of the packages

Within the scope of this privacy policy, your personal data will be transmitted to us by InPost.

If you are filmed by the video surveillance camera of a Parcel locker

In the context of the security of goods and people, Mondial Relay **directly collects** the images of Senders, Recipients and Third Parties who would be required to enter the field of the Parcel Lockers' video surveillance cameras. Please note that video surveillance data will not be associated with your account data.

InPost already processes your data as a data controller in the context of your relationship with InPost (e.g. to enable an online purchase) and then provides it to us to enable us to ensure the delivery of your parcels. Mondial Relay is then responsible for the processing.

3. Why, how and for how long do we use your personal data?

Mondial Relay is not allowed to collect, process, use or store your personal data without a valid legal basis. This legitimacy can be based on the following cases:

- **Consent** : When you give us your consent, we process your personal data for the specific purposes to which you have consented. Please note that you have the option to withdraw your consent at any time,
- **Performance of the service (contract)**: when we make services and offers available to you (parcel delivery, customer service, etc.), we process your personal data that is necessary for the performance of a contract with you (such as a purchase contract), and for the performance of any obligations arising therefrom,
- **Legitimate interest** : this covers processing for purposes such as improving or developing Mondial Relay's services and offers, commercial prospecting operations, as well as for security purposes, in particular for fraud prevention,
- **Legal obligation** : whenever the processing of your personal data is necessary to enable us to fulfil our legal obligations.

Your personal data are collected and processed for the purposes and on the basis (legal bases) detailed below, and are kept for the time necessary to achieve the various purposes pursued. The retention period differs depending on the services concerned. Mondial Relay keeps your personal data for a limited period of time according to the needs justified by the purpose of their processing, in order to limit this retention to what is strictly necessary.

The tables below summarize, according to the category of data subject, the policy implemented by Mondial Relay relating to the purposes and legal basis of the processing of personal data:

IF YOU ARE A SHIPPER		
Purposes	Services	Legal bases
Parcel Shipping Management	Tracking, status, and package routing information	Legitimate interest
	Notification of the arrival of the parcel at PUDO and/or Parcel Locker	
Customer Service Management	Listening to and recording (non-automatic) telephone conversations in customer service calls	
	Customer relationship management, including call center management, and responses to contact requests to Mondial Relay	
	Management of complaints with customer service (disputes and damages), carrying out satisfaction surveys, reconciliation of undistributed objects and desired objects, referral to the mediator	
	Improve quality of service by evaluating a sample of customer contacts during inbound and outbound calls	
	Improving the quality of service by sending surveys and polls related to the shipping of parcels and the execution of services	

Performance Analysis	Carrying out marketing statistics and analyses in order to understand the use of Mondial Relay's services and offers in order to improve it	Legitimate interest
Chatbot and voicebot (conversational agent)	Conversation management from Timo to provide information and answers to questions asked by the user	Consent
Management of requests to exercise rights	Management of requests from Recipients and/or Senders in the context of exercising rights relating to their personal data	Legal obligation
Compliance with laws and regulations	Compliance with applicable legal, regulatory or compliance obligations, including reports required by law or any other request from a judicial authority	
Video surveillance management for Parcel Lockers	Ensuring the safety of people using the Parcel Lockers and property	Legitimate interest
	Management and handling of disputes related to the tracking of packages in Parcel Lockers	
If you are a Direct Sender, Mondial Relay also carries out the following processing:		
Shipping Label Management	Editing and sending shipping labels through the Website	Performance of the service (contract)
Parcel Shipping Management	Management of shipping, requests for the handling of parcels to be sent to Recipients, and returns to Senders, in particular in the event of unclaimed parcels	Performance of the service (contract)

IF YOU ARE A RECIPIENT		
Purposes	Services	Legal bases
Parcel Shipping Management	Tracking, status, and package routing information	Performance of the service (contract)
	Notification of the arrival of the parcel PUDO and/or Parcel Locker	
Customer Service Management	Listening to and recording (non-automatic) telephone conversations in customer service calls	Legitimate interest
	Customer relationship management, including call center management, and responses to contact requests to Mondial Relay	Performance of the service (contract)

	<p>Management of complaints with customer service (disputes and damages), carrying out satisfaction surveys, reconciliation of undistributed objects and desired objects, referral to the mediator</p> <p>Improve quality of service by evaluating a sample of customer contacts during inbound and outbound calls</p>	
Performance Analysis	Carrying out marketing statistics and analyses in order to understand the use of Mondial Relay's services and offers, measure the quality of service, improve the customer experience and measure the effectiveness of promotional operations	Legitimate interest and Consent for data collected via cookies
Chatbot (chatbot)	Conversation management from Timo to provide information and answers to questions asked by the user	Consent
Management of requests to exercise rights	Management of requests from Recipients and/or Senders in the context of exercising rights relating to their personal data	Legal obligation
Compliance with laws and regulations	Compliance with applicable legal, regulatory or compliance obligations, including reports required by law or any other request from a judicial authority	

IF YOU ARE A THIRD PARTY		
Purposes	Services	Legal bases
Safety of goods and people Customer complaint management Fraud detection	Secure Parcel Lockers and the packages stored in them Manage customer complaints Enable fraud detection and defend the interests of Mondial Relay	Legitimate interest

4. To whom is your personal data disclosed?

Mondial Relay is committed to maintaining the confidentiality of your personal data, and to complying with all legal requirements regarding the sharing and disclosure of your data. As a matter of principle, only persons and organisations who need access to your data to enable Mondial Relay to achieve the purposes of their processing may do so.

The information we collect is intended for **Mondial Relay's internal departments** (marketing department, IT department, customer service, security department, etc.), which only process the data necessary for the accomplishment of their missions.

Your personal data may also be communicated to third-party **partners**, in Belgium or abroad, with whom Mondial Relay collaborates, in particular:

- Service providers providing shipping, delivery or returns of parcels
- Customer service providers
- Data hosting provider
- Insurance companies
- Conversational agent and conversation analytics provider
- etc.

These partners will have access to your information to the extent strictly necessary for the performance of their missions, and undertake not to use it for any purpose other than that requested by Mondial Relay.

Some of your data may be sent, in compliance with the laws and regulations in force, to **authorities, regulators, external advisors** or any other third party for the purposes of contesting, safeguarding or defending a legal claim, in the context of administrative or criminal investigations, or in the context of legal disputes of any kind.

Mondial Relay may communicate your data to other entities of the InPost group to which it belongs, as part of the management of customer/prospect databases and the commercial relationship established with its customers. To this end, the companies of the InPost Group will commit through specific agreements to comply with the confidentiality and data processing obligations defined in this Privacy Policy, as well as the applicable legislation.

In the context of its activity, Mondial Relay may use subcontractors established outside the European Union. We ensure that this transfer of personal data is made to countries that are recognized as providing an adequate level of protection for your personal data, or providing appropriate safeguards in accordance with the GDPR.

5. How do we protect your personal data?

In order to prevent any unauthorized access, use, modification, destruction, loss, damage or disclosure, and to protect the data collected, Mondial Relay implements appropriate technical and organizational measures. Your personal data is stored in a secure environment.

Our employees are subject to contractual obligations of confidentiality and must comply with an internal charter for the proper use of the information system. We also check that our partners provide sufficient security and privacy guarantees.

If Mondial Relay finds that a breach of your personal data for which it is responsible poses a high risk to your privacy, we will inform you as soon as possible so that you can take all necessary precautions to limit its consequences (changing your passwords, etc.).

If we have not been able to provide you with a satisfactory answer, you may lodge a complaint with the Data Protection Authority for Belgium at :

autoriteprotectiondonnees.be/citoyen/agir/introduire-une-plainte.

Appendix A4 — Services provided in Netherlands

In the context of the Services provided to you regarding parcels sent from Netherlands, the data controller, in accordance with Articles 4 and 24 of Reg. (EU) 2026/679, is Mondial Relay SASU, a freight forwarding company specialising in the routing and delivery of parcels in its PUDO and Parcel locker, whose registered office is at 1 Avenue de l'Horizon, 59650 Villeneuve-d'Ascq (France), registered with the Trade and Companies Register under number 385 218 631 and represented by David LEWKOWITZ, whose Netherlands branch is located at Vianen, 4131 PB Laanakkerweg 14 (Netherlands) and is registered with the Trade and Companies Register under number 76326187.

This appendix describes the privacy and security practices applied by Mondial Relay when collecting, using, and sharing personal data that you may provide to us through orders you place through the InPost Website.

Mondial Relay, as data controller, attaches paramount importance to the confidentiality of the personal information it collects and undertakes to comply with the applicable regulations regarding the processing of personal data, in particular the "**GDPR**".

In the context of parcel shipments to Poland, we may process your personal data if you belong to one of the following categories of persons:

- "**Senders**": All direct customers who use the services and offers offered by Mondial Relay ("**Direct Sender**"), ordered via the InPost Website;
- "**Recipients**": any person who receives a parcel whose delivery has been entrusted to Mondial Relay;
- "**Third Parties**": any person who may be filmed through the video surveillance system installed on our Lockers.

1. What types of personal data are collected?

Mondial Relay undertakes to collect only the data that is strictly necessary for the performance of the services, and for the uses that have been brought to your attention.

In the context strictly necessary for the performance of its services, Mondial Relay may be required to collect from InPost and process information about you, in particular:

- **Identification data** :
 - o **If you are an individual**, this data is your title, surname, first name, email address, telephone number,
 - o **If you are a professional**, we may also process the following personal data, company name, postal address, VAT number and identification number of your company, link to its website,
- **Data necessary for the management of parcel shipments** : parcel tracking number, status and status of the parcel.

2. How may we collect your personal data?

If you are a sender or receiver of the packages

Within the scope of this privacy policy, your personal data will be transmitted to us by InPost.

If you are filmed by the video surveillance camera of a Parcel locker

In the context of the security of goods and people, Mondial Relay **directly collects** the images of Senders, Recipients and Third Parties who would be required to enter the field of the Parcel Lockers' video surveillance cameras. Please note that video surveillance data will not be associated with your account data.

InPost already processes your data as a data controller in the context of your relationship with InPost (e.g. to enable an online purchase) and then provides it to us to enable us to ensure the delivery of your parcels. Mondial Relay is then responsible for the processing.

3. Why, how and for how long do we use your personal data?

Mondial Relay is not allowed to collect, process, use or store your personal data without a valid legal basis. This legitimacy can be based on the following cases:

- **Consent** : When you give us your consent, we process your personal data for the specific purposes to which you have consented. Please note that you have the option to withdraw your consent at any time,
- **Performance of the service (contract)**: when we make services and offers available to you (parcel delivery, customer service, etc.), we process your personal data that is necessary for the performance of a contract with you (such as a purchase contract), and for the performance of any obligations arising therefrom,
- **Legitimate interest** : this covers processing for purposes such as improving or developing Mondial Relay's services and offers, commercial prospecting operations, as well as for security purposes, in particular for fraud prevention,
- **Legal obligation** : whenever the processing of your personal data is necessary to enable us to fulfil our legal obligations.

Your personal data are collected and processed for the purposes and on the basis (legal bases) detailed below, and are kept for the time necessary to achieve the various purposes pursued. The retention period differs depending on the services concerned. Mondial Relay keeps your personal data for a limited period of time according to the needs justified by the purpose of their processing, in order to limit this retention to what is strictly necessary.

The tables below summarize, according to the category of data subject, the policy implemented by Mondial Relay relating to the purposes and legal basis of the processing of personal data:

IF YOU ARE A SHIPPER		
Purposes	Services	Legal bases
	Tracking, status, and package routing information	

Parcel Shipping Management	Notification of the arrival of the parcel at PUDO and/or Parcel Locker	
Customer Service Management	Listening to and recording (non-automatic) telephone conversations in customer service calls	Legitimate interest
	Customer relationship management, including call center management, and responses to contact requests to Mondial Relay	
	Management of complaints with customer service (disputes and damages), carrying out satisfaction surveys, reconciliation of undistributed objects and desired objects, referral to the mediator	
	Improve quality of service by evaluating a sample of customer contacts during inbound and outbound calls	
	Improving the quality of service by sending surveys and polls related to the shipping of parcels and the execution of services	
Performance Analysis	Carrying out marketing statistics and analyses in order to understand the use of Mondial Relay's services and offers in order to improve it	Legitimate interest
Chatbot and voicebot (conversational agent)	Conversation management from Timo to provide information and answers to questions asked by the user	Consent
Management of requests to exercise rights	Management of requests from Recipients and/or Senders in the context of exercising rights relating to their personal data	Legal obligation
Compliance with laws and regulations	Compliance with applicable legal, regulatory or compliance obligations, including reports required by law or any other request from a judicial authority	
Video surveillance management for Parcel Lockers	Ensuring the safety of people using the Parcel Lockers and property	Legitimate interest
	Management and handling of disputes related to the tracking of packages in Parcel Lockers	
If you are a Direct Sender, Mondial Relay also carries out the following processing:		
Shipping Label Management	Editing and sending shipping labels through the Website	Performance of the service (contract)
Parcel Shipping Management	Management of shipping, requests for the handling of parcels to be sent to Recipients, and returns to Senders, in particular in the event of unclaimed parcels	Performance of the service (contract)

IF YOU ARE A RECIPIENT

Purposes	Services	Legal bases
Parcel Shipping Management	Tracking, status, and package routing information	Performance of the service (contract)
	Notification of the arrival of the parcel at PUDO and/or Parcel Locker	
Customer Service Management	Listening to and recording (non-automatic) telephone conversations in customer service calls	Legitimate interest
	Customer relationship management, including call center management, and responses to contact requests to Mondial Relay	Performance of the service (contract)
	Management of complaints with customer service (disputes and damages), carrying out satisfaction surveys, reconciliation of undistributed objects and desired objects, referral to the mediator	
	Improve quality of service by evaluating a sample of customer contacts during inbound and outbound calls	
Performance Analysis	Carrying out marketing statistics and analyses in order to understand the use of Mondial Relay's services and offers, measure the quality of service, improve the customer experience and measure the effectiveness of promotional operations	Legitimate interest and Consent for data collected via cookies
Chatbot (chatbot)	Conversation management from Timo to provide information and answers to questions asked by the user	Consent
Management of requests to exercise rights	Management of requests from Recipients and/or Senders in the context of exercising rights relating to their personal data	Legal obligation
Compliance with laws and regulations	Compliance with applicable legal, regulatory or compliance obligations, including reports required by law or any other request from a judicial authority	

IF YOU ARE A THIRD PARTY		
Purposes	Services	Legal bases

Safety of goods and people Customer complaint management Fraud detection	Secure Parcel Lockers and the packages stored in them Manage customer complaints Enable fraud detection and defend the interests of Mondial Relay	Legitimate interest
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4. To whom is your personal data disclosed?

Mondial Relay is committed to maintaining the confidentiality of your personal data, and to complying with all legal requirements regarding the sharing and disclosure of your data. As a matter of principle, only persons and organisations who need access to your data to enable Mondial Relay to achieve the purposes of their processing may do so.

The information we collect is intended for **Mondial Relay's internal departments** (marketing department, IT department, customer service, security department, etc.), which only process the data necessary for the accomplishment of their missions.

Your personal data may also be communicated to third-party **partners**, in Netherlands or abroad, with whom Mondial Relay collaborates, in particular:

- Service providers providing shipping, delivery or returns of parcels
- Customer service providers
- Data hosting provider
- Insurance companies
- Conversational agent and conversation analytics provider
- etc.

These partners will have access to your information to the extent strictly necessary for the performance of their missions and undertake not to use it for any purpose other than that requested by Mondial Relay.

Some of your data may be sent, in compliance with the laws and regulations in force, to **authorities, regulators, external advisors** or any other third party for the purposes of contesting, safeguarding or defending a legal claim, in the context of administrative or criminal investigations, or in the context of legal disputes of any kind.

Mondial Relay may communicate your data to other entities of the InPost group to which it belongs, as part of the management of customer/prospect databases and the commercial relationship established with its customers. To this end, the companies of the InPost Group will commit through specific agreements to comply with the confidentiality and data processing obligations defined in this Privacy Policy, as well as the applicable legislation.

In the context of its activity, Mondial Relay may use subcontractors established outside the European Union. We ensure that this transfer of personal data is made to countries that are recognized as providing an adequate level of protection for your personal data, or providing appropriate safeguards in accordance with the GDPR.

5. How do we protect your personal data?

In order to prevent any unauthorized access, use, modification, destruction, loss, damage or disclosure, and to protect the data collected, Mondial Relay implements appropriate technical and organizational measures. Your personal data is stored in a secure environment.

Our employees are subject to contractual obligations of confidentiality and must comply with an internal charter for the proper use of the information system. We also check that our partners provide sufficient security and privacy guarantees.

If Mondial Relay finds that a breach of your personal data for which it is responsible poses a high risk to your privacy, we will inform you as soon as possible so that you can take all necessary precautions to limit its consequences (changing your passwords, etc.).

If we have not been able to provide you with a satisfactory answer, you may lodge a complaint with the Autoriteit Persoonsgegevens at :
autoriteitpersoonsgegevens.nl

Appendix A5 — Services provided in Luxembourg

In the context of the Services provided to you regarding parcels sent from Luxembourg, the data controller, in accordance with Articles 4 and 24 of Reg. (EU) 2026/679, is Mondial Relay SASU, a freight forwarding company specialising in the routing and delivery of parcels in its PUDO and Parcel locker, whose registered office is at 1 Avenue de l'Horizon, 59650 Villeneuve-d'Ascq (France), registered with the Trade and Companies Register under number 385 218 631 and represented by David LEWKOWITZ, whose Luxembourg branch is located at 106 route d'Esch, L-1470 Luxembourg (Luxembourg), and is registered with the Trade and Companies Register under number B 296259.

This appendix describes the privacy and security practices applied by Mondial Relay when collecting, using, and sharing personal data that you may provide to us through orders you place through the InPost Website.

Mondial Relay, as data controller, attaches the utmost importance to the confidentiality of the personal information it collects and undertakes to comply with the applicable regulations regarding the processing of personal data, in particular the "**GDPR**".

In the context of parcel shipments to Poland, we may process your personal data if you belong to one of the following categories of persons:

- "**Senders**": All direct customers who use the services and offers offered by Mondial Relay ("**Direct Sender**"), ordered via the InPost Website ;
- "**Recipients**": any person who receives a parcel whose delivery has been entrusted to Mondial Relay;
- "**Third Parties**": any person who may be filmed through the video surveillance system installed on our Parcel Lockers.

1. What types of personal data are collected?

Mondial Relay undertakes to collect only the data that is strictly necessary for the performance of the services, and for the uses that have been brought to your attention.

In the context strictly necessary for the performance of its services, Mondial Relay may be required to collect from InPost and process information about you, in particular:

- **Identification data :**
 - o **If you are an individual**, this data is your title, surname, first name, email address, telephone number,
 - o **If you are a professional**, we may also process the following personal data, company name, postal address, VAT number and identification number of your company, link to its website,
- **Data necessary for the management of parcel shipments :** parcel tracking number, status and status of the parcel.

2. How may we collect your personal data?

If you are a sender or receiver of the packages

Within the scope of this privacy policy, your personal data will be transmitted to us by InPost.

If you are filmed by the video surveillance camera of a Parcel locker

In the context of the security of goods and people, Mondial Relay **directly collects** the images of Senders, Recipients and Third Parties who would be required to enter the field of the Parcel Lockers' video surveillance cameras. Please note that video surveillance data will not be associated with your account data.

InPost already processes your data as a data controller in the context of your relationship with InPost (e.g. to enable an online purchase) and then provides it to us to enable us to ensure the delivery of your parcels. Mondial Relay is then responsible for the processing.

3. Why, how and for how long do we use your personal data?

Mondial Relay is not allowed to collect, process, use or store your personal data without a valid legal basis. This legitimacy can be based on the following cases:

- **Consent** : When you give us your consent, we process your personal data for the specific purposes to which you have consented. Please note that you have the option to withdraw your consent at any time,
- **Performance of the service (contract)**: when we make services and offers available to you (parcel delivery, customer service, etc.), we process your personal data that is necessary for the performance of a contract with you (such as a purchase contract), and for the performance of any obligations arising therefrom,
- **Legitimate interest** : this covers processing for purposes such as improving or developing Mondial Relay's services and offers, commercial prospecting operations, as well as for security purposes, in particular for fraud prevention,
- **Legal obligation** : whenever the processing of your personal data is necessary to enable us to fulfil our legal obligations.

Your personal data are collected and processed for the purposes and on the basis (legal bases) detailed below, and are kept for the time necessary to achieve the various purposes pursued. The retention period differs depending on the services concerned. Mondial Relay keeps your personal data for a limited period of time according to the needs justified by the purpose of their processing, in order to limit this retention to what is strictly necessary.

The tables below summarize, according to the category of data subject, the policy implemented by Mondial Relay relating to the purposes and legal basis of the processing of personal data:

IF YOU ARE A SHIPPER		
Purposes	Services	Legal bases
Parcel Shipping Management	Tracking, status, and package routing information	Legitimate interest
	Notification of the arrival of the parcel at PUDO and/or Parcel Locker	
Customer Service Management	Listening to and recording (non-automatic) telephone conversations in customer service calls	
	Customer relationship management, including call center management, and responses to contact requests to Mondial Relay	
	Management of complaints with customer service (disputes and damages), carrying out satisfaction surveys, reconciliation of undistributed objects and desired objects, referral to the mediator	
	Improve quality of service by evaluating a sample of customer contacts during inbound and outbound calls	
	Improving the quality of service by sending surveys and polls related to the shipping of parcels and the execution of services	
Performance Analysis	Carrying out marketing statistics and analyses in order to understand the use of Mondial Relay's services and offers in order to improve it	
Chatbot and voicebot (conversational agent)	Conversation management from Timo to provide information and answers to questions asked by the user	Consent
Management of requests to exercise rights	Management of requests from Recipients and/or Senders in the context of exercising rights relating to their personal data	Legal obligation
Compliance with laws and regulations	Compliance with applicable legal, regulatory or compliance obligations, including reports required by law or any other request from a judicial authority	

Video surveillance management for Parcel Lockers	Ensuring the safety of people using the Parcel Lockers and property	Legitimate interest
	Management and handling of disputes related to the tracking of packages in Parcel Lockers	
If you are a Direct Sender, Mondial Relay also carries out the following processing:		
Shipping Label Management	Editing and sending shipping labels through the Website	Performance of the service (contract)
Parcel Shipping Management	Management of shipping, requests for the handling of parcels to be sent to Recipients, and returns to Senders, in particular in the event of unclaimed parcels	Performance of the service (contract)

IF YOU ARE A RECIPIENT		
Purposes	Services	Legal bases
Parcel Shipping Management	Tracking, status, and package routing information	Performance of the service (contract)
	Notification of the arrival of the parcel at a PUDO and/or Parcel Locker	
Customer Service Management	Listening to and recording (non-automatic) telephone conversations in customer service calls	Legitimate interest
	Customer relationship management, including call center management, and responses to contact requests to Mondial Relay	Performance of the service (contract)
	Management of complaints with customer service (disputes and damages), carrying out satisfaction surveys, reconciliation of undistributed objects and desired objects, referral to the mediator	
	Improve quality of service by evaluating a sample of customer contacts during inbound and outbound calls	
Performance Analysis	Carrying out marketing statistics and analyses in order to understand the use of Mondial Relay's services and offers, measure the quality of service, improve the customer experience and measure the effectiveness of promotional operations	Legitimate interest and Consent for data collected via cookies

Chatbot (chatbot)	Conversation management from Timo to provide information and answers to questions asked by the user	Consent
Management of requests to exercise rights	Management of requests from Recipients and/or Senders in the context of exercising rights relating to their personal data	Legal obligation
Compliance with laws and regulations	Compliance with applicable legal, regulatory or compliance obligations, including reports required by law or any other request from a judicial authority	

IF YOU ARE A THIRD PARTY		
Purposes	Services	Legal bases
Safety of goods and people Customer complaint management Fraud detection	Secure Parcel Lockers and the packages stored in them Manage customer complaints Enable fraud detection and defend the interests of Mondial Relay	Legitimate interest

4. To whom is your personal data disclosed?

Mondial Relay is committed to maintaining the confidentiality of your personal data, and to complying with all legal requirements regarding the sharing and disclosure of your data. As a matter of principle, only persons and organisations who need access to your data to enable Mondial Relay to achieve the purposes of their processing may do so.

The information we collect is intended for **Mondial Relay's internal departments** (marketing department, IT department, customer service, security department, etc.), which only process the data necessary for the accomplishment of their missions.

Your personal data may also be communicated to third-party **partners**, in Luxembourg or abroad, with whom Mondial Relay collaborates, in particular:

- Service providers providing shipping, delivery or returns of parcels
- Customer service providers
- Data hosting provider
- Insurance companies
- Conversational agent and conversation analytics provider
- etc.

These partners will have access to your information to the extent strictly necessary for the performance of their missions, and undertake not to use it for any purpose other than that requested by Mondial Relay.

Some of your data may be sent, in compliance with the laws and regulations in force, to **authorities, regulators, external advisors** or any other third party for the purposes of

contesting, safeguarding or defending a legal claim, in the context of administrative or criminal investigations, or in the context of legal disputes of any kind.

Mondial Relay may communicate your data to other entities of the InPost group to which it belongs, as part of the management of customer/prospect databases and the commercial relationship established with its customers. To this end, the companies of the InPost Group will commit through specific agreements to comply with the confidentiality and data processing obligations defined in this Privacy Policy, as well as the applicable legislation.

In the context of its activity, Mondial Relay may use subcontractors established outside the European Union. We ensure that this transfer of personal data is made to countries that are recognized as providing an adequate level of protection for your personal data, or providing appropriate safeguards in accordance with the GDPR.

5. How do we protect your personal data?

In order to prevent any unauthorized access, use, modification, destruction, loss, damage or disclosure, and to protect the data collected, Mondial Relay implements appropriate technical and organizational measures. Your personal data is stored in a secure environment.

Our employees are subject to contractual obligations of confidentiality and must comply with an internal charter for the proper use of the information system. We also check that our partners provide sufficient security and privacy guarantees.

If Mondial Relay finds that a breach of your personal data for which it is responsible poses a high risk to your privacy, we will inform you as soon as possible so that you can take all necessary precautions to limit its consequences (changing your passwords, etc.).

If we have not been able to provide you with a satisfactory answer, you may lodge a complaint with the National Commission for Data Protection (CNPD) for Luxembourg : cnpd.public.lu/fr.html

Appendix A6 — Services provided in Italy

According to Regulation (EU) 2016/679 (General Data Protection Regulation) we provide you the due information concerning the processing of collected personal data. This notice is not to be considered valid for other websites attainable through links and data processor shall not be held responsible for third parties web pages.

Personal data we may collect and process

Personal data: any information relating to an identified or identifiable natural person ('data subject'); an identifiable natural person is one who can directly or indirectly be identified, in particular by reference to an identifier such as a name, an identification number, a location data, an online identifier or to one or more specific factors to the physical, physiological, genetic, mental, economic, cultural or social identity (C26, C27, C30).

Navigation data: IP addresses, domain name, URI/URL addresses, time and method of the request, response code from server and a few information regarding the useragent (OS version, resolution, device type).

Voluntarily provided data: the optional, explicit and voluntary transmission of messages to contact addresses or forms, entails the subsequent acquisition of sender's address; the latter, along with any other personal information provided, will be necessary for us to reply.

Social media: for more information regarding the processing of personal data carried out by any Social Media platforms deployed on this website, please refer to their respective privacy policies. The Data Controller processes the personal data through the pages of the dedicated Social Media platforms, to manage interactions with users (comments, public posts, etc.) and in compliance with current legislation.

Specific privacy statement may be furnished with regards to specific processings or services offered by the website.

COOKIES: More information available in the specific statement; please click inpost.it/en/cookie-policy.

DATA CONTROLLER pursuant to art. 4 and 24 of the Reg. (EU) 2016/679, is LOCKER INPOST ITALIA S.R.L. – with registered office in viale Cassala, 30 - 20143 Milano (MI), represented by the legal representative pro-tempore (following also “InPost” or “Controller”).

DATA PROTECTION OFFICER: The company has appointed the Data Protection Officer (DPO) pursuant to art.37-39 of the Reg. UE 2016/679 whose contact is: dpo.italia@inpost.it.

PURPOSES | LEGAL BASIS | DATA RETENTION | DATA CONFERRAL

If you have chosen InPost for your shipments, we inform you that we will process your data for the following purposes:

PURPOSE OF PROCESSING	LEGAL BASIS	DATA RETENTION	DATA CONFERRAL
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	<p>PROVISION OF SHIPPING SERVICES:</p> <p>Management of the contractual and pre-contractual relationship: to execute the requested service contract or to take pre-contractual measures, including order management, provision of our services, and, specifically, to ensure the shipment of goods.</p> <p>Fulfilment of legal and administrative-accounting obligations: to comply with obligations established by law, regulations, or EU legislation (e.g., tax and accounting obligations) and for the administrative management related to the provision of services.</p> <p>DATA SOURCES:</p>	<p>Contract</p> <p>Art. 6(1)(b) GDPR: processing is necessary for the performance of a contract to which the data subject is party or to take steps at the request of the data subject prior to entering a contract.</p> <p>Compliance with a legal obligation</p> <p>Art. 6, (1) (c) GDPR.</p>	<p>10 years or otherwise stated by the Law (Art. 2220 Italian c.c.)</p>	<p>Necessary: The provision of personal data is mandatory; where mandatory, in case of lack the Data Controller will not be able to provide or guarantee his services.</p>
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	<p>Personal data may be acquired:</p> <ul style="list-style-type: none"> - directly from the data subject: the data is provided to us directly using the services offered by InPost (for example, through the InPost Direct service). - from third-party platforms: pursuant to Article 14 of the GDPR, the data may be provided to us by the e-commerce platform or other entity through which InPost has been selected as a service provider. 			
	<p>VIDEO SURVEILLANCE OF LOCKERS:</p> <p>Protection of company assets and individuals: to prevent vandalism, theft, or damage to lockers and the goods stored therein, as well as to ensure the safety and security of people using or passing</p>	<p>Legitimate interest Data subject rights Art. 6 lett. F) and recital 47 GDPR: the processing is necessary for pursuing the legitimate interest of data</p>	<p>7 days, except for particular needs due to company closures, holidays or requests from the competent authorities</p>	<p>Necessary: The provision of personal data is mandatory, as it is strictly instrumental to the use of our lockers.</p>

<p>through the lockers (e.g., senders, recipients, suppliers, maintenance workers, and passersby).</p> <p>Dispute management: to document and resolve any disputes or complaints related to the storage, collection, or damage of packages at the lockers.</p> <p>Remote technical assistance: to enable remote technical assistance in the event of malfunctions or issues requiring visual support for resolution, ensuring service efficiency.</p> <p>Lockers are generally equipped with a video surveillance system installed for the purposes indicated above.</p> <p>The individuals potentially affected by the</p>	<p>controller or third parties'</p>		
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	<p>processing (senders and recipients of packages, suppliers, maintenance workers, third parties/passersby) are informed via a simplified notice posted directly on the locker. This notice refers to this extended notice for further details.</p>			
	<p>SOFT SPAM:</p> <p>Data Controller will use, for the purposes of direct sales of its products or services, the e-mail coordinates provided by the interested party in the context of the sale of a product or service, without requesting the interested party's consent, for promotional communications and commercial and newsletters on services like those being sold.</p> <p>The data subject is informed of the possibility of objecting to the</p>	<p>Legitimate interest Data subject rights Art. 6 lett. f) and recital 47 GDPR:</p> <p>the processing is necessary for pursuing the legitimate interest of the Data Controller or third parties', provided that the interests or fundamental rights and freedoms of the interested</p>	<p>Until consent withdrawal (opt-out)</p>	<p>Optional: in case of denial the Data Controller won't be able to send you promotional communication.</p> <p>The personal data were provided by parties contractually linked to the Data Controller (group companies, commercial partners).</p>

	<p>processing at any time, easily and free of charge.</p> <p>To compare and possibly improve the results of automated communications, the Data Controller does make use of reports.</p> <p>Thanks to reports, the controller will be able to discover, in eg.: the number of readers, of openings and unique “clickers”; the device and the operating systems requesting contents; details on the activity of individual users; the detail of sent, delivered or forwarded E-Mails.</p>	<p>party which require protection of personal data do not prevail.</p>		
	<p>DIRECT MARKETING:</p> <p>for sending advertising or direct sales material or for carrying out market research, commercial and promotional communication, newsletters, via automated means (email,</p>	<p>Consent to the processing of personal data</p> <p>art. 6 par. 1 lett. a) - (C42, C43) GDPR</p>	<p>Until consent is revoked (or opt-out)</p>	<p>Optional. Failure to provide the necessary data will make it impossible to receive direct marketing communications.</p>

<p>SMS) and traditional means (telephone and paper mail). The communications may contain promotional activities and/or logos of third-party partners and companies belonging to the group. There will be no transfer of personal data.</p> <p>For the complete list of group companies and partners, you can write to the addresses indicated below.</p> <p>To compare and possibly improve the results of automated communications, the Data Controller does make use of reports. Thanks to reports, the controller will be able to discover, in eg.: the number of readers, of openings and unique “clickers”; the device and the operating systems</p>			
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requesting contents; details on the activity of individual users; the detail of sent, delivered or forwarded E-Mails.			
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Otherwise, we may also process your personal data for the following purposes:

PURPOSE OF PROCESSING	LEGAL BASIS	DATA RETENTION	DATA CONFERRAL
<p>Website browsing: Activities strictly related to site operations and to platform browsing service provision. The data required to avail yourself of this website, will be processed as well to:</p> <p>Gather statistical information (most viewed pages, number of visitors, timeline visits, geographical source of visit);</p> <p>Monitor the status of services.</p>	<p>Legitimate interest Data subject rights Art. 6 lett. f) and recital 47 GDPR: the processing is necessary for pursuing the legitimate interest of data controller or third parties'.</p>	<p>Single browsing session and up to 7 days after (except from any requests by the Judicial Authority for crime prevention needs).</p>	<p>Necessary to guarantee the navigation.</p>
<p>Website Analytics:</p>	<p>Cookies other than technical ones (or</p>	<p>More information available in</p>	<p>More information available in the cookie policy</p>

	<p>By means of cookies and similar technologies</p> <p>More information available in the cookie policy.</p>	<p>similar)</p> <p>require users' consent in order to be deployed (art. 6.a GDPR)</p> <p>Whether required, the consent will be requested by means of our cookie policy and its banner</p>	<p>the cookie policy</p>	
	<p>Contact or information request:</p> <p>By means of phone calls, contact forms, WhatsApp, Sole Chatbot et similia.</p> <p>The Sole Chatbot system uses an Artificial Intelligence system to improve the experience and refine the responses provided to the user.</p>	<p>Contract</p> <p>Art. 6(1)(b) GDPR:</p> <p>processing is necessary for the performance of a contract to which the data subject is party or to take steps at the request of the data subject prior to entering a contract.</p>	<p>1 year</p>	<p>Necessary for the legitimate interest of data controller with due regard to user's rights and fundamental freedoms</p>

	<p>Management of interested subjects' requests pursuant to art. 15 and following (GDPR).</p>	<p>Legal obligation Art. 6.1.c) GDPR processing is necessary for compliance with a legal obligation the controller is subject to.</p>	<p>5 years after its closure, except from controversy</p>	<p>Necessary: The provision of personal data is mandatory in order to execute legal obligations</p>
	<p>Non-automated profiling: personal data will be entered into company databases/CRMs/platforms, to carry out analyses, evaluations and to divide interested parties into homogeneous groups for specific company activity characteristics for better management of services and for sending targeted promotional communications.</p>	<p>Consent to the processing of personal data art. 6 par. 1 lett. a) - (C42, C43) GDPR</p>	<p>Until consent is revoked and in any case for a maximum of 12 months</p>	<p>Optional. Failure to provide the necessary data will make it impossible to perform analyses and send targeted communications.</p>

	<p>Recruiting staff: research and selection of personnel for the purpose of establishing an employment relationship, also for any positions different from those for which the data subject is a candidate; storage of personal data also for future selections; managing applications in response to job vacancies posted on our website; interviews and any video-interviews (data processing including image / audio). See specific policy in the dedicated area.</p>	<p>Contract Art. 6(1)(b) GDPR: processing is necessary for the performance of a contract to which the data subject is party or to take steps at the request of the data subject prior to entering a contract.</p>	<p>Up to 24 months. Any data collected during the recruitment process will be deleted as soon as it becomes clear that no offer of employment will be made or that the offer will not be accepted by the candidate.</p>	<p>Necessary: The provision of personal data is mandatory where mandatory and in case of lack the Data Controller will not be able to consider your candidacy.</p>
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RECIPIENTS OR CATEGORIES OF RECIPIENTS OF PERSONAL DATA

Personal data provided by you may be communicated to recipients who will act as Processors (art. 28 GDPR) and/or persons acting under the authority of the Controller and the Processor (art.29 GDPR) for the purposes pointed ahead. Precisely, your data may be disclosed to recipients being part of the following categories:

- Subjects providing services for the website and communication networks, including email, hosting and platform management;
- Subjects providing consultancy and assistance services;
- Subjects providing services relating to the management of the previously mentioned processing purposes;
- Subjects based in Italy whom the Data Controller has signed agreements with;

- Subjects for the management of selection and recruiting activities;
- Law Enforcement Agencies and competent Judicial or Administrative Authorities: if communication is required by legislative or regulatory provisions or at the request of the Judicial Authority or other authorised public bodies, for the fulfilment of legal obligations, the prevention, detection or repression of crimes.

You can request a complete listing of processors writing to: privacy@inpost.it.

DATA TRANSFER TO A THIRD COUNTRY AND/OR TO INTERNATIONAL ORGANISATION

Personal data will be transferred to non-EEA countries to comply with purposes related to data processing purposes. The data will be transferred based on Article 44 et seq. of the GDPR towards third countries for which the Commission intervened with an adequacy assessment: USA.

For further information regarding the guarantees inherent to the transfer of data outside the EEA, you can contact the data controller or the DPO at the addresses indicated above.

AUTOMATED-MEAN PROCESSINGS

Personal data will be subjected to traditional manual, electronic and automated processing. It is specified that no fully automated decision-making processes are carried out.

With reference to the profiling activity, possibly carried out with the express consent of the interested party as indicated in the purposes, it will be carried out through the intervention of the operator who will develop the profile of the interested party and analyse his/her habits and consumption choices, in order to improve the commercial offer and the owner's services (non-automated profiling).

DATA SUBJECT'S RIGHTS

You may freely exercise your rights as expressed in the articles. 15 et seq. GDPR, contacting the Data Controller at the e-mail address indicated above. You have the right, at any time, to request access to your personal data (art.15), rectification (art.16), erasure (art.17), limitation of processing (art.18). The Data Controller communicates (art. 19) to each of the recipients to whom the personal data have been transmitted of any corrections or cancellations or limitations of processing carried out. The Data Controller communicates these recipients to the interested party in case of request.

In the cases provided for, you have the right to the portability of your data (art.20) and in this case they will be provided in a structured format, commonly used and readable by an automatic device. You have the right to object (art.21), at any time, to the processing of data based on legitimate interest, and in cases where the legal basis is consent, you have the right to revoke the given consent without prejudice to the lawfulness of the processing based on consent before revocation.

To stop receiving soft spam communications and revoke your consent to direct marketing and/or profiling (not automated) we invite you to contact the Data Controller at: privacy@inpost.it.

Without prejudice to any other administrative or judicial remedy, in case you consider your data processing in contrast with Reg. UE 2016/679, you have the right to lodge a complaint with the Supervisory Authority, in particular in the Member State in which you habitually reside or work or in the place where the alleged violation of the regulation occurred (Italian DPA garanteprivacy.it), or to take action in the appropriate judicial offices.

Date of review: 09 April 2026

Informative amendments: Data Controller retains the right to modify, update, add or remove some parts of this informative at any time.

LOCKER INPOST ITALIA S.R.L.

Appendix A7 — Services provided in Spain

This privacy policy (the "**Privacy Policy**") describes InPost's privacy and security practices regarding the collection, use, and sharing of personal information that you may provide to us through our website ("**Website**") and/or the associated mobile application ("**App**").

For the sake of clarity, the Website and the Application will henceforth be collectively referred to as the "**Communication Channels**".

InPost, in its capacity as data controller, attaches the utmost importance to the confidentiality of the personal information it collects and is committed to complying with the regulations applicable to the processing of personal data, in particular the General Data Protection Regulation (EU) No. 2016/679 (known as the "**GDPR**").

1. Who we are and how to contact us

The data controller is Mondial Relay SASU Sucursal en España (InPost), with registered office at Camí de les Oliveres, 1, 08800, Vilanova i la Geltrú (Barcelona, Spain) and NIF W0015130H.

If you would like more information or to exercise your rights regarding data processing, data files and individual freedoms, please contact us:

- **By email** : dpo.iberia@inpost.es

- **By post** : Mondial Relay SASU Spanish Branch (InPost) - Legal Department - Camí de les Oliveres, 1, 08800, Vilanova i la Geltrú (Barcelona, Spain)

If we cannot provide you with a satisfactory response, you can file a complaint with the Spanish Data Protection Agency (AEPD) at sedeagpd.gob.es/sede-electronica-web/vistas/formNuevaReclamacion/solicitudReclamacion.jsf

2. Who is affected by this Privacy Policy ?

This Privacy Policy is intended for the following categories of people:

-The "**Senders**" :

* Any direct customer who uses the services and offers proposed by Inpost in its Communication Channels ("**Direct Sender**").

* Anyone who sends a parcel through an Inpost direct customer (particularly through platforms like Vinted, etc.).

- The "**Recipients** ": any person who receives a package whose delivery has been entrusted to Inpost.

- The "**Visitors** ": anyone who visits and uses our Communication Channels.

3. What personal data do we collect?

InPost undertakes to collect only the data strictly necessary for the provision of services, and for the purposes that have been communicated to you.

When you use the Communication Channels, Inpost may collect and process information about you, including:

-**Identification data** : in the case of individuals , this includes their title (Mr./Mrs.), surname, first name, email address, telephone number and date of birth, and in the case of professionals , their company name, surname, first name, email address, telephone number and NIF.

- **Data required to manage package shipments** : package tracking number, dimensions and declared value, package status and condition.

- **Bank details** : order amount, payment method and bank details.

- **Location data** : geographical area of search for Punto Pack or Lockers and geolocation.

- **Data extracted from video surveillance** : images extracted from the video surveillance cameras installed in the Lockers within the framework of the security of the assets and the Video surveillance data will not be associated with your account data.

- **Authentication data for Communication Channels accounts** : this data consists of your username and password.

- **Connection data related to your use of the Communication Channels** : We collect browsing data that may allow us to identify your preferred device (computer, phone, tablet). In this case, we may collect your device's IP address, the type of browser and operating system used, the identity of your Internet service provider, the number of pages viewed, the time spent on each page, etc. This data is used, on the one hand, to ensure the proper functioning of our Communication Channels, in particular their performance and security, and, on the other hand, to analyze the number of visitors, within the limits and under the conditions established in this Privacy Policy.

4. How do we collect your personal data?

InPost may collect your personal data directly or indirectly, as well as passively collect certain data when you browse our Communication Channels.

Direct pickup

InPost **collects data directly** from you when you provide information through our communication channels. This is the case, in particular, when you create an account, when you contact us, or when you fill out a form.

Some of the information requested may be mandatory (you will be informed of this at the time of collection by means of an asterisk or equivalent). If you do not provide the required information, you will not be able to benefit from InPost's services and offers.

The purpose of providing optional information is to get to know you better or to offer you other services and/or offers. If you do not respond to the optional information, you can still benefit from InPost's services and offers, but certain personalization methods will not be available.

It is your responsibility to ensure that the information you send us is accurate, complete, and up-to-date. Transmitting inaccurate, false, or incomplete information may result in a delay or non-delivery of your package. We encourage you to inform us of any changes to your personal information during the course of our collaboration.

Indirect collection

InPost collects your data indirectly when we receive it from an **external third party** (for example, product sellers). This third party already processes your data as the data controller

solely within the context of your relationship with them (for example, to enable an online purchase), and then provides it to us so that we can guarantee the delivery of your packages. In these cases, InPost will be the data controller only with regard to providing the parcel delivery service developed by InPost.

Passive collection

In addition, information regarding your use of our Communication Channels is automatically collected when you interact with their features. We use **cookies** to collect user information for this purpose. For more information about Inpost's cookie policy, please click here [inpost.es/politica-de-cookies].

5. Why, how, and for how long do we use your personal data?

InPost is not authorized to collect, process, use, or store your personal data without a valid legal basis. This legal basis may be the following:

- **Consent** : When you give us your consent, we process your personal data for the specific purposes for which you have given your consent. Please note that you can withdraw your consent at any time.
- **Service execution (contract)** : When we make services and offers available to you, we process your personal data necessary for the execution of a contract with you (such as a purchase contract), and for the fulfillment of the obligations arising from it.
- **Legitimate interest** : covers processing for purposes such as improving or developing InPost's services and offers, as well as for security purposes, in particular for fraud prevention.
- **Legal obligation** : whenever the processing of your personal data is necessary to allow us to comply with our legal obligations.

Specifically, your personal data is collected and processed for the purposes and legal bases detailed below, and is retained for the period necessary to achieve those purposes. The retention period varies depending on the services involved. InPost retains your personal data for a limited time to meet the needs justified by the purpose for which it is processed, in order to limit this retention to what is strictly necessary.

If you are the sender

Fines	Services	Legal basis
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Package shipment management	Information on tracking, progress, and delivery stages of the package.	
	Notification of package arrival at Punto Pack and/or Locker.	
Customer service management	Listening and recording (non-automatic) of telephone conversations during customer service calls.	Legitimate interest
	Customer relationship management, including call center management and responses to contact requests sent to InPost.	
	Improving service quality through satisfaction surveys and the evaluation of incoming and outgoing calls.	
Accessibility service	Handling customer service claims (litigation and damages) or handling complaints about undelivered items.	Legal obligation
	Customer service management using video call system and sign language.	Consent
Newsletter management	Newsletter management through the sending of electronic communications.	Consent

Business prospecting	Marketing operations through advertising messages, contests, sponsorships, surveys, loyalty campaigns and all promotional operations.	
	Creating advertising profiles to personalize communications and advertising based on your interactions with InPost and analyzing your behavior, particularly your posting and browsing history.	
Results analysis	Perform marketing statistics and analysis to understand the use of InPost's services and offers, measure service quality, improve customer experience, and measure the effectiveness of promotional operations.	<p>Legitimate interest</p> <p>Consent for the collection of data through cookies</p>
Optimize communication channels	Statistics and analysis of communication channels to assess system security and stability	Legitimate interest
	Adaptation of communication channels or social networks to ensure proper display and guarantee smooth and secure navigation.	
Management of requests to exercise rights	Management of requests from Recipients and/or Senders to exercise their rights relating to their personal data.	Legal obligation

Compliance with legislation and regulations	Compliance with legal, regulatory or conformity obligations, in particular reports required by law or any other request from a judicial authority.	
Video surveillance management for lockers	<p>To guarantee the safety of users and the lockers' property.</p> <p>Management and handling of disputes relating to the tracking of packages in the Lockers.</p>	Legitimate interest
If you are a Direct Sender, InPost also carries out the following processing:		
Management of InPost's service contracts and offers	<p>Manage the contracting of services and offers through the website.</p> <p>Secure payment service for purchasing Inpost services and offers on the website.</p>	Contract execution
Shipping label management	Editing and sending shipping labels through the website.	
Package shipment management	<p>Selection and/or search of the Pack Point and/or Locker based on an address or location.</p> <p>Management of shipments, requests for ordering packages that must be sent to the Recipients and returns to the Senders,</p>	Consent Contract execution

	particularly in the case of unclaimed packages.	
Debt collection	Debt collection management, including through third parties.	Contract execution

If you are a recipient

Fines	Services	Legal basis
Package shipment management	Selection and/or search of the Pack Point and/or Locker based on an address or location.	Consent
	Electronic transmission of the QR code or parcel collection code.	Contract execution
Package shipment management	Information on tracking, progress, and delivery stages of the package.	Legitimate interest
	Notification of the package's arrival at Punto Pack and/or Locker.	
Customer service management	Listening and recording (non-automatic) of telephone conversations during customer service calls.	
	Customer relationship management, including call center management and responses to contact requests sent to InPost.	

	Improving service quality through satisfaction surveys and the evaluation of incoming and outgoing calls.	
	Handling customer service claims (litigation and damages) or handling complaints about undelivered items.	Legal obligation
	Sending advertising communications and profiling in order to personalize communications and advertising based on your interactions with Inpost and the analysis of your behavior, in particular your posting and browsing history.	Consent
Accessibility service	Customer service management using video call system and sign language.	Consent
Results analysis	Perform marketing statistics and analysis to understand the use of Inpost's services and offers, measure service quality, improve customer experience, and measure the effectiveness of promotional operations.	Legitimate interest Consent for the collection of data through cookies
Optimize communication channels	<p>Statistics and analysis of communication channels to assess the security and stability of the system.</p> <p>Adaptation of communication channels or social networks to ensure proper display and guarantee smooth and secure navigation.</p>	Legitimate interest
Video surveillance	To guarantee the safety of users and the lockers' property.	Legitimate interest

management for ticket booths	Management and handling of disputes relating to the tracking of packages in the Lockers.	
Management of requests to exercise rights	Management of requests from Recipients and/or Senders to exercise their rights relating to their personal data.	Legal obligation
Compliance with legislation and regulations	Compliance with legal, regulatory or conformity obligations, in particular reports required by law or any other request from a judicial authority.	

If you are a visitor

Fines	Services	Legal basis
Results analysis	Perform marketing statistics and analysis to understand the use of communication channels and improve the customer experience.	Legitimate interest Consent for the collection of data through cookies
Optimize communication channels	Statistics and analysis of communication channels to assess system security and stability Adaptation of communication channels or social networks to ensure proper display and guarantee smooth and secure navigation.	Legitimate interest
Accessibility service	Customer service management using video call system and sign language.	Consent

Management of requests to exercise rights	Handling requests to exercise rights relating to your personal data	Legal obligation
Compliance with laws and regulations	Compliance with legal, regulatory or conformity obligations, in particular reports required by law or any other request from a judicial authority.	

6. To whom is your personal data communicated?

InPost is committed to preserving the confidentiality of your personal data and complying with all legal requirements regarding the sharing and disclosure of your data. As a matter of principle, only those individuals and organizations that need access to your data for InPost to fulfill the purposes of the processing will be permitted to do so.

The information we collect is intended for **InPost's internal services** (marketing department, IT department, etc.), which only process the data necessary for the fulfillment of their missions.

Your personal data may also be shared with **InPost collaborators**, in Spain or abroad. In particular:

- Shipping, delivery and return service providers.
- Customer service providers.
- Data hosting provider and communication channels.
- Service provider in charge of the maintenance operations of the Communication Channels.
- Accessibility service providers.
- Service provider responsible for sending digital communications (newsletter, emailing, promotional operations, etc.).
- Service provider responsible for analyzing the audience and/or performance of Communication Channels.
- Provider of paid technical services.

These collaborators will have access to your information only to the extent strictly necessary for the performance of their duties, and they agree not to use it for purposes other than those requested by InPost.

InPost may share personal data with other entities within the InPost group for the purpose of properly managing its customer databases and customer relationships. To this end, the InPost group companies will have the appropriate agreements in place and will assume the confidentiality and data processing obligations contained in this policy and in applicable law.

Some of your data may be disclosed to authorities, regulators, courts, or public bodies in compliance with applicable laws . Additionally, based on legitimate interest, your data may be disclosed to **lawyers or external advisors** for the purpose of challenging, safeguarding, or defending a right, whether in or out of court.

As part of its business activities, InPost may use data processors located outside the European Union. We ensure that this transfer of personal data takes place in countries recognized for providing an adequate level of protection for your personal data or for offering appropriate safeguards in accordance with the GDPR.

7. How do we protect your personal data?

To prevent any unauthorized access, use, modification, destruction, loss, damage, or disclosure, and to protect the data collected, InPost implements appropriate technical and organizational measures. Your personal data is stored in a secure environment.

Our employees are bound by contractual confidentiality obligations and must adhere to an internal code of conduct regarding the proper use of the information system. We also verify that our partners offer sufficient guarantees regarding security and privacy.

If you have opened an account on our Communication Channels, you are responsible for protecting your login details and passwords. This information is solely for your personal use and should not be shared with third parties.

If InPost becomes aware of a breach of your personal data for which it is responsible and which poses a high risk to your privacy, we will inform you as soon as possible so that you can take all necessary steps to limit its consequences (changing your passwords, etc.).

8. What are your rights?

In accordance with Articles 15 to 22 of the GDPR, and provided that you meet the conditions set out in those provisions, you have the option to:

- Access all your personal data.
- Correct inaccurate, outdated, or incomplete data.
- Obtain the deletion of your data when it is no longer necessary for the purposes for which it was collected or processed, and if the processing is based on consent.
- Obtain data portability, if technically possible.
- Request that the processing of your data be restricted.
- You may object at any time to the processing of your data for legitimate reasons.

- Withdraw your consent to the processing of your data for a specific purpose, when such processing is based on such consent.

InPost may ask you to show proof of identity when there are reasonable doubts about the applicant's identity.

9. What happens if the Privacy Policy is modified?

InPost may modify this Privacy Policy in the event of regulatory or procedural changes. We reserve the right to update and modify it at any time, without having to justify the reason.

We encourage you to consult this Privacy Policy regularly, and more specifically before any communication of personal data.

The Privacy Policy was last updated on the date shown at the top of this document, at which time it became effective and automatically replaced the previous Privacy Policy.

Appendix A8 — Services provided in Portugal

This privacy policy (the "**Privacy Policy**") describes InPost's privacy and security practices regarding the collection, use, and sharing of personal information that you may provide to us through our website ("**Website**") and/or the associated mobile application ("**App**").

For the sake of clarity, the Website and the Application will henceforth be collectively referred to as the "**Communication Channels**".

InPost, in its capacity as data controller, attaches the utmost importance to the confidentiality of the personal information it collects and is committed to complying with the regulations applicable to the processing of personal data, in particular the General Data Protection Regulation (EU) No. 2016/679 (known as the "**GDPR**").

1. Who we are and how to contact us

The data controller is MONDIAL RELAY SUCURSAL EM PORTUGAL (InPost), with registered office at Rua Coronel Edgar Pereira Costa Cardoso, 3 E, 2615-360 Alverca do Ribatejo (Portugal) and NIF 980682835.

If you would like more information or to exercise your rights regarding data processing, data files and individual freedoms, please contact us:

- **By email** : dpo.iberia@inpost.es

- **By post** : MONDIAL RELAY SUCURSAL EM PORTUGAL (InPost) - Legal Department - Rua Coronel Edgar Pereira Costa Cardoso, 3 E, 2615-360 Alverca do Ribatejo

If we cannot provide you with a satisfactory response, you can file a complaint with the Comissão Nacional de Proteção de Dados (CNPd) at cnpd.pt/cidadaos/participacoes

2. Who is affected by this Privacy Policy ?

This Privacy Policy is intended for the following categories of people:

-The "**Senders**" :

* Any direct customer who uses the services and offers proposed by Inpost in its Communication Channels ("**Direct Sender**").

* Anyone who sends a parcel through an Inpost direct customer (particularly through platforms like Vinted, etc.).

- The "**Recipients** ": any person who receives a package whose delivery has been entrusted to Inpost.

- The "**Visitors** ": anyone who visits and uses our Communication Channels.

3. What personal data do we collect?

InPost undertakes to collect only the data strictly necessary for the provision of services, and for the purposes that have been communicated to you.

When you use the Communication Channels, Inpost may collect and process information about you, including:

-**Identification data** : in the case of individuals , this includes their title (Mr./Mrs.), surname, first name, email address, telephone number and date of birth, and in the case of professionals , their company name, surname, first name, email address, telephone number and NIF.

- **Data required to manage package shipments** : package tracking number, dimensions and declared value, package status and condition.

- **Bank details** : order amount, payment method and bank details.

- **Location data** : geographical area of search for Punto Pack or Lockers and geolocation.

- **Data extracted from video surveillance** : images extracted from the video surveillance cameras installed in the Lockers within the framework of the security of the assets and the Video surveillance data will not be associated with your account data.

- **Authentication data for Communication Channels accounts** : this data consists of your username and password.

- **Connection data related to your use of the Communication Channels** : We collect browsing data that may allow us to identify your preferred device (computer, phone, tablet). In this case, we may collect your device's IP address, the type of browser and operating system used, the identity of your Internet service provider, the number of pages viewed, the

time spent on each page, etc. This data is used, on the one hand, to ensure the proper functioning of our Communication Channels, in particular their performance and security, and, on the other hand, to analyze the number of visitors, within the limits and under the conditions established in this Privacy Policy.

4. How do we collect your personal data?

InPost may collect your personal data directly or indirectly, as well as passively collect certain data when you browse our Communication Channels.

Direct pickup

InPost **collects data directly** from you when you provide information through our communication channels. This is the case, in particular, when you create an account, when you contact us, or when you fill out a form.

Some of the information requested may be mandatory (you will be informed of this at the time of collection by means of an asterisk or equivalent). If you do not provide the required information, you will not be able to benefit from InPost's services and offers.

The purpose of providing optional information is to get to know you better or to offer you other services and/or offers. If you do not respond to the optional information, you can still benefit from InPost's services and offers, but certain personalization methods will not be available.

It is your responsibility to ensure that the information you send us is accurate, complete, and up-to-date. Transmitting inaccurate, false, or incomplete information may result in a delay or non-delivery of your package. We encourage you to inform us of any changes to your personal information during the course of our collaboration.

Indirect collection

InPost collects your data indirectly when we receive it from an **external third party** (for example, product sellers). This third party already processes your data as the data controller solely within the context of your relationship with them (for example, to enable an online purchase), and then provides it to us so that we can guarantee the delivery of your packages. In these cases, InPost will be the data controller only with regard to providing the parcel delivery service developed by InPost.

Passive collection

In addition, information regarding your use of our Communication Channels is automatically collected when you interact with their features. We use **cookies** to collect user information for this purpose. For more information about Inpost's cookie policy, please click here [inpost.es/politica-de-cookies].

5. Why, how, and for how long do we use your personal data?

InPost is not authorized to collect, process, use, or store your personal data without a valid legal basis. This legal basis may be the following:

- **Consent** : When you give us your consent, we process your personal data for the specific purposes for which you have given your consent. Please note that you can withdraw your consent at any time.
- **Service execution (contract)** : When we make services and offers available to you, we process your personal data necessary for the execution of a contract with you (such as a purchase contract), and for the fulfillment of the obligations arising from it.
- **Legitimate interest** : covers processing for purposes such as improving or developing InPost's services and offers, as well as for security purposes, in particular for fraud prevention.
- **Legal obligation** : whenever the processing of your personal data is necessary to allow us to comply with our legal obligations.

Specifically, your personal data is collected and processed for the purposes and legal bases detailed below, and is retained for the period necessary to achieve those purposes. The retention period varies depending on the services involved. InPost retains your personal data for a limited time to meet the needs justified by the purpose for which it is processed, in order to limit this retention to what is strictly necessary.

If you are the sender

Fines	Services	Legal basis
<p>Package shipment management</p>	<p>Information on tracking, progress, and delivery stages of the package.</p> <p>Notification of package arrival at Punto Pack and/or Locker.</p>	<p>Legitimate interest</p>
<p>Customer service management</p>	<p>Listening and recording (non-automatic) of telephone conversations during customer service calls.</p>	

	Customer relationship management, including call center management and responses to contact requests sent to InPost.	
	Improving service quality through satisfaction surveys and the evaluation of incoming and outgoing calls.	
	Handling customer service claims (litigation and damages) or handling complaints about undelivered items.	Legal obligation
Accessibility service	Customer service management using video call system and sign language.	Consent
Newsletter management	Newsletter management through the sending of electronic communications.	
	Marketing operations through advertising messages, contests, sponsorships, surveys, loyalty campaigns and all promotional operations.	Consent
Business prospecting	Creating advertising profiles to personalize communications and advertising based on your interactions with InPost and analyzing your behavior, particularly your posting and browsing history.	

<p>Results analysis</p>	<p>Perform marketing statistics and analysis to understand the use of InPost's services and offers, measure service quality, improve customer experience, and measure the effectiveness of promotional operations.</p>	<p>Legitimate interest</p> <p>Consent for the collection of data through cookies</p>
<p>Optimize communication channels</p>	<p>Statistics and analysis of communication channels to assess system security and stability</p> <p>Adaptation of communication channels or social networks to ensure proper display and guarantee smooth and secure navigation.</p>	<p>Legitimate interest</p>
<p>Management of requests to exercise rights</p>	<p>Management of requests from Recipients and/or Senders to exercise their rights relating to their personal data.</p>	<p>Legal obligation</p>
<p>Compliance with legislation and regulations</p>	<p>Compliance with legal, regulatory or conformity obligations, in particular reports required by law or any other request from a judicial authority.</p>	<p>Legal obligation</p>
<p>Video surveillance management for lockers</p>	<p>To guarantee the safety of users and the lockers' property.</p> <p>Management and handling of disputes relating to the tracking of packages in the Lockers.</p>	<p>Legitimate interest</p>

If you are a Direct Sender, InPost also carries out the following processing:

Management of InPost's service contracts and offers	Manage the contracting of services and offers through the website.	Contract execution
	Secure payment service for purchasing Inpost services and offers on the website.	
Shipping label management	Editing and sending shipping labels through the website.	
Package shipment management	Selection and/or search of the Pack Point and/or Locker based on an address or location.	Consent
	Management of shipments, requests for ordering packages that must be sent to the Recipients and returns to the Senders, particularly in the case of unclaimed packages.	Contract execution
Debt collection	Debt collection management, including through third parties.	Contract execution

If you are a recipient

Fines	Services	Legal basis
	Selection and/or search of the Pack Point and/or Locker based on an address or location.	Consent

Package shipment management	Electronic transmission of the QR code or parcel collection code.	Contract execution
Package shipment management	Information on tracking, progress, and delivery stages of the package.	Legitimate interest
	Notification of the package's arrival at Punto Pack and/or Locker.	
Customer service management	Listening and recording (non-automatic) of telephone conversations during customer service calls.	
	Customer relationship management, including call center management and responses to contact requests sent to InPost.	
	Improving service quality through satisfaction surveys and the evaluation of incoming and outgoing calls.	
Customer service management	Handling customer service claims (litigation and damages) or handling complaints about undelivered items.	Legal obligation
	Sending advertising communications and profiling in order to personalize communications and advertising based on your interactions with Inpost and the analysis of your behavior, in particular your posting and browsing history.	Consent
Accessibility service	Customer service management using video call system and sign language.	Consent

Results analysis	Perform marketing statistics and analysis to understand the use of Inpost's services and offers, measure service quality, improve customer experience, and measure the effectiveness of promotional operations.	Legitimate interest Consent for the collection of data through cookies
Optimize communication channels	Statistics and analysis of communication channels to assess the security and stability of the system. Adaptation of communication channels or social networks to ensure proper display and guarantee smooth and secure navigation.	Legitimate interest
Video surveillance management for ticket booths	To guarantee the safety of users and the lockers' property. Management and handling of disputes relating to the tracking of packages in the Lockers.	Legitimate interest
Management of requests to exercise rights	Management of requests from Recipients and/or Senders to exercise their rights relating to their personal data.	Legal obligation
Compliance with legislation and regulations	Compliance with legal, regulatory or conformity obligations, in particular reports required by law or any other request from a judicial authority.	Legal obligation

If you are a visitor

Fines	Services	Legal basis
Results analysis	Perform marketing statistics and analysis to understand the use of communication channels and improve the customer experience.	Legitimate interest Consent for the collection of data through cookies
Optimize communication channels	Statistics and analysis of communication channels to assess system security and stability	Legitimate interest
	Adaptation of communication channels or social networks to ensure proper display and guarantee smooth and secure navigation.	
Accessibility service	Customer service management using video call system and sign language.	Consent
Management of requests to exercise rights	Handling requests to exercise rights relating to your personal data	Legal obligation
Compliance with laws and regulations	Compliance with legal, regulatory or conformity obligations, in particular reports required by law or any other request from a judicial authority.	

6. To whom is your personal data communicated?

InPost is committed to preserving the confidentiality of your personal data and complying with all legal requirements regarding the sharing and disclosure of your data. As a matter of principle, only those individuals and organizations that need access to your data for InPost to fulfill the purposes of the processing will be permitted to do so.

The information we collect is intended for **InPost's internal services** (marketing department, IT department, etc.), which only process the data necessary for the fulfillment of their missions.

Your personal data may also be shared with **InPost collaborators**, in Portugal or abroad. In particular:

- Shipping, delivery and return service providers.
- Customer service providers.
- Data hosting provider and communication channels.
- Service provider in charge of the maintenance operations of the Communication Channels.
- Accessibility service providers.
- Service provider responsible for sending digital communications (newsletter, emailing, promotional operations, etc.).
- Service provider responsible for analyzing the audience and/or performance of Communication Channels.
- Provider of paid technical services.

These collaborators will have access to your information only to the extent strictly necessary for the performance of their duties, and they agree not to use it for purposes other than those requested by InPost.

InPost may share personal data with other entities within the InPost group for the purpose of properly managing its customer databases and customer relationships. To this end, the InPost group companies will have the appropriate agreements in place and will assume the confidentiality and data processing obligations contained in this policy and in applicable law.

Some of your data may be disclosed to authorities, regulators, courts, or public bodies in compliance with applicable laws. Additionally, based on legitimate interest, your data may be disclosed to **lawyers or external advisors** for the purpose of challenging, safeguarding, or defending a right, whether in or out of court.

As part of its business activities, InPost may use data processors located outside the European Union. We ensure that this transfer of personal data takes place in countries recognized for providing an adequate level of protection for your personal data or for offering appropriate safeguards in accordance with the GDPR.

7. How do we protect your personal data?

To prevent any unauthorized access, use, modification, destruction, loss, damage, or disclosure, and to protect the data collected, InPost implements appropriate technical and organizational measures. Your personal data is stored in a secure environment.

Our employees are bound by contractual confidentiality obligations and must adhere to an internal code of conduct regarding the proper use of the information system. We also verify that our partners offer sufficient guarantees regarding security and privacy.

If you have opened an account on our Communication Channels, you are responsible for protecting your login details and passwords. This information is solely for your personal use and should not be shared with third parties.

If InPost becomes aware of a breach of your personal data for which it is responsible and which poses a high risk to your privacy, we will inform you as soon as possible so that you can take all necessary steps to limit its consequences (changing your passwords, etc.).

8. What are your rights?

In accordance with Articles 15 to 22 of the GDPR, and provided that you meet the conditions set out in those provisions, you have the option to:

- Access all your personal data.
- Correct inaccurate, outdated, or incomplete data.
- Obtain the deletion of your data when it is no longer necessary for the purposes for which it was collected or processed, and if the processing is based on consent.
- Obtain data portability, if technically possible.
- Request that the processing of your data be restricted.
- You may object at any time to the processing of your data for legitimate reasons.
- Withdraw your consent to the processing of your data for a specific purpose, when such processing is based on such consent.

InPost may ask you to show proof of identity when there are reasonable doubts about the applicant's identity.

9. What happens if the Privacy Policy is modified?

InPost may modify this Privacy Policy in the event of regulatory or procedural changes. We reserve the right to update and modify it at any time, without having to justify the reason.

We encourage you to consult this Privacy Policy regularly, and more specifically before any communication of personal data.

The Privacy Policy was last updated on the date shown at the top of this document, at which time it became effective and automatically replaced the previous Privacy Policy.