



DATA PRIVACY DECLARATION

Information on the processing of personal data (GDPR)

We would like to inform you that for DPD GREECE the protection of our customers' personal data is extremely important. We therefore take the appropriate steps to protect the personal data we process from any loss, distortion, leakage, illegal transmission or any other form of improper processing and to ensure that the processing of your personal data is always carried out in accordance with the obligations set by the legal framework, both by the company itself and by third parties who process personal data on behalf of the company.

What is the GDPR?

The General Data Protection Regulation (GDPR) is the new regulatory framework of the European Union (EU) in this area. The purpose of the Regulation is to establish the pre - conditions for the processing of personal data, in order to protect the rights and freedoms of natural persons and in particular the right to protection of personal data.

Controller

The branch of the foreign company under the name GEOPOST BULGARIA single-person limited liability company, based in Sofia, Bulgaria, which was established under the name "DYNAMIC PARCEL DISTRIBUTION GREECE with tax identification number 997997826, based in Thessaloniki, Ionos Dragoumi 38, email:, tel: 2310/232380, website: www.dpd.com/gr, as legally here represented, informs that, for the purposes of conducting its business activities, processes personal data of its customers in accordance with applicable national legislation and European Regulation 2016/679 on the protection of individuals against the processing of personal data and on the free movement of such data (General Regulation on Data Protection, hereinafter referred to as "the Regulation") as applicable.

For any issue regarding the processing of personal data, please contact directly in the following contact details: phone:, email:

What categories of personal data do we process?

The personal data we process are the absolutely necessary and appropriate for the achievement of our intended goals and are summarized as follows:

Personal data that you provide to us:

Identification data & legalization of the subject of the transactions (name, identity or passport details, tax identification number, Tax Office, ID number, etc.)



Contact details (postal address, e-mail, fixed or mobile number, e-mail address, FAX, etc.)

Personal data collected by third parties:

In some cases, DPD GREECE, in order to achieve its purpose and in the context of the services it provides, receives the data of the recipients or senders from third parties (senders or principals, recipients of a shipment) related to the postal items it distributes. These elements include, but are not limited to:

- full name
- address
- Contact Phone
- e-mail
- address marking comments

This data comes from the following sources:

- Computer systems of the DPD GREECE branch network or third party partner networks
- Computer ordering systems provided by DPD GREECE to customers - shippers
- Handwritten or electronic recording by the ordering party of the delivery of the postal item

In addition, DPD GREECE in order to ensure the reliability of its financial transactions, with the ultimate goal of preventing and managing the company's financial risk, collects financial data, such as company data from FEK / GEMI and balance sheets with relevant ratios

This data comes from credit rating sources such as ICAP

We collect and process the history of all orders placed and of all services provided for the purposes of statistical and commercial analysis, system testing, maintenance and development, as well as for examining and responding to complaints, disputes or claims.

However, **we do NOT collect financial information from a payment service provider or sensitive data related to your person.**

About financial information from a payment service provider: in some cases, we may use an offline payment service to enable you to purchase a product or make payments ("Payment Service"). If you wish to purchase a product or make a payment through the Payment Service, you will be directed to the Payment Service website. Any information you provide to the Payment Service will be subject to the Payment Service's privacy policy and not to this Privacy Policy. We have no control over and are not responsible for any use, by the Payment Service, of information collected through any Payment Service



How and why do we use your personal data?

For the provision of our services

We collect personal data for the provision of the services you assign to us and wish to receive from us, such as the transport of documents, small packages and parcels

To create a member account and use applications

Personal data is collected when you create an account on the DPD GREECE website. When creating an account you may be asked for more details, however they will be the minimum required for the conclusion and execution of the contract, for this reason they will have the mandatory field marking.

For our communication with you and your best service

We may need to contact you, via email or phone, for administrative reasons, such as the progress of your shipments, the management of your complaints and more generally for your best service. Our communication with you is achieved by registering your personal data (name, email or phone) on the electronic platform of our website using the services.

For the protection of our legal interests and the protection of persons and property

The safeguarding and protection of the legitimate interests, both yours and ours, requires us to use: CCTV and security cameras in order to be able to protect the security of individuals, materials, facilities, in all our stores, electronic devices for recording and displaying time and point of receipt or delivery address and related to this point photos as well as recording additional identification of the point of receipt or delivery, electronic navigation traces on the website or in mobile applications such as IP address.

For compliance with legal obligations

We process your personal data (name, address, tax identification number, profession, etc.) in the context of our compliance with legal obligations, in particular with obligations arising from tax legislation. In addition, we process personal data in accordance with the framework set by legislation for the operation of the postal market and electronic communications (Law 4053/2012).

To inform you about our news and offers

If you have consented to this or it is covered by our legal interest (in the cases of our business clients-partners) and under the specific conditions set by the legal framework, we send you updates on products, services, offers, etc. via E-mail, SMS, or telephone but also the social media we maintain.



What are the legal reasons for processing your personal data?

DPD GREECE processes your personal data transparently in accordance with the principles of legality, proportionality, confidentiality and integrity, limitation of purpose and accuracy, specific data retention time and data minimization.

The legal basis for processing your personal data on a case by case basis may be:

- (a) the need to process your data in the performance of our contractual obligation or at the pre-contractual stage prior to the conclusion of a service contract;
- (b) the need to process your data in the context of safeguarding our legitimate interests, which may include the security of individuals, materials and facilities through the use of CCTV, IT Support, legal or extrajudicial support, the strengthening of corporate social responsibility, as well as the general organization and development of business activity,
- (c) compliance with an obligation imposed by law, which may in particular consist of tax legislation, or in the context of Law 4053/2012, which governs the operating framework of our company,
- (d) the consent you give under the specific conditions set by the regulatory framework, in order to receive updates on products, services, offers, etc., sometimes personalized to your personal preferences

Declaration

By using our site you responsibly declare that you are 18 years old. If you are under 18 years old, you may use our website only with the participation and approval of a parent or guardian

Where is your data transferred?

DPD GREECE does not share, sell, transfer or disclose your personal data to third parties and will not do so in the future, unless required by law or for the purposes of the contract or unless you have expressly consent to it.

DPD GREECE transmits personal data to third parties, to whom the company entrusts the processing of personal data on its behalf.

In particular and on a case by case basis, it transmits data such as full name, address, telephone, etc. to a network of stores of cooperating companies with the same object and third parties, cooperating companies for sending messages and providing services, companies conducting market research, providing customer service, etc.

In addition, DPD GREECE may transmit personal data (such as name, delivery address, telephone, e-mail sender and consignee) to cooperating courier companies located in third countries, for the processing of its services in the context of contract execution.

Personal data is also transmitted to a cooperating insurance company for insurance confirmation and coverage in the event of an insurance risk.



Support service providers include service providers providing IT and systems management services, professional consultants including lawyers, bankers, auditors and insurers providing consulting, banking, legal, insurance and accounting services.

The personal data we collect from you may be transferred outside the European Economic Area (EEA) always in accordance with the conditions laid down in the General Regulation and the applicable national legal framework.

In these cases, DPD GREECE remains responsible for the processing of your personal data and defines the individual details of the processing, and signs a special contract with the third parties to whom it entrusts the execution of processing activities, in order to ensure that the processing is carried out in accordance with applicable law and that every natural person is free and unimpeded to exercise the rights conferred on him by the legal framework. The company has legally ensured that the processors on its behalf fulfill the conditions and provide sufficient assurances for the implementation of the appropriate technical and organizational measures, so that the processing of your personal data ensures the protection of their rights.

Storage Period

The data storage period is decided based on the following specific criteria depending on the case:

When processing is required by the provisions of the applicable legal framework, your personal data will be stored for as long as the relevant provisions require.

When processing under contract, your personal data is stored for as long as is necessary for the performance of the contract and for the establishment, exercise, and / or support of legal claims under the contract.

For the purposes of promoting products and services (marketing activities), your personal data is kept until your consent is revoked. This can be done by you at any time. Withdrawal of consent does not affect the lawfulness of the processing based on consent in the period prior to its withdrawal.

To revoke your consent you can contact the email: or the phone:

You can also use the unsubscribe options by following (clicking) on the corresponding link on our website at

What are your rights in relation to your personal data?

Every natural person whose data is processed by DPD GREECE enjoys the following rights

Right of access:

You have the right to be aware and verify the legality of the processing. Thus, you have the right to access the data and receive additional information about their processing.



Right of correction:

You have the right to study, correct, update or modify your personal data

Right to delete:

You have the right to request the deletion of your personal data when we process it based on your consent or in order to protect the legitimate interests of our company. In all other cases (such as when there is a contract, obligation to process personal data imposed by law, public interest), this right is subject to certain restrictions or does not exist as the case may be.

Right to restrict processing:

You have the right to request a restriction on the processing of your personal data in the following cases: (a) when you dispute the accuracy of the personal data and until it is verified, (b) when you object to the deletion of personal data and ask instead to restrict its use, (c) when personal data are not needed for processing purposes, however they are necessary to establish, exercise, support legal claims, and (d) when you object to processing and until verification exists that there are legitimate reasons that concern us and prevail the reasons why you oppose editing.

Right to object to processing:

You have the right to object at any time to the processing of your personal data in cases where, as described above, it is necessary for the purposes of the legitimate interests we pursue as processors, as well as to the processing for the purposes of direct marketing and consumer profiling.

Right to portability:

You have the right to receive your personal data free of charge in a format that allows you to access, use and process it using commonly used processing methods. You also have the right to request that, if technically possible, we transmit the data directly to another controller. This right exists for the data you have provided to us and their processing is carried out by automated means based on your consent or in execution of a relevant contract.

Right to withdraw consent:

Finally, DPD GREECE informs you that where processing is based on your consent, you have the right to revoke it freely, without prejudice to the legality of the processing based on your consent, before revoking it. To revoke your consent you can use the unsubscribe options by following (clicking) on the corresponding link, which exists in our electronic communications or contact the email address

To exercise any of the above rights you can contact the relevant department of the company, at the following contact details: email:

Right of complaint to the DPA

You have the right to file a complaint to the Data Protection Authority (www.dpa.gr):
Call Center: +30 210 6475600, Fax: +30 210 6475628, E-mail: contact@dpa.gr



Personal Data Security

DPD GREECE implements the appropriate technical and organizational measures aiming at the secure processing of personal data and the prevention of accidental loss or destruction and unauthorized and / or illegal access to them, their use, modification or disclosure. In any case, the way the internet operates and the fact that it is free does not allow anyone to be guaranteed that unauthorized third parties will never be able to violate the applicable technical and organizational measures by gaining access to and possibly using personal data for unauthorized and / or unlawful purposes.

Profiling

Profiling means any form of automated processing of personal data consisting of the use of personal data for the evaluation of certain personal aspects of a natural person, in particular for the analysis or prediction of aspects of personal preferences and interests or movements.

We inform you that profile development for marketing purposes takes place, when you consent to receive updates about our services and offers, personalized to your personal preferences and interests.

Links to other sites.

Our website may contain links to foreign websites. The company is not responsible for the privacy practices or the content of other websites. Therefore, we suggest that you carefully read the privacy statements posted on the website of the respective foreign website

Changes to the Privacy Policy

The information about our company privacy policy reflects the current state of data processing on our website. In the event of changes to data processing, this data protection information will be updated accordingly. There will always be the most up-to-date version of this data protection information on our site so that you are aware of the extent of the data processing on our site. We recommend that you always be aware of how we process and protect your personal information. All future changes regarding this Privacy Statement will be made known in good time before those changes take effect.

The above information is made in application of Regulation (EU) 2016/679 of the European Parliament and of the Council and the provisions of Greek legislation on the protection of personal data adopted and applied in this context.

Consent Form

To give us your consent, so that you are always up to date with our latest news or information that is of interest to you, click **here** to be taken to the page with the consent form.