

## Privacy & Cookies Policy

This privacy and cookie policy was revised on 21/01/2022

**We work hard to protect your information when using our services, ensuring that you are always in control.**

The following document outlines the Privacy & Cookies Policy when using MyParcel.com services, including our Website, Platform and integrated Apps.

### Privacy Statement

This privacy statement gives you an overview of the processing of your personal data in the context of the use of the offers and online services in connection with the Website on MyParcel.com (the "Website"). This privacy statement also informs you about your rights under the EU Data Protection Regulation ("GDPR") and the means to control your personal data and protect your privacy. Personal data is defined as all information that makes it possible to identify you as a person.

The entity responsible for data processing within the framework of the Website is MyParcel.com BV, Barbarije 9, 2132 TP Hoofddorp, The Netherlands, Phone: +44 1375 807 208, [info@myparcel.com](mailto:info@myparcel.com), Chamber of commerce 63190133 (hereinafter "MyParcel.com" or "we"), and as such we are governed by Dutch Law. If you have any questions regarding this data protection declaration or data processing within the framework of the Website, you can also contact our company data protection officer at the address or e-mail address given above, who can be reached at the above address as well as at [info@myparcel.com](mailto:info@myparcel.com)

#### **Please note:**

You are not legally or contractually obliged to provide us with the personal data specified in this privacy statement. If you conclude a contract with us (e.g. because you instruct us to provide services), the transmission of the contractual information provided by you to us is, however, a basic prerequisite for not only the conclusion but also the performance of this contract. Furthermore, you may not use the Website or use it only to a limited extent if you do not provide us with certain data or if you object to the use of this data.

#### **Which personal data we process on our Website and from which sources they originate:**

When we make our Website available to you, we process personal data from various sources. On the one hand, this is data that we automatically process for each visitor when the Website is accessed. However, this may also include data which you have voluntarily provided to us or which is only processed when you use our services.

On our website, MyParcel.com uses cookies and similar technologies to provide you with the best possible service and optimise our online business. These technologies offer us the opportunity to store information, and access information stored on your device (such as PC, tablet or smartphone). The information that can be transmitted by a cookie, over the use of our website, can be transferred to the own secured servers or to the servers of a third party.

Cookies and similar technologies, such as pixels, beacons, local storage and JavaScript (hereinafter: "cookies") can be placed directly by us, but also via third parties for the following purposes:

- to enable us remembering your preferences and the proper functioning of our website (strictly necessary and functional cookies);
- to generate overall statistics and gain insight into the use of our website by the public in order to optimise our website and services (performance cookies);
- to make the internet offer more interesting for you by displaying advertisements on our and other websites that fit your interests based on your click and surf behaviour (advertising and targeting cookies);
- to offer you the possibility to share information on our website via the different social media channels (social media cookies)

MyParcel.com also offers several services to help you run your business, including a dedicated platform to host your own Admin and Client Portals. As part of running these services, we collect, store and process data essential to the operation of these platforms.

We undertake to only collect the data that is strictly necessary for the provision of the requested services.

This Policy explains what information is collected, processed, why and how we use it. If you would like more information on how we handle your data when you are using our platforms, please refer to our Data handling policy.

**Consent:**

Some cookies we use are strictly necessary for the proper functioning of our website. Since these are essential and do not have any privacy related impact, we may use these cookies without your prior consent. For the use of all other types of cookies, we will ask your consent prior to using these technologies.

***Data that we automatically collect when you visit our Website:***

When you visit the Website, you send technical information to our web servers, which we store in server log files. This happens regardless of whether you subsequently contact us (e.g. via the contact form). In any case, we collect the following access and web access data (which we call "Usage Data"):

- ❖ the date and time of the visit and the duration of the use of the Website;

- ❖ the IP address of your device;
- ❖ the referral URL (the website from which you may have been referred);
- ❖ the visited subpages of the Website;

We process the Usage Data to enable you to use the Website and to ensure its functionality. In addition, we process Usage Data in order to analyse the performance of the Website; to continuously improve the Website, to correct errors or to personalise the content of the Website for you. We also process the Usage Data to ensure IT security and the operation of our systems and to prevent and detect misuse, in particular, fraud. These server log files are deleted after a maximum of 7 days. Our legal basis for the processing of this data is Art. 6 (1) lit. f) GDPR.

Cookies and other tracking tools: We use cookies for the automatic processing of Usage Data. Cookies are small text files that contain data on the above information about you, which we process when you visit our web pages. You can find out more about the use of cookies on the Website below;

#### **The use of cookies, web analytics and other third-party tools on our Website:**

The Website uses the following types of cookies, the scope and functionality of which are explained below: Transient cookies and persistent cookies.

Transient cookies are automatically deleted when you close your browser. This includes session cookies in particular. They store a so-called session ID, which can be used to assign various requests from your browser to the shared session. This allows your computer to be recognized when you return to our Website. Session cookies are deleted when you log out or close your browser.

Persistent cookies are also initially stored when you close your browser and then automatically deleted after a specified period, which may vary depending on the cookie. You can delete the cookies in the security settings of your browser at any time.

You can reset your browser before or after your visit to our Website so that all cookies are rejected, or to indicate when a cookie is being sent. By default, the setting of cookies can be managed by the browser settings of your browser, even so that no cookies may be set at all or that cookies are deleted during and after your visit. Your browser may also have a feature for anonymous browsing. You can use these functions of your browser yourself at any time. If you deactivate the setting of cookies in your browser by default, it is possible, however, that our web pages do not function correctly.

The legal basis for the processing of personal data using cookies and other technologies is Art. 6 (1) lit. f) GDPR unless otherwise stated below.

**Necessary Cookies:**

Name	Provider	Purpose	Expiry	Type
_ga	Google	Registers a unique ID that is used to generate statistical data on how the visitor uses the website.	2 years	HTTP Cookie
_gid	Google	Registers a unique ID that is used to generate statistical data on how the visitor uses the website.	1 day	HTTP Cookie
_gat_UA-{unique number}	Google	Used by Google Analytics to throttle request rate	1 day	HTTP Cookie

**Third party Cookies:**

Name	Provider	Purpose	Expiry	Type
IDE	Google	Used by Google DoubleClick to register and report the website user's actions after viewing or clicking one of the advertiser's ads with the purpose of measuring the efficacy of an ad and to present targeted ads to the user.  Please see the <a href="#">Google privacy policy</a> for more information. You can opt-out <a href="#">here</a> .	1 year	HTTP Cookie
Social media	Facebook	On some pages we have the Facebook Like button integrated. When you use this button, Facebook may set cookies on your device. For more information, see the <a href="#">Facebook privacy policy</a> . Further settings and objections to the use of the data for advertising purposes are possible within the <a href="#">Facebook profile settings</a> .	1 year	HTTP Cookie
Social media	LinkedIn	On some pages we have the LinkedIn share button integrated, When you use this button, LinkedIn may set cookies on your device. Please see the <a href="#">LinkedIn privacy policy</a> for more information.	1 day	HTTP Cookie
Social media	Instagram	On some pages of our website we embed YouTube content. When you click on the player, YouTube may set some cookies. These cookies will primarily be used to	1 day	HTTP Cookie

		store your preferences and help YouTube determine the desired bandwidth. Please see the <a href="#">Facebook</a> privacy policy for more information.		
Social media	YouTube	On some pages of our website we embed YouTube content. When you click on the player, YouTube may set some cookies. These cookies will primarily be used to store your preferences and help YouTube determine the desired bandwidth. Please see the <a href="#">Google privacy policy</a> for more information. You can opt-out <a href="#">here</a> .	1 year	HTTP Cookie

### Data that you transmit to us yourself:

In addition to the data we receive from all visitors, we also process other data when you use our contact form; which you can see in the details of the contact form. We process this data in order to process your request/s and will process the correspondence in accordance with the applicable rules for business letters under Dutch law for a period of 6 years from the end of the calendar year during which your request has been submitted. The legal basis in each case is Art. 6 (1) (a) GDPR (your consent).

### Data we process when providing the MyParcel.com platform to our customers

Due to the nature of our business, we only collect and process data on behalf of you, our customers. When you sign up as a client and a Client and Admin Portal, with their respective accounts are created and assigned to you, it is done so on your behalf. You are always fully in control of your data, including personal information, for example; your users, contacts, customers and their customers. We only ever process the information submitted on your behalf and you always retain ownership and full control of this data.

Please note that if you have used a third party provider or integrator to connect with MyParcel.com for your online store, service or integration - it is the sole responsibility of the applicable service provider that is responsible for data processing using the MyParcel.com platform. In this case, MyParcel.com will only act as an order processor. This means that according to contractual agreement and our client's instruction, MyParcel.com will process all data as the client's technical service provider without its own decision making authority with regard to the processing of personal data by our client. In this respect, please refer to the data protection information and or policies of your service provider for more information.

For more information on the data that we process when providing the MyParcel.com platform to our customers please refer to **Data we process when providing the MyParcel.com platform to our customers** in our Data Handling policy.

### **The purposes for which we process your data:**

We have informed you, in the text above for which purposes we process your data in individual cases. In addition, we may process your data for other purposes;

We use your Account data in order to provide access to shipping services that you request and as such, we transfer your data to the various shipping providers for services that you have requested. We also use your account and contact data to fulfil your requests and for billing and account management purposes. This may include, for example, passing on your personal data to third parties if we are legally obliged to do so, but also the assertion of legal claims on our part or the defence against legal disputes. The legal basis in these cases is either a legal obligation (Art. 6 (1) lit. c) GDPR) or our legitimate interests.

We may also use your personal account data and information for marketing and communication purposes (Our marketing messages are always sent to you with an opportunity to opt out from further communication at any time)

If you have expressed interest in working with MyParcel.com or otherwise have asked to be introduced or put in touch with one of our partners or affiliates, then we may transfer your name, email address, telephone number and company name to our contact in your country or region, for the purpose of contacting you to offer their assistance or services, with your permission.

### **Data transference: To whom and which countries is your data transferred**

Your personal data will only be passed on to third parties if this is necessary for the provision of the Website, the MyParcel.com platform and integration. The data recipients also include the third-party providers mentioned in our cookies overview. All third-party providers have made contractual agreements with us to process data exclusively within the scope of our instructions and these are known as data processing agreements.

For some specific services, MyParcel.com may use data processors located outside of the EU. Some of your personal data may therefore be transferred to them for the strict purposes of their services. In such cases and in accordance with the regulations in force, MyParcel.com requires its data processors to provide the necessary safeguards to ensure regulated, secure transfers.

We also transmit your data to our hosting service provider, which enables us to provide the Website, Platform and other related services. This is Amazon Web Services INC - located in Eschborner Landstrasse 100, Frankfurt am Main 60489, Germany and, 410 Terry Avenue North Seattle WA 98109, USA ("AWS").

#### - **Data processing outside the EEA:**

We host your data on AWS. Although the servers of AWS are located in Frankfurt, Germany, your data can also be legally transmitted to the USA which is a country outside the EEA (sometimes referred to as a "Third Country"). Some of our other service providers will also legally transfer data to a Third Country. In all cases, when dealing with suppliers, we require that all providers guarantee an appropriate level of data protection for all data recipients equal or equivalent to the EU Privacy Shield, or that the so-called EU standard contract clauses are included within our contracts with these providers in order to guarantee the secure processing and appropriate level of protection for your data.

#### **Data retention: How long we keep your personal data**

There are different retention periods that apply to how long data is stored, this is also dependent on the type/s of service that we provide.

In considering the length of time of a retention period for your personal data and your user data, we look at the purpose or purposes that we hold the information for when deciding whether (and for how long) to retain it.

In the case that we no longer need your personal data, then we securely delete information that is no longer needed.

In the case that we are unable to delete your personal data within a given period of time, we update, archive or securely delete information if it goes out of date.

We process and store your encrypted, personal data, to the extent necessary to fulfil our contractual or legal obligations. Therefore, we store your data for as long as our contractual relationship with you exists. After termination, we store your data only to the extent and for as long as this is legally required. If data is no longer required to fulfil legal obligations (e.g. under tax or commercial law), it is deleted regularly unless further processing is necessary to preserve evidence or defend against legal claims against us.

#### **User profiles:**

We use your personal data to create a user profile within our platform and on our website. This means that we use your information to provide you with a personalised Website and its related services, based on your personal preferences and interests in so far as the scope of our services. This is so that we can provide you with customised offers based on your behaviour. However, we will never process and analyse your personal data within the framework of your user profile in such a way that this affects your legal rights or significantly affects you.

### **Your legal rights under GDPR:**

You can assert the following rights against us within the framework of the GDPR with regard to your personal data:

- Your right to information and access pursuant to Article 15 GDPR,
- Your right to rectification pursuant to Article 16 GDPR,
- Your right to erasure pursuant to Article 17 GDPR,
- Your right to restriction of processing pursuant to Article 18 GDPR and
- Your right to data portability pursuant to Article 20 GDPR.
- You also have the right to lodge a complaint with the competent data protection supervisory authority (Article 77 GDPR).

In addition, you can also revoke your consent to the processing of your personal data at any time. However, this revocation only applies to the data which we store and collate in the future. Any processing that took place before the revocation remains unaffected by this. If you would like to exercise your rights as a data subject, you can also do so (as well as receive further information) by contacting us at [info@myparcel.com](mailto:info@myparcel.com).

### **Information about your right to object according to article 21 GDPR**

In addition to the rights already mentioned, you have the right to object, on grounds relating to your particular situation, at any time to processing of your personal data, based on point (e) or (f) of [Article 6\(1\)](#), including profiling based on those provisions. If you object, we will no longer process your personal data unless we can demonstrate compelling legitimate grounds to do so which outweighs your interests, rights and freedoms or for the establishment, exercise or defence of legal claims.

You also have the right, at any time, to object to the processing of your personal data for the purpose of direct marketing (including the subscription to our newsletter) without incurring any costs other than the transmission costs according to the basic tariffs; this also applies to the creation of a user profile (also referred to as "profiling"), insofar as this is associated with direct marketing. If you object, we will no longer process your personal data in the future.

Please note that if you do not provide us with certain data or if you object to the use of this data, you may not be able to use partially or fully the Website, platform or any of our related services. you may only use it to a limited extent.

You can file any objections, by sending an email to [info@myparcel.com](mailto:info@myparcel.com)

### **Modification of this Privacy Statement:**

In order to keep this information up to date and to comply with regulations, this Privacy Statement is subject to change. We will always inform you and publish any intended content changes to this Privacy Statement in advance. We will not inform you of editorial changes,

for example to correct grammar or typographical errors.

### **Contacting us**

If you have any question regarding this Privacy & Cookie policy, or if you should have an enquiry about your personal data - then please reach out to us via post or email using the contact details;

Post: MyParcel.com BV, Barbarije 9, 2132 TP Hoofddorp, The Netherlands

Phone: +44 1375 807 208

Email: [info@myparcel.com](mailto:info@myparcel.com)