

PRIVACY INFORMATION NOTICE

DHL Express (Italy) S.r.l. (hereinafter "Company"), registered capital € 2.500.000,00 (Two million five hundred thousand), with registered office in Peschiera Borromeo (MI), Via Lombardia 2/a, 20068, VAT number 04209680158, in his capacity as **Controller** provides the following Privacy Information Notice, pursuant to art.13 of the EU General Data Protection Regulation (hereinafter "Regulation").

1. Purposes of processing and nature of data provision

Personal data provided on occasion of the creation of a shipment by the Client/Sender, and/or the personal data of the Recipients (by way of example, these personal data include contact details such as name, address, telephone number, fiscal data etc.), as subsequently amended and supplemented, shall be processed by the Company for efficiently and promptly providing the contract services, for compliance with fiscal and accounting obligations, for monitoring the quality of the services offered, assisting customers and conducting customer satisfaction surveys.

Personal data shall be processed fairly, lawfully and transparently, ensuring respect for the right to privacy and the other rights of the data subject.

The providing of data and their processing is necessary for ensuring the Company compliance with legal and contractual obligations, arising from the outstanding contract with you. Failure to provide data or incomplete information will prevent the Company from fulfilling its obligations under the contract.

Additional purposes

In addition, your personal data may be processed for marketing purposes, namely promotion activities, commercial campaigns, launch of new products, services and special offers, market investigations and statistical analysis.

The providing of data for marketing purposes is not mandatory. Failure to provide data shall not affect your access to the services, information and after-sales assistance offered by the Company.

2. Means and lawfulness of data processing

Personal data will be processed using both computerized and non-computerized systems, consistently with the above-mentioned purposes and in accordance with the Regulation, also ensuring the integrity and confidentiality of the information. The Company is not carrying out any profiling or automated decision making process, as referred to in art.22 of the Regulation.

The following legal basis shall apply to the processing of your personal data by the Company

- your consent
- a legitimated interest pursued by the Company
- the performance of a contract between you and the Company
- compliance with a legal obligation

3. Communication of data

When necessary, duly authorized members of our staff shall access your personal data. Your personal data may also be communicated to the following categories of subjects: Public bodies, Judicial Authority, Law Enforcement, Insurance companies, legitimized third parties providing services to our Company (e.g transport services, customer care services, after-sales service, invoicing services) and to other Deutsche Post DHL Group (hereinafter "DPDHL") companies. When third parties are involved in the processing of your personal data, we are strongly committed to ensure that they act in compliance with the applicable legislative framework.

The Company shall not, in any case, communicate your personal data to third subjects for marketing purposes, when they are independently pursued by the third subject.

4. Data Transfer

Some DPDHL Group companies receiving your data may be established in "third countries" (outside of the European Union) which do not ensure an adequate level of data protection, in line with the standards laid down in the Regulation. In this case, the Company will handle your data in accordance with the Deutsche Post DHL Group Data Privacy Policy. This safeguards that our Group Companies world-wide process personal data according to standards that meet the adequate data protection level required by the EU data protection legislation. Our DPDHL Group Data Privacy Policy has been approved by the European Supervisory Authorities as a set of Binding Corporate Rules ("BCR").

However, the Company shall ensure adequate protection for the transfer of personal data to Third countries (e.g trough the adoption of Standard Contractual Clause, approved by the European Commission).

5. Data retention

Your personal data shall be retained for as long as necessary to fulfill the purposes for which they are collected and for compliance with legal obligations, when applicable.

6. Contact details

The Data Controller is **DHL Express (Italy) S.r.l.**, registered capital € 2.500.000,00 (Two million five hundred thousand), with registered office in Rozzano, Milanofiori (MI), Via Gran San Bernardo n.5, U3 building, Zip code 20089, VAT number 04209680158.

You can always file a request to the following address:

dataprotection.expressita@dhl.com

As for the collection and processing of personal data in connection with the features offered through our website www.dhl.it, please refer to the DHL International GmbH "Privacy Policy" <https://www.logistics.dhl/it-it/home/footer/informativa-sulla-privacy.html> .

7. Your rights

Taking account of the requirements of the services, the Company shall grant you the right to access, rectify, cancel and receive (data portability) your personal data and/or restrict their processing. You have the right to object to the processing and to withdraw your consent at any time, without affecting the lawfulness of processing based on consent before your withdrawal.

In case of violation of the data protection legislation, you have the right to lodge a complaint with the Italian Supervisory Authority at the following address:

Autorità Garante per la protezione dei dati personali

Piazza di Monte Citorio n. 121, 00186, ROMA

Fax: (+39) 06.69677.3785

Centralino telefonico: (+39) 06.696771

E-mail: garante@gpdp.it

Posta certificata: protocollo@pec.gpdp.it