

PRIVACY NOTICE

DHL Express cares about your privacy.

Our mission is excellence; We care about effective delivery and at the same time protecting your data. This Privacy Notice describes the data that our company and the other companies in the Deutsche Post DHL Group collect through their interactions with customers, why and how we use it, how long we keep it, where and how we collect it, to whom we transmit it and what your rights are.



Scope of this Privacy Notice

This Privacy Notice applies to all users of our services, websites, applications, and features anywhere in the world who are not covered by a different Privacy Notice.

This Privacy Notice applies to the following individuals:

- Senders: Senders, including their employees and people who make a shipment;
- Recipients: Anyone who receives a shipment;
- Individuals who show interest in and/or pay for us and our services;
- Business Partners: Business Partners, including their employees;
- Job candidates: people who apply for a job at one of our companies.

We will address all of the above persons as "you" and use the possessive "your" when addressing them.

Our data protection policies are subject to applicable laws in the places where we operate. In this way, we will carry out the practices described in this Privacy Notice in a given country, as long as regional or local data protection laws allow it.



Changes to the Privacy Policy

We reserve the right to modify this Privacy Notice from time to time based on changes to our services, the processing of your data, or applicable law. Therefore, we encourage you to visit our Privacy Notice periodically.



Who is Responsible

The entity responsible for the processing of your data determines the form and purpose of such processing:

DHL Express Peru

DHL Express Peru S.A.C.
Calle 1 Mz. A Lot 6
Urb. Industrial Fundo Bocanegra
Callao, Peru

DHL Express Global

DHL International GmbH
Charles-de-Gaulle-Str. 20
53113
Bonn,
Germany

[Contact us](#)



Types of Data We Process

We only process data that is necessary for a specific purpose. Some countries may process additional data to comply with local laws.



Contact Details

It means the information we need to contact you, for example, information necessary for the collection or delivery of a shipment.

For example: your full name, phone number(s), address, email address.



Job Candidate Data

It is the information used by HR systems that contains particular data about job candidates, such as:

Applications, skills, work visas, etc.



User Authentication & Authorization

This is the information that is used to verify your identity as a user of our systems and your access to specific data, for example, to change the delivery address.

For example: Login code, password/key



Profile Data

It means information about your profile, such as the information required to set your delivery preferences.

For example: Your delivery preferences, order/purchase history.



Contractual data

It means the information set out and agreed upon in the contracts, such as the contracting parties.

For example: Terms and conditions of the contract, names of the parties, etc.



Shipment details

It means the information that allows us to collect and deliver the shipment, such as the status of your shipment.

For example: Your address, shipping documents, proof of delivery, etc.



Financial data

This is the information used for billing, financial, and payment processes, such as the bank account numbers used for payments.

For example: Bank account, electronic payment details.



Identification Data

It is the information used to identify the user, such as the passport image that allows us to verify your identity.

For example: ID details, social security number, passport image, etc.



Individual features

It is the information characteristic of you that allows us to distinguish you from other people.

For example: Your signature as proof of delivery.



Data Collected in Surveys and Telephone Conversations

This is information that you provide to one of our employees or that you provide to us when you answer an online survey or when you contact our customer service.

For example: Your comments and, if applicable, telephone recordings.



Why do we collect information?

- At DHL Express, we only process your data for specific purposes and when we have a legal basis to do so. The reasons could be:
- To enter into or negotiate a contract;

- To comply with a legal obligation;
 - To protect your legitimate interests and safeguard your rights and ours. For example, to improve your customer satisfaction, for the provision and improvement of our services; to facilitate your communication and interaction with our company, to provide you with a more efficient, simplified and cost-effective service, to improve our relationship and the opportunities presented to us with it; to optimize our lines, improve data protection, and to ensure that prohibited or unacceptable items do not enter our network. We will at all times ensure that these legitimate interests are balanced. If applicable, you may object.
 - To obtain your consent, which can be revoked at any time.

The purposes for which we process your data are set out below.

In the case of customers:	
To supply products and provide services, including:	
Th e en d	Legal Basis for Processing
Pickup and delivery of the shipment	Contract Fulfillment
Shipment management through our network global	Contract Fulfillment
Compliance with import and export regulations	Performance of contract Legal obligation
Customer Identification	Contract Fulfillment Legal Obligation Legitimate Interest Consent
Support services in the use of tools	Contract Fulfillment
Allow our business partners to provide services to you	Performance of contract Legitimate interest Consent
Processing of financial data provided by you	Contract Fulfillment
To improve our relationship with the customer and including:	
Improve your experience with DHL and our products and services For example, events, contests, surveys	Performance of contract Legitimate interest Consent
Keep you up-to-date on those products and services that could Interest.	Legitimate Interest Consent

Expand our products and services.	Contract Fulfillment Legitimate Interest Consent
Facilitate your visit to our website	Consent
Register you as a new user	Fulfilment of contract Legitimate interest
Contacting You	Contract Fulfillment Legitimate Interest

For business partners:

For our partners to provide services to us, including to:

Improving our relationship	Contract Fulfillment Legitimate Interest
That you provide services to DHL	Fulfilment of contract Legitimate interest

For job candidates:

To welcome our candidates and including:

Register them as candidates, e.g. job offers	Fulfilment of contract Legitimate interest
Check Your Eligibility	Contract Fulfillment Legitimate Interest
Enter them as employees	Contract Fulfillment Legitimate Interest
Keep them in our database as Potential Employees	Consent

For all categories:

We process/collect data to protect your personal data, including to:

Ensure the security of our networks and for information systems Interest	Legal obligation Legitimate
To protect you	Legal Obligation Legitimate Interest



Visits to our website

When you visit our websites, we collect the data necessary to allow you easier access (e.g. IP address, date and duration of your visit). Subsequently, we store the data that allows us to ensure the functionality of our websites and the security of our systems. Therefore,

We have a legitimate interest in the processing of your data, which is deleted immediately once it is no longer necessary for the purpose for which it was collected.



Shipment Verification

We examine the contents of shipments to verify that they match the detailed contents, to check their value, to comply with applicable laws and our conditions of carriage. We screen all shipments for security reasons and to prevent prohibited and unacceptable items from entering our network or to detect other crimes or unlawful uses. We have a legitimate interest in data processing, as this processing ensures the proper functioning and continuous improvement of our products for the benefit of our customers.



Exceptions

At DHL, we strive to deliver your shipment carefully and avoid unnecessary delays. If we are unable to deliver your order, it will be returned to the sender in accordance with our Standard Terms and Conditions. For example, when we can't find the address, it will be processed at a DHL Special Center. Except as otherwise required by law, we may open your package to identify a return or delivery address. In this case, we also have a legitimate interest in the processing of your data.



Control of Denied/Prohibited Parties

Denied Parties are those persons or companies that have been included in a list of prohibited persons, blocked or disqualified from carrying out import or export operations or that have been sanctioned by an authority for committing illegal acts, such as acts of terrorism, drug trafficking, money laundering or the proliferation of weapons. Shipments to or from Denied Parties are normally prohibited.

DHL Express thoroughly screens all shipments in its network for the presence of Denied Parties. Shipments that are addressed to or received by a Denied Party may be delayed in order to verify that such shipment is not prohibited. To facilitate the rapid release of the shipment, we may request a copy of your identity document.

Based on DHL Express' legitimate interest and yours, we may process your data and retain your data that is strictly necessary for a limited period. This way, we will prevent your future shipments from being delayed due to the verification process. However, you have the right to file an objection, either verbally or in writing.

If you have any questions about applicable regulations, trade sanctions, and Denied Parties, please visit the websites of the relevant authorities, such as the United Nations, the European Union, and the U.S. Government.



Phone Calls and Recordings

In some cases, DHL may contact you to clarify certain contractual matters, to obtain your opinion on a particular topic or for marketing purposes. The legal basis may be the performance of a contract, legitimate interest, or obtaining the customer's prior consent.

If you call us or we communicate with you, the call may be recorded when dealing with issues related to shipping, employee training, and quality of service. At all times, we will process the recording of your call in accordance with applicable data protection and telecommunications laws. Where the recording of the call is subject to your consent, it will only be recorded when you have given your consent. You may withdraw your consent at any time and in such a case the communication will no longer be recorded. In countries where the recording of the communication is subject to a legitimate interest, you may object to the recording.



Customer Reviews

DHL may interact with you to learn your opinion about your experience with the company. Your response will help us drive improvements in our product and service offerings. In some countries we delegate this process to a trading partner. Depending on your country, processing will be based on legitimate interest or consent.



Customs formalities

We want to ensure that your shipment arrives as quickly as possible, and to do this, we offer to carry out the customs clearance process, either through us or through a subcontracted customs broker who is authorized to operate in accordance with applicable law. To do this, you must provide us with all the customs documents necessary for clearance. Since customs vary from country to country, different legal requirements may apply. For example, in certain countries, customs authorities require a social security number, national identity card, or a copy of passport to release shipment. Therefore, the processing of your data is necessary to comply with customs regulations and our contractual obligations. However, you may object to the storage of this data for future shipments.



Digital Communications

To facilitate our communication, we invite you to contact us through the third-party communication channels of your choice (e.g., Facebook and DHL Virtual Assistant). These systems respond with keyword-based responses or relay your request to an employee via live chat. This is a quick and easy way to get answers about the status of your shipment or about our products and services. DHL has a legitimate interest in the processing of your data as this processing facilitates our communication. If you do not wish to use any of these channels, we invite you to contact our customer service. For more information on the data protection practices of the communication channel providers, please visit their respective websites.



Cookies and Other Similar Technologies

DHL uses a variety of technologies that allow it to store your preferences and other necessary information to make our services more convenient and efficient for you. When you access our website, the Privacy Preference Center will inform you that you must consent to the use of certain cookies, such as analytics cookies and other similar technologies.



Geolocation

DHL will only pick up your location directly from you. We offer you to improve your user experience through our integrated mapping systems (e.g. Google Maps, Microsoft Bing Maps...). These systems are used for shipment tracking, a location search and delivery of the shipment at DHL drop-off points, in case you have chosen to re-route your shipment. Depending on the country, this data processing may be based on legitimate interest or your consent.



Surveillance through Closed Circuit Television 'CCTV'

At DHL, we have installed surveillance cameras that allow us to control access to our facilities and to certain specific areas – such as parking lots. This surveillance system allows us to monitor our business operations and ensure the health and safety of our visitors, staff, and the goods we transport. It also allows us to control the operational processes that take place in our facilities. Therefore, we have a legitimate interest in the processing of this data as such processing allows us to ensure security and access control to our premises.



Social Media Followers

We provide you with our social media addresses, such as Facebook, Instagram and LinkedIn, which allows us to improve our relationship and communication. Therefore, we have a legitimate interest in the processing of your data. For more information on this, please see our Privacy Notices on social media fan pages.



DHL Service Centers

You will be able to send and receive shipments through our Service Centers. These Centres may be owned by DHL or a business partner (e.g. the stand where you buy the local newspaper). If you choose to operate through a Service Center, DHL will only process the minimum and strictly necessary data to fulfill your contractual obligations, such as the delivery of your order to the selected Service Center or the shipment of your packages to the recipient.



Payment Partners

DHL offers you a variety of payment options. We accept all major debit and credit cards, as well as a variety of online payment systems. Your payment details will be processed in accordance with the payment industry's processing standards so that we can provide the requested service and fulfil our contractual obligations.



How do we collect data?

In principle, the data is collected and used in the collection, transport and delivery of the shipment. We may collect your data directly or indirectly. When you actively share information with us, for example, when you create an account, contact us, fill out a form on our website, or respond to a survey, we receive your data directly. When we receive your data from an external third party (e.g., a sender), we receive your data indirectly. In this case, the person providing the data is responsible for the accuracy of the information and for the data transfer to be carried out in accordance with applicable law.



Information for our business partners

We process the data in order to be able to manage our contracts or to be able to receive your services. We only collect and process data that is necessary for the agreed contractual purposes and only share such information in accordance with applicable data protection laws, limiting ourselves to agreed purposes at all times.

We engage their services to improve the service provided to our employees and our customers. This allows us to ensure greater proximity in shipment collection and delivery, data management, security, audits, payment and hosting services.



How long will we store your data?

We will keep your data for as long as necessary to fulfil our purposes, enter into our contracts and comply with all our legal obligations. The storage period may vary depending on the applicable national legislation.

To comply with applicable legal obligations, we will retain some of your data for a period of up to 11 years, which will vary depending on applicable local law. For example, the storage of shipping documents required for the processing of shipments. We determine an appropriate and reasonable retention period taking into account the nature, sensitivity, and necessity of your data.

We continuously strive to minimise the storage period of data where we are permitted to do so by law, by law or by contract. For example, in some countries, data intended for customer satisfaction is not retained for more than 3 years. The data we collect on the basis of your consent may be processed until you withdraw your consent.



How do we secure your data?

At DHL, we take the security of your data very seriously. We have implemented various strategies, controls, policies, and measures that allow us to ensure the security of your information. We review our security measures carefully. We use preventative measures such as firewalls, network intrusion detection systems, and strict application control. If necessary, we protect your data by using pseudonymization and encryption techniques when storing and transferring it. We ensure that there are strict access controls in place at our facilities and certified data centers.

As part of our security strategy, we have established audit programs aimed at ensuring that our systems and services comply with the Deutsche Post DHL Group's information security policy and consequently ISO 27001. In addition, we are taking a number of measures that will allow us to reduce risk, such as,
For example, the continuous training of our employees and the organization of exercises incident simulation by our Cyber Defense Center.

Our goal is to keep the IT system running continuously and prevent unauthorized access.

Will your data be transferred?



DHL will only share or transfer your data to fulfill the purposes outlined in this Privacy Notice where permitted by applicable law and through appropriate security measures.

We will transfer your data to the following categories of recipients:

- **Deutsche Post DHL Group Companies:** Data transfers are made within the DPDHL group to improve our product and service offerings. Data transfers may also be made to improve our relationship with the customer, to have a better identification of the customer, and to comply with your privacy rights and the contract of carriage.
- **Business partners:** The transfer of data is limited to data that is strictly necessary (e.g. for the collection and delivery of your shipment or to carry out customs formalities).
- **Public authorities:** when the transfer of data is required by applicable law (e.g. to comply with a legal obligation during the processing of the submission)

Your data may only be transferred to other companies of the Deutsche Post DHL Group, business partners or public authorities where permitted by applicable data protection legislation. In these cases, we will ensure that appropriate security measures are in place to ensure the secure transfer of your data (e.g. our corporate policies, contractual clauses, etc.).

The data privacy policy of the Deutsche Post DHL Group governs all matters relating to the processing of data within the Group.



We respect your rights

Data protection law gives you multiple rights:

Right of access to information

You have the right to be informed about the data that our company has collected about you.

This right includes the ability to ask us for additional information about the categories of data we are processing, the purpose of such processing, the categories of business partners to whom the data may be transferred, and any other rights you have in relation to our use of your data.

We will provide you with this information within one month of the date of submission of your request, insofar as the rights and freedoms of others are not affected.

Right to rectification

You have the right to request the correction of any inaccurate data about you.

Right to object to information

You have the right to object to and/or object to certain types of processing of information based on a legitimate interest, such as in the case of direct marketing.

Right to revoke your consent

You have the right to revoke your consent at any time.

Right of portability

You have the right to transfer your data to another person responsible for data processing. In this case, we will facilitate the export of the data provided to us.

Right to request erasure of data / "right to be forgotten"

You have the right, in certain circumstances, to request the deletion or deletion of your data. Where your "right to be forgotten" is valid, and only if necessary, a minimum of personal data may be retained to ensure that you are not contacted again and, if you use our services again, you will be treated as a new customer.

Right to restrict data processing

You can request the limitation/restriction of the use of your data.

Automated decision-making, including profiling

You may request a review of automated data processing. At this time, DHL does not make any automated decisions that could result in legal consequences. Should you do so in the future, we will do so in accordance with applicable law.

You may send a request invoking any of the above rights or any other queries about this Privacy Notice to DHL's Data Protection Officer in the country in which you reside. DHL cannot process your request without proper proof of your identity. We remind you that the

Applicable data protection may impose specific conditions for the exercise of the aforementioned rights.



Requests and complaints

We will treat all of your concerns and complaints with the attention they deserve. If you do not receive a satisfactory response, please do not hesitate to contact us.

If we are unable to resolve your concerns or complaints, you may file a complaint with the relevant local authorities.



Glossary

Trading partner	Third Parties Providing Services to DHL
Communication Channel Providers	Third parties who allow us to use their communication channels
Data Processor/ Controller	The data processor or controller determines the purpose(s) and the means to be applied in the processing of personal data
Data	All personal data relating to an individual that allows that individual to be directly or indirectly identified.
DHL Express	DHL, we, our(s)
RPD (Responsible for The Protection of Data)	The Data Protection Officer (DPO) is responsible for the compliance with data protection regulations within of the company.
Processor	The data processor processes the personal data on behalf of the controller.
Addressee	The person to whom the shipment is delivered, e.g. the consignee, neighbors.
Sender	The person who requests a shipment from one place to another through our company.