

# DHL GROUP PROCESSING ACTIVITIES AND DATA FLOWS

## DHL GROUP DATA PRIVACY POLICY – PUBLIC APPENDIX 2

### List of Data Exports<sup>1)</sup>

Non-EU Transfer Destinations, excluding EEA countries or countries with adequacy decision.

Purpose Category	Data Subject	Data Category	Cross-Border Transfer Destinations
Business Operation > Contracting	Customers, Employees, Other	<b>Customers</b> - Algorithmic and Profile Data, <b>Customers</b> - Business Contact Information, <b>Customers</b> - Identification Data, <b>Customers</b> - Payment and Financial Data, <b>Customers</b> - Personal Characteristics & Behaviour, <b>Customers</b> - Personal Contact Information, <b>Customers</b> - Shipment Data, <b>Customers</b> - User Identifier and Authentication, <b>Employees</b> - Business Contact Information, <b>Employees</b> - Employment Administration Data, <b>Employees</b> - Personal Characteristics & Behaviour, <b>Employees</b> - Personal Contact Information, <b>Employees</b> - Professional Secrecy, <b>Employees</b> - Telecommunication Data, <b>Employees</b> - User Identifier and Authentication, <b>Other</b> - Business Contact Information, <b>Other</b> - Identification Data, <b>Other</b> - Personal Characteristics & Behaviour, <b>Other</b> - Personal Contact Information, <b>Other</b> - Special Categories, <b>Other</b> - User Identifier and Authentication	
Business Operation > Customer Service	Customers, Employees, Other	<b>Customers</b> - Algorithmic and Profile Data, <b>Customers</b> - Audio-visual Data, <b>Customers</b> - Business Contact Information, <b>Customers</b> - Identification Data, <b>Customers</b> - Location Data, <b>Customers</b> - Payment and Financial Data, <b>Customers</b> - Personal Characteristics & Behaviour, <b>Customers</b> - Personal Contact Information, <b>Customers</b> - Shipment Data, <b>Customers</b> - Special Categories, <b>Customers</b> - Telecommunication Data, <b>Customers</b> - User Identifier and Authentication, <b>Employees</b> - Audio-visual Data, <b>Employees</b> - Business Contact Information, <b>Employees</b> - Employment Administration Data, <b>Employees</b> - Location Data, <b>Employees</b> - Payment and Financial Data, <b>Employees</b> - Personal Characteristics & Behaviour, <b>Employees</b> - Personal Contact Information, <b>Employees</b> - Professional Secrecy, <b>Employees</b> - Special Categories, <b>Employees</b> - Telecommunication Data, <b>Other</b> - Audio-visual Data, <b>Other</b> - Business Contact Information, <b>Other</b> - Payment and Financial Data, <b>Other</b> - Personal Characteristics & Behaviour, <b>Other</b> - Personal Contact Information, <b>Other</b> - User Identifier and Authentication	

Purpose Category	Data Subject	Data Category	Cross-Border Transfer Destinations
<b>Business Operation &gt; Marketing</b>	Customers, Employees, Other	<b>Customers</b> - Audio-visual Data, <b>Customers</b> - Business Contact Information, <b>Customers</b> - Identification Data, <b>Customers</b> - Location Data, <b>Customers</b> - Personal Characteristics & Behaviour, <b>Customers</b> - Personal Contact Information, <b>Customers</b> - Professional Secrecy, <b>Customers</b> - Shipment Data, <b>Customers</b> - Telecommunication Data, <b>Customers</b> - User Identifier and Authentication, <b>Employees</b> - Audio-visual Data, <b>Employees</b> - Business Contact Information, <b>Employees</b> - Employment Administration Data, <b>Employees</b> - Identification Data, <b>Employees</b> - Location Data, <b>Employees</b> - Personal Characteristics & Behaviour, <b>Employees</b> - Personal Contact Information, <b>Employees</b> - Telecommunication Data, <b>Employees</b> - User Identifier and Authentication, <b>Other</b> - Audio-visual Data, <b>Other</b> - Business Contact Information, <b>Other</b> - Personal Contact Information, <b>Other</b> - Shipment Data, <b>Other</b> - Telecommunication Data, <b>Other</b> - User Identifier and Authentication	
<b>Business Operation &gt; Procurement</b>	Customers, Employees, Other	<b>Customers</b> - Algorithmic and Profile Data, <b>Customers</b> - Business Contact Information, <b>Customers</b> - Identification Data, <b>Customers</b> - Personal Characteristics & Behaviour, <b>Customers</b> - Personal Contact Information, <b>Customers</b> - Shipment Data, <b>Employees</b> - Business Contact Information, <b>Employees</b> - Employment Administration Data, <b>Employees</b> - Personal Contact Information, <b>Employees</b> - Telecommunication Data, <b>Employees</b> - User Identifier and Authentication, <b>Other</b> - Business Contact Information, <b>Other</b> - Identification Data, <b>Other</b> - Payment and Financial Data, <b>Other</b> - Personal Characteristics & Behaviour, <b>Other</b> - Personal Contact Information, <b>Other</b> - Shipment Data, <b>Other</b> - User Identifier and Authentication	
<b>Business Operation &gt; Sales</b>	Customers, Employees, Other	<b>Customers</b> - Algorithmic and Profile Data, <b>Customers</b> - Business Contact Information, <b>Customers</b> - Identification Data, <b>Customers</b> - Payment and Financial Data, <b>Customers</b> - Personal Characteristics & Behaviour, <b>Customers</b> - Personal Contact Information, <b>Customers</b> - Shipment Data, <b>Customers</b> - Telecommunication Data, <b>Customers</b> - User Identifier and Authentication, <b>Employees</b> - Business Contact Information, <b>Employees</b> - Employment Administration Data, <b>Employees</b> - Location Data, <b>Employees</b> - Personal Contact Information, <b>Employees</b> - Telecommunication Data, <b>Employees</b> - User Identifier and Authentication, <b>Other</b> - Business Contact Information, <b>Other</b> - Personal Contact Information, <b>Other</b> - Special Categories, <b>Other</b> - User Identifier and Authentication	
<b>Business Operation &gt; Service Delivery</b>	Customers, Employees, Other	<b>Customers</b> - Algorithmic and Profile Data, <b>Customers</b> - Audio-visual Data, <b>Customers</b> - Business Contact Information, <b>Customers</b> - Civil Servant Data, <b>Customers</b> - Identification Data, <b>Customers</b> - Location Data, <b>Customers</b> - Payment and Financial Data, <b>Customers</b> - Personal Characteristics & Behaviour, <b>Customers</b> - Personal Contact Information, <b>Customers</b> - Sensoric Data, <b>Customers</b> - Shipment Data, <b>Customers</b> - Special Categories, <b>Customers</b> - Telecommunication Data, <b>Customers</b> - User Identifier and Authentication, <b>Employees</b> - Audio-visual Data, <b>Employees</b> - Business Contact Information, <b>Employees</b> - Employment Administration Data, <b>Employees</b> - Identification Data, <b>Employees</b> - Location Data, <b>Employees</b> - Payment and Financial Data, <b>Employees</b> - Personal Characteristics & Behaviour, <b>Employees</b> - Personal Contact Information, <b>Employees</b> - Sensoric Data, <b>Employees</b> - Shipment Data, <b>Employees</b> - Special Categories, <b>Employees</b> - Telecommunication Data, <b>Employees</b> - User Identifier and Authentication, <b>Other</b> - Audio-visual Data, <b>Other</b> - Business Contact Information, <b>Other</b> - Employment Administration Data, <b>Other</b> - Identification Data, <b>Other</b> - Location Data, <b>Other</b> - Payment and Financial Data, <b>Other</b> - Personal Characteristics & Behaviour, <b>Other</b> - Personal Contact Information, <b>Other</b> - Sensoric Data, <b>Other</b> - Shipment Data, <b>Other</b> - Special Categories, <b>Other</b> - Telecommunication Data, <b>Other</b> - User Identifier and Authentication	All countries in which DHL Group is established <sup>2)</sup>

Purpose Category	Data Subject	Data Category	Cross-Border Transfer Destinations
<b>Business Support &gt; Finance</b>	Customers, Employees, Other	<b>Customers</b> - Algorithmic and Profile Data, <b>Customers</b> - Business Contact Information, <b>Customers</b> - Identification Data, <b>Customers</b> - Payment and Financial Data, <b>Customers</b> - Personal Characteristics & Behaviour, <b>Customers</b> - Personal Contact Information, <b>Customers</b> - Shipment Data, <b>Customers</b> - Telecommunication Data, <b>Customers</b> - User Identifier and Authentication, <b>Employees</b> - Algorithmic and Profile Data, <b>Employees</b> - Audio-visual Data, <b>Employees</b> - Business Contact Information, <b>Employees</b> - Civil Servant Data, <b>Employees</b> - Employment Administration Data, <b>Employees</b> - Identification Data, <b>Employees</b> - Location Data, <b>Employees</b> - Payment and Financial Data, <b>Employees</b> - Personal Characteristics & Behaviour, <b>Employees</b> - Personal Contact Information, <b>Employees</b> - Shipment Data, <b>Employees</b> - Special Categories, <b>Employees</b> - Telecommunication Data, <b>Employees</b> - User Identifier and Authentication, <b>Other</b> - Algorithmic and Profile Data, <b>Other</b> - Business Contact Information, <b>Other</b> - Employment Administration Data, <b>Other</b> - Identification Data, <b>Other</b> - Payment and Financial Data, <b>Other</b> - Personal Characteristics & Behaviour, <b>Other</b> - Personal Contact Information, <b>Other</b> - Professional Secrecy, <b>Other</b> - Shipment Data, <b>Other</b> - User Identifier and Authentication	All countries in which DHL Group is established <sup>2)</sup>
<b>Business Support &gt; Governance and Compliance</b>	Customers, Employees, Other	<b>Customers</b> - Algorithmic and Profile Data, <b>Customers</b> - Audio-visual Data, <b>Customers</b> - Business Contact Information, <b>Customers</b> - Civil Servant Data, <b>Customers</b> - Criminal Record Data, <b>Customers</b> - Identification Data, <b>Customers</b> - Legally Limited Capables and Minors, <b>Customers</b> - Location Data, <b>Customers</b> - Payment and Financial Data, <b>Customers</b> - Personal Characteristics & Behaviour, <b>Customers</b> - Personal Contact Information, <b>Customers</b> - Professional Secrecy, <b>Customers</b> - Sensoric Data, <b>Customers</b> - Shipment Data, <b>Customers</b> - Special Categories, <b>Customers</b> - Telecommunication Data, <b>Customers</b> - User Identifier and Authentication, <b>Employees</b> - Algorithmic and Profile Data, <b>Employees</b> - Audio-visual Data, <b>Employees</b> - Business Contact Information, <b>Employees</b> - Civil Servant Data, <b>Employees</b> - Criminal Record Data, <b>Employees</b> - Employment Administration Data, <b>Employees</b> - Identification Data, <b>Employees</b> - Legally Limited Capables and Minors, <b>Employees</b> - Location Data, <b>Employees</b> - Payment and Financial Data, <b>Employees</b> - Personal Characteristics & Behaviour, <b>Employees</b> - Personal Contact Information, <b>Employees</b> - Professional Secrecy, <b>Employees</b> - Sensoric Data, <b>Employees</b> - Shipment Data, <b>Employees</b> - Special Categories, <b>Employees</b> - Telecommunication Data, <b>Employees</b> - User Identifier and Authentication, <b>Other</b> - Algorithmic and Profile Data, <b>Other</b> - Audio-visual Data, <b>Other</b> - Business Contact Information, <b>Other</b> - Civil Servant Data, <b>Other</b> - Criminal Record Data, <b>Other</b> - Employment Administration Data, <b>Other</b> - Identification Data, <b>Other</b> - Legally Limited Capables and Minors, <b>Other</b> - Location Data, <b>Other</b> - Payment and Financial Data, <b>Other</b> - Personal Characteristics & Behaviour, <b>Other</b> - Personal Contact Information, <b>Other</b> - Professional Secrecy, <b>Other</b> - Sensoric Data, <b>Other</b> - Shipment Data, <b>Other</b> - Special Categories, <b>Other</b> - Telecommunication Data, <b>Other</b> - User Identifier and Authentication	All countries in which DHL Group is established <sup>2)</sup>

Purpose Category	Data Subject	Data Category	Cross-Border Transfer Destinations
<b>Business Support &gt; IT Management</b>	Customers, Employees, Other	<b>Customers</b> - Algorithmic and Profile Data, <b>Customers</b> - Audio-visual Data, <b>Customers</b> - Business Contact Information, <b>Customers</b> - Civil Servant Data, <b>Customers</b> - Identification Data, <b>Customers</b> - Legally Limited Capables and Minors, <b>Customers</b> - Location Data, <b>Customers</b> - Payment and Financial Data, <b>Customers</b> - Personal Characteristics & Behaviour, <b>Customers</b> - Personal Contact Information, <b>Customers</b> - Professional Secrecy, <b>Customers</b> - Sensoric Data, <b>Customers</b> - Shipment Data, <b>Customers</b> - Special Categories, <b>Customers</b> - Telecommunication Data, <b>Customers</b> - User Identifier and Authentication, <b>Employees</b> - Algorithmic and Profile Data, <b>Employees</b> - Audio-visual Data, <b>Employees</b> - Business Contact Information, <b>Employees</b> - Civil Servant Data, <b>Employees</b> - Employment Administration Data, <b>Employees</b> - Identification Data, <b>Employees</b> - Legally Limited Capables and Minors, <b>Employees</b> - Location Data, <b>Employees</b> - Payment and Financial Data, <b>Employees</b> - Personal Characteristics & Behaviour, <b>Employees</b> - Personal Contact Information, <b>Employees</b> - Professional Secrecy, <b>Employees</b> - Sensoric Data, <b>Employees</b> - Shipment Data, <b>Employees</b> - Special Categories, <b>Employees</b> - Telecommunication Data, <b>Employees</b> - User Identifier and Authentication, <b>Other</b> - Algorithmic and Profile Data, <b>Other</b> - Audio-visual Data, <b>Other</b> - Business Contact Information, <b>Other</b> - Civil Servant Data, <b>Other</b> - Employment Administration Data, <b>Other</b> - Identification Data, <b>Other</b> - Legally Limited Capables and Minors, <b>Other</b> - Location Data, <b>Other</b> - Payment and Financial Data, <b>Other</b> - Personal Characteristics & Behaviour, <b>Other</b> - Personal Contact Information, <b>Other</b> - Professional Secrecy, <b>Other</b> - Sensoric Data, <b>Other</b> - Shipment Data, <b>Other</b> - Special Categories, <b>Other</b> - Telecommunication Data, <b>Other</b> - User Identifier and Authentication	All countries in which DHL Group is established <sup>2)</sup>
<b>Business Support &gt; Product Development and Improvement</b>	Customers, Employees, Other	<b>Customers</b> - Audio-visual Data, <b>Customers</b> - Business Contact Information, <b>Customers</b> - Identification Data, <b>Customers</b> - Personal Characteristics & Behaviour, <b>Customers</b> - Personal Contact Information, <b>Customers</b> - Shipment Data, <b>Customers</b> - Telecommunication Data, <b>Employees</b> - Audio-visual Data, <b>Employees</b> - Business Contact Information, <b>Employees</b> - Employment Administration Data, <b>Employees</b> - Location Data, <b>Employees</b> - Personal Characteristics & Behaviour, <b>Employees</b> - Personal Contact Information, <b>Employees</b> - Sensoric Data, <b>Employees</b> - Telecommunication Data, <b>Employees</b> - User Identifier and Authentication, <b>Other</b> - Audio-visual Data, <b>Other</b> - Business Contact Information, <b>Other</b> - Identification Data, <b>Other</b> - Location Data, <b>Other</b> - Personal Characteristics & Behaviour	All countries in which DHL Group is established <sup>2)</sup>
<b>Business Support &gt; Risk Management</b>	Customers, Employees, Other	<b>Customers</b> - Business Contact Information, <b>Customers</b> - Identification Data, <b>Customers</b> - Personal Contact Information, <b>Customers</b> - Shipment Data, <b>Employees</b> - Audio-visual Data, <b>Employees</b> - Employment Administration Data, <b>Employees</b> - Location Data, <b>Employees</b> - Personal Characteristics & Behaviour, <b>Employees</b> - Sensoric Data, <b>Employees</b> - Telecommunication Data, <b>Other</b> - Audio-visual Data, <b>Other</b> - Identification Data, <b>Other</b> - Location Data, <b>Other</b> - Personal Characteristics & Behaviour	All countries in which DHL Group is established <sup>2)</sup>
<b>Business Support &gt; Security and Fraud Prevention</b>	Customers, Employees, Other	<b>Customers</b> - Algorithmic and Profile Data, <b>Customers</b> - Audio-visual Data, <b>Customers</b> - Business Contact Information, <b>Customers</b> - Criminal Record Data, <b>Customers</b> - Identification Data, <b>Customers</b> - Location Data, <b>Customers</b> - Payment and Financial Data, <b>Customers</b> - Personal Characteristics & Behaviour, <b>Customers</b> - Personal Contact Information, <b>Customers</b> - Sensoric Data, <b>Customers</b> - Shipment Data, <b>Customers</b> - Special Categories, <b>Customers</b> - Telecommunication Data, <b>Customers</b> - User Identifier and Authentication, <b>Employees</b> - Audio-visual Data, <b>Employees</b> - Business Contact Information, <b>Employees</b> - Criminal Record Data, <b>Employees</b> - Employment Administration Data, <b>Employees</b> - Identification Data, <b>Employees</b> - Location Data, <b>Employees</b> - Payment and Financial Data, <b>Employees</b> - Personal Characteristics & Behaviour, <b>Employees</b> - Personal Contact Information, <b>Employees</b> - Sensoric Data, <b>Employees</b> - Shipment Data, <b>Employees</b> - Special Categories, <b>Employees</b> - Telecommunication Data, <b>Employees</b> - User Identifier and Authentication, <b>Other</b> - Audio-visual Data, <b>Other</b> - Business Contact Information, <b>Other</b> - Criminal Record Data, <b>Other</b> - Identification Data, <b>Other</b> - Location Data, <b>Other</b> - Payment and Financial Data, <b>Other</b> - Personal Characteristics & Behaviour, <b>Other</b> - Personal Contact Information, <b>Other</b> - Sensoric Data, <b>Other</b> - Shipment Data, <b>Other</b> - Special Categories, <b>Other</b> - Telecommunication Data, <b>Other</b> - User Identifier and Authentication	All countries in which DHL Group is established <sup>2)</sup>

Purpose Category	Data Subject	Data Category	Cross-Border Transfer Destinations
Human Resources > Attendance and Performance	Employees, Other	<b>Employees</b> - Audio-visual Data, <b>Employees</b> - Business Contact Information, <b>Employees</b> - Employment Administration Data, <b>Employees</b> - Identification Data, <b>Employees</b> - Location Data, <b>Employees</b> - Personal Contact Information, <b>Employees</b> - Sensoric Data, <b>Employees</b> - Special Categories, <b>Employees</b> - Telecommunication Data, <b>Other</b> - Business Contact Information, <b>Other</b> - Employment Administration Data, <b>Other</b> - Personal Contact Information	All countries in which DHL Group is established <sup>2)</sup>
Human Resources > Communication and Events	Customers, Employees, Other	<b>Customers</b> - Audio-visual Data, <b>Customers</b> - Business Contact Information, <b>Customers</b> - Identification Data, <b>Customers</b> - Personal Characteristics & Behaviour, <b>Customers</b> - Personal Contact Information, <b>Customers</b> - Shipment Data, <b>Employees</b> - Audio-visual Data, <b>Employees</b> - Business Contact Information, <b>Employees</b> - Employment Administration Data, <b>Employees</b> - Identification Data, <b>Employees</b> - Personal Characteristics & Behaviour, <b>Employees</b> - Personal Contact Information, <b>Employees</b> - Special Categories, <b>Employees</b> - Telecommunication Data, <b>Employees</b> - User Identifier and Authentication, <b>Other</b> - Audio-visual Data, <b>Other</b> - Business Contact Information, <b>Other</b> - Personal Contact Information, <b>Other</b> - User Identifier and Authentication	All countries in which DHL Group is established <sup>2)</sup>
Human Resources > Disciplinary and Grievance	Employees	<b>Employees</b> - Employment Administration Data	All countries in which DHL Group is established <sup>2)</sup>
Human Resources > Equality and Diversity	Employees	<b>Employees</b> - Identification Data, <b>Employees</b> - Special Categories	All countries in which DHL Group is established <sup>2)</sup>
Human Resources > General Administration	Employees, Other	<b>Employees</b> - Audio-visual Data, <b>Employees</b> - Business Contact Information, <b>Employees</b> - Civil Servant Data, <b>Employees</b> - Criminal Record Data, <b>Employees</b> - Employment Administration Data, <b>Employees</b> - Identification Data, <b>Employees</b> - Location Data, <b>Employees</b> - Payment and Financial Data, <b>Employees</b> - Personal Characteristics & Behaviour, <b>Employees</b> - Personal Contact Information, <b>Employees</b> - Special Categories, <b>Employees</b> - Telecommunication Data, <b>Employees</b> - User Identifier and Authentication, <b>Other</b> - Business Contact Information, <b>Other</b> - Personal Characteristics & Behaviour, <b>Other</b> - Personal Contact Information, <b>Other</b> - Shipment Data, <b>Other</b> - Telecommunication Data, <b>Other</b> - User Identifier and Authentication	All countries in which DHL Group is established <sup>2)</sup>
Human Resources > Health and Safety	Customers, Employees, Other	<b>Customers</b> - Business Contact Information, <b>Customers</b> - Location Data, <b>Customers</b> - Personal Contact Information, <b>Customers</b> - User Identifier and Authentication, <b>Employees</b> - Audio-visual Data, <b>Employees</b> - Business Contact Information, <b>Employees</b> - Identification Data, <b>Employees</b> - Legally Limited Capables and Minors, <b>Employees</b> - Location Data, <b>Employees</b> - Personal Characteristics & Behaviour, <b>Employees</b> - Personal Contact Information, <b>Employees</b> - Sensoric Data, <b>Employees</b> - Special Categories, <b>Employees</b> - User Identifier and Authentication, <b>Other</b> - Audio-visual Data, <b>Other</b> - Business Contact Information, <b>Other</b> - Identification Data, <b>Other</b> - Location Data, <b>Other</b> - Personal Characteristics & Behaviour, <b>Other</b> - Personal Contact Information, <b>Other</b> - User Identifier and Authentication	All countries in which DHL Group is established <sup>2)</sup>
Human Resources > Payroll and Benefits	Employees	<b>Employees</b> - Employment Administration Data, <b>Employees</b> - Payment and Financial Data, <b>Employees</b> - Special Categories	All countries in which DHL Group is established <sup>2)</sup>
Human Resources > Post-Employment	Employees	<b>Employees</b> - Employment Administration Data	All countries in which DHL Group is established <sup>2)</sup>
Human Resources > Recruitment	Customers, Employees, Other	<b>Customers</b> - Business Contact Information, <b>Customers</b> - Personal Contact Information, <b>Customers</b> - User Identifier and Authentication, <b>Employees</b> - Algorithmic and Profile Data, <b>Employees</b> - Audio-visual Data, <b>Employees</b> - Business Contact Information, <b>Employees</b> - Criminal Record Data, <b>Employees</b> - Employment Administration Data, <b>Employees</b> - Identification Data, <b>Employees</b> - Payment and Financial Data, <b>Employees</b> - Personal Characteristics & Behaviour, <b>Employees</b> - Personal Contact Information, <b>Employees</b> - Telecommunication Data, <b>Employees</b> - User Identifier and Authentication, <b>Other</b> - Audio-visual Data, <b>Other</b> - Business Contact Information, <b>Other</b> - Employment Administration Data, <b>Other</b> - Identification Data, <b>Other</b> - Personal Characteristics & Behaviour, <b>Other</b> - Personal Contact Information, <b>Other</b> - Special Categories, <b>Other</b> - Telecommunication Data	All countries in which DHL Group is established <sup>2)</sup>

Purpose Category	Data Subject	Data Category	Cross-Border Transfer Destinations
Human Resources > Training and Development	Customers, Employees, Other	<b>Customers</b> - Audio-visual Data, <b>Customers</b> - Business Contact Information, <b>Customers</b> - Identification Data, <b>Customers</b> - Location Data, <b>Customers</b> - Personal Contact Information, <b>Customers</b> - Shipment Data, <b>Customers</b> - Special Categories, <b>Employees</b> - Audio-visual Data, <b>Employees</b> - Business Contact Information, <b>Employees</b> - Civil Servant Data, <b>Employees</b> - Employment Administration Data, <b>Employees</b> - Identification Data, <b>Employees</b> - Location Data, <b>Employees</b> - Personal Characteristics & Behaviour, <b>Employees</b> - Personal Contact Information, <b>Employees</b> - Sensoric Data, <b>Employees</b> - Special Categories, <b>Employees</b> - Telecommunication Data, <b>Employees</b> - User Identifier and Authentication, <b>Other</b> - Audio-visual Data, <b>Other</b> - Business Contact Information, <b>Other</b> - Employment Administration Data, <b>Other</b> - Identification Data, <b>Other</b> - Location Data, <b>Other</b> - Personal Characteristics & Behaviour, <b>Other</b> - Personal Contact Information, <b>Other</b> - Shipment Data, <b>Other</b> - Special Categories, <b>Other</b> - User Identifier and Authentication	All countries in which DHL Group is established <sup>2)</sup>

# Definition of Purpose, Data Categories and Data Subject

Purpose Name	Description
<b>Business Operation / Value-Adding</b>	<b>Covers all activities of the customer lifecycle, i.e. marketing, order placement, delivering ordered services as well as billing and payment.</b>
<b>Marketing</b>	Planning and execution of activities to generate sales leads (acquisition) as well as to identify potential opportunities from existing customers (development). Planning includes the development of Sales Plans, Customer Development Plans and Lead Generation. Leads are then generated from various sources, including campaigns targeted at different channels.
<b>Contracting</b>	Qualifying a prospective customer (new or existing) based on a Lead, providing them with accurate offers and establishing a contract or agreement with them. It includes capturing customer Information, screening the customer and eventually a post-implementation review of the implemented agreement.
<b>Sales</b>	Ordering and booking services, and the subsequent billing and payment associated with the original order for the service.
<b>Service Delivery / Contract Performance</b>	It contains all activities undertaken to deliver the products and services ordered by the customer.
<b>Procurement</b>	Contains all the steps from purchase of goods and services to payment of third-party vendors who provide goods and services to DHL. These goods and services include aircraft fuel, packaging supplies, software licenses, contracted service partners or professional services.
<b>Customer Service</b>	Handling of a case that is raised as the result of a query needing investigation, or an incident, complaint or some other situation which requires investigation and further action for it to be resolved.
<b>Human Resources</b>	<b>Covers every part of the employee lifecycle, from being hired to retirement and beyond. It includes recruitment, employee onboarding, support of development and all administration including payroll and performance.</b>
<b>Recruitment</b>	Processing data of job applicants for selection and hiring processes. This may include CVs, application forms, interview notes, and references.
<b>General Administration</b>	Processing data for general employment-related activities such as managing employee records.
<b>Payroll and Benefits</b>	Processing data to manage payroll and providing benefits. Includes reimbursement of expenses e.g. for travel.
<b>Training and Development</b>	Processing data to manage and track employee training, certifications, professional development activities, and career progression.
<b>Attendance and Performance</b>	Processing data to plan and manage work schedules, vacation, sick leave, maternity/paternity leave, and other forms of absence, evaluating and conducting performance reviews.
<b>Health and Safety</b>	Processing data to ensure a safe and healthy work environment, including the management of occupational health and safety records, accident reports, and risk assessments.
<b>Communication and Events</b>	Processing data to facilitate internal communication, distribute company news, and organize corporate events.
<b>Disciplinary and Grievance</b>	Processing data in relation to employee disputes, complaints, investigations, disciplinary actions, and legal proceedings.
<b>Equality and Diversity</b>	Processing data to monitor and promote equal opportunities and diversity in the workplace.
<b>Termination</b>	Processing data related to resignations, retirements, redundancies, dismissals, and exit interviews.
<b>Post-Employment</b>	Processing data for the provision of references, managing pensions, and maintaining alumni relations.
<b>Business Support</b>	<b>Covers all activities that support business operation and running an enterprise. It includes providing technology, infrastructure, security, legal and financial services.</b>
<b>IT-Management</b>	This includes IT operations, system administration, network management, and troubleshooting.
<b>Product Development and Improvement</b>	This includes research and development, quality assurance, and product improvement.
<b>Security and Fraud Prevention</b>	This involves secure business operations, preventing fraud, and ensuring network and information security.
<b>Risk Management</b>	Processing data to assess and manage business risks, excluding security and fraud.
<b>Governance and Compliance</b>	Processing data for internal audits, business management, strategic planning, and complying with legal obligations.
<b>Finance</b>	This includes finance operations, ESG, controlling, tax, investor relations, financial audit.

Data Subject Category Name	Description
<b>Employees</b>	Includes personal data of existing employees, trainees, interns or volunteers as well as potential future employees i.e. job applicants. Temporary staff and contractors employed via an external agency but treated equally to DHL employees are considered employees.
<b>Customers</b>	Includes personal data of interested parties /prospects as well as existing customers or customers of DHL Group customers (e.g. eCommerce shippers). Shipment shippers and consignees/receivers including alternative delivery recipients (e.g. neighbor, reception staff) are considered customers.
<b>Others</b>	Includes personal data of vendors/suppliers, visitors, emergency contacts or complainants.

Data Category Name	Description
<b>Algorithmic and Profile Data</b>	Any automated processing of personal data used to evaluate or predict personal aspects related to an individual, such as work performance, economic status, health, preferences, interests, reliability, behavior, location, or relocation. This includes rating portals, collection services, and claim assignments.
<b>Audio-visual Data</b>	Data collected for systematic and extensive monitoring, including recorded audio-visual footage (e.g., CCTV, screen recording, recording of online meetings incl. transcription) and environmental analysis using video-based sensors in automated or autonomous driving, subject to algorithmic processing.
<b>Business Contact Information</b>	Data used for order processing, contract performance, customer communication, and service hotlines. Examples include first and last names, addresses, telephone/fax numbers, email addresses, job titles/descriptions, dates of birth, contract information, complaint management, customer contacts, order data, invoicing data, and billing cycles.
<b>Civil Servant Data</b>	All data related to a civil servant directly connected to their employment, such as remuneration grades, length of service, anniversary dates, and disciplinary proceedings.
<b>Criminal Record Data</b>	Data on criminal convictions, offenses, and related suspicions, including precautionary measures (e.g., exemptions from criminal liability). Note: Misdemeanors are not included. Importantly, only the offender's data is considered, not that of accidental participants such as witnesses.
<b>Employment Administration Data</b>	Data primarily used in HR systems for employee master data or business directory information, including first and last names, business addresses, business telephone/fax numbers, business email addresses, home email addresses, home telephone/fax numbers, other employee data (e.g., home address, date of birth, communication data), employee ID/Group Universal ID (GUID), employment status (e.g., entry/exit date, permanent/temporary employment, trainee), marital status, and job titles/descriptions.
<b>Identification Data</b>	Information that uniquely identifies an individual, such as identification document types (ID card, passport, driver's license), document data (last name, first name, document number, nationality, registered address, date of birth, expiry date, issuing authority, date of issue), and account numbers and access codes.
<b>Legally Limited Capables and Minors</b>	Explicit documentation of legal capability or market offers specifically targeting this group, such as websites designed for minors that allow account creation/registration.
<b>Location Data</b>	Data from geo-tracking or other tracking devices on vehicles, physical assets, or shipments, as well as employee ID badges for access control systems.
<b>Payment and Financial Data</b>	Data used for payment processes and contract performance, including account numbers/IBAN, bank codes/sort codes/BIC, financial institution names, credit card numbers, expiration dates, and CVV codes.
<b>Personal Characteristics &amp; Behaviour</b>	Data used for monitoring user behavior, such as cookies, Google Analytics, and other profiling or other behavioral analysis tools.
<b>Personal Contact Information</b>	Contact information including first and last names, business addresses, business telephone/fax numbers, business email addresses, home email addresses, home telephone/fax numbers, home addresses, dates of birth, communication data, employee IDs/Group Universal IDs (GUID), employment status (e.g., entry/exit date, permanent/temporary employment, trainee), marital status, and job titles/descriptions.
<b>Professional Secrecy</b>	Data is held under professional secrecy, such as patient files, medical reports, and diagnostic data by company doctors or medical services. Note: This does not include postal secrecy.
<b>Sensoric Data</b>	Data collected from sensors or signals from third-party mobile devices or interfaces of third-party personal electronic devices, such as processing of radio signals (WiFi, Bluetooth, or mobile phone) from employees, customers, or passers-by for location or behavior determination, motion profiles, and traffic flow analysis. Comprehensive data allows evaluation of driving behavior (e.g., analyzing braking and acceleration to optimize fuel consumption).
<b>Shipment Data</b>	Data of natural or legal persons for providing postal services, including sender and recipient data, shipment data related to specific shipments or messages, delivery/billing addresses, incoming/outgoing data, place and time of task, billing data, types of used services, and quantities. This also includes data related to postal services like postal redirection services and signatures.
<b>Social Insurance and Tax Data</b>	Social insurance and benefit data of employees (e.g., health insurance, children, vocational or other education, professional qualifications), tax details (e.g., tax ID, tax class, marital status), and remuneration information (e.g., periodic salary, hourly rate, vacation days entitlement, employer or governmental benefits, company car).

Data Category Name	Description
<b>Special Categories</b>	Information about racial or ethnic origin, political opinions, religion or philosophical beliefs, trade union membership, genetic data, biometric data, sexual orientation, and health. This includes medical diagnoses, disabilities, information on medical treatments, and the number of sick days, including data from sensors like fitness bracelets or new technologies such as telemedicine.
<b>Telecommunication Data</b>	Telecommunication Data: Data related to telecommunication services, such email, chat or instant messenger data, and audio recordings in call centers without algorithmic analysis.
<b>User Identifier and Authentication</b>	Data used for user authentication and access control, including user IDs, login data (start/end date and time), names, and passwords, codes or PINs.

1) The table below describes the data transfer activities carried out by DHL Group Companies and covered by the Policy. It is intended to be as complete as possible but will be updated from time to time.

2) List of DHL Group Companies can be found in the annual reports in the DHL Group Investor Relations Download Center <https://group.dhl.com/en/investors/ir-download-center.html>.