

PRIVACY NOTICE

WE CARE ABOUT YOUR PRIVACY



The legal entity with which you have a contractual relationship is responsible for conducting the survey and acts as controller for the related data processing. You can find the contact details in the contract documents or in the footer of the invitation email of the survey.



The purpose of the survey is to gather information about customer satisfaction. Your business contact data that we have received within the framework of our contractual relationship will only be used for communication with you. Your participation in the survey is voluntary. If you decide to participate the results are evaluated individually and we may contact you after the survey to discuss your experience in more detail.



Depending on the respective local situation the data processing is based on legitimate interest (e.g., Art 6 (1) f) GDPR) or on your consent (e.g., Art 6 (1) a) GDPR). The legitimate interest is to contribute to continuous improvement of our services provided to you by using the results of the survey to derive appropriate measures.

We guarantee the confidential handling of your personal data in accordance with the applicable data protection law. The processor, Dapresy Deutschland GmbH and its subprocessor Forsta, a Technology Company, provides the technical solution for the survey in accordance with the relevant Controller-to-Processor-Agreement. Our Global Head Office (Deutsche Post AG) will assist in coordinating the survey and receives the results of the survey.

If you no longer wish to be invited to surveys by us in the future or wish to exercise your data subject rights (right of access, right to rectification, right to erasure, right to restriction of processing, right to data portability, right to object) or if you have any questions about the survey, please contact eCommerce.customersatisfaction@dhl.com.

If we fail to address your concerns, you may send a complaint to the Data Protection Authority.