

DHL PERSONAL DATA PROTECTION POLICY

DHL Express (Hong Kong) Limited (“DHL”) is committed to protecting and respecting your privacy in accordance with the Personal Data (Privacy) Ordinance of Hong Kong (the “Ordinance”) and the Deutsche Post DHL group policies (the “Policies”).

This Personal Data Protection Policy sets out how DHL collects, uses, processes, shares, protects and retains personal data about you, which is at all times in conformance with the Ordinance and the Policies.

“Personal data” (as defined in the Ordinance) means any data relating directly or indirectly to a living individual from which it is practicable for the identity of the individual to be directly or indirectly ascertained; and in a form in which access to or processing of the data is practicable.

Collection of personal data

DHL collects personal data from you only where necessary for the fulfillment of the reasonable, legitimate and proper business purposes of DHL. All collection of personal data is carried out in a fair and lawful manner.

DHL collects personal data:

- that you have voluntarily provided to DHL or its agents;
- from your use or supply of services and/or products provided by or to DHL or its agents;
- from your use of DHL’s websites/applications;
- where you are the recipient of a shipment delivered by DHL or its agents;
- when you apply for a job with DHL; and/or
- when you access DHL’s premises.

Without this personal data, DHL may be unable to provide you with the services or products that you require, to source supply of services and/or products from you, to process your job application or to proceed with the purposes for which such personal data is collected, or if it is able to, there may be delays in the provision, sourcing or processing thereof, for which DHL shall not be held liable nor responsible for.

Use of personal data

DHL collects, uses, processes and retains personal data for its legitimate functions:

- effecting delivery of shipments locally or abroad;
- providing, monitoring and improving DHL’s services including courier, warehousing, transportation, logistics and other value added services;
- managing and administering your account(s) with DHL;
- advertising products and services provided by DHL including courier, warehousing, transportation, and logistics services and other services which are ancillary to the aforesaid core products and business of DHL including insurance services of DHL’s business partners;
- advertising products and services for environmental conservation and charitable purposes;
- sourcing of supply of services and/or products to DHL;

- staff recruitment; and
- such other purposes as may be required for the running of DHL's services and businesses or by applicable laws or regulations, including the communication of the same to customs authorities.

Direct marketing

Any use of your personal data by DHL for direct marketing or any directly related purposes would be in accordance with the Ordinance and the Policies. DHL will only use your personal data for direct marketing of the products and services of DHL and our business partners after we have obtained your consent and you have the right to withdraw such consent at any time.

Disclosure of personal data

DHL may disclose the personal data collected to other members of the Deutsche Post DHL group of companies and to DHL's business associates that provide courier, freight forwarding, warehousing, transportation, logistics and related services who are involved in the fulfillment of your requests or the services contracted for.

DHL may also disclose your personal data with third parties who assist DHL with its internal functions, such as invoicing and the mailing of account statements, credit reference check, transportation services and information technology services. These third parties are bound to abide by DHL's practices and policies relating to the usage, processing and retention of your personal data. Your personal data is only accessible by our own personnel or the personnel of the third parties listed above for the purposes specified above. Our own personnel and the personnel of the third parties will be instructed to observe confidentiality and the terms of this Personal Data Protection Policy when accessing your personal data.

Other than in the instances stated herein and for any other legitimate and proper purposes, DHL will not share, sell, rent, trade and/or disclose your personal data to any other third party unless your consent has been obtained.

Transfer of personal data outside Hong Kong

If necessary, DHL may transfer your personal data to places outside the Hong Kong Special Administrative Region (either within the Deutsche Post DHL group of companies or to third parties) for carrying out the purposes, or the directly related purposes specified above, for which the personal data was collected, or for storage or processing in relation thereto. All the transfer of such personal data will be carried out in compliance with the requirements of the Ordinance and the Policies. By submitting your personal data, you agree to this transfer, storing or processing. DHL will take reasonable and practicable steps to ensure that your personal data is treated securely and in accordance with the Ordinance and the Policies.

Retention of personal data

Please note that DHL will not retain your personal data for longer than is necessary for the fulfillment of the above purposes and to comply with all applicable laws and regulations.

Protection and storage of personal data

DHL has also implemented reasonable and practical security measures designed to protect against loss, misuse and/or alteration of your personal data under its control.

Use of Cookies

When you browse any DHL's or Deutsche Post DHL group's website, cookies will be stored in your computer's hard drive and will be used in accordance with the Terms and Conditions and Data Protection Statement at www.dhl.com. Please refer to the terms relating to use of cookies therein. You have a choice not to accept the cookies, but if you do, certain functionalities (e.g. banner redirection) may not be available.

Accuracy of personal data

DHL shall take reasonable steps to keep your personal data as accurate, complete, and up-to-date as is necessary for the purposes for which it is to be used. Personal data that is used on an ongoing basis, including information that is disclosed to third parties, will generally be kept accurate and up-to-date. Where you inform us of personal data which is inaccurate, incomplete, misleading or not up-to-date, we will update it in compliance with the Ordinance and the Policies, subject always to DHL's other statutory rights and obligations.

Access to information and contact

Under and in accordance with the Ordinance and the Policies, you have the right to seek access to and correction of your personal data held by us. In addition, you may request us to delete your personal data that is no longer required for the relevant purposes which you have given consent. Such rights may be exercised by you at any time. If you wish to exercise such rights, or if you have any question regarding your personal data or this Personal Data Protection Policy, please contact our Data Protection Officer in writing at Level 20, 348 Kwun Tong Road, Kwun Tong, Kowloon, Hong Kong. DHL reserves the right to charge you a reasonable fee for complying with a data access request as permitted by the Ordinance.

In the event that there is any inconsistency between the English and Chinese versions of this Personal Data Protection Policy, the English version shall prevail.