



## Terms and Conditions governing the provision of domestic shipping and postal services by DHL Parcel Polska Sp. z o.o.

### Section 1

These Terms and Conditions define the rules governing domestic express shipping and postal services provided by DHL Parcel Polska Sp. z o.o. under the Act of 15 November 1984, i.e. Transport Law (consolidated text: Journal of Laws of 2000 no. 50 item 601 as amended) hereinafter referred to as the "Transport Law" and the Act of 23 November 2012, i.e. Postal Law (Journal of Laws of 2012, item 1529), hereinafter referred to as the "Postal Law".

### Section 2

The terms used herein shall have the following meanings:

**Courier** – a DHL subcontractor who accepts the shipment into the DHL system from the Sender and delivers it to the Consignee.

**Drop-off Point** – a facility where an authorised person accepts the shipment from the Sender to provide services. The responsibilities and functions of the courier shall apply accordingly to the drop-off point.

**Sender** – an individual, a legal person or an organisational unit without legal personality who hands over the shipment to DHL for the provision of shipping and postal services.

**Consignee** – an entity to which the shipment is to be delivered.

**DHL** – DHL Parcel Polska Sp. z o.o. having its registered office in Warsaw, entered into the Business Registry of the National Court Register kept by the District Court for the Capital City of Warsaw, XIII Commercial Division of the National Court Register under number KRS 631916, share capital of PLN 21,479,000, NIP 9512417713.

**Price List** – a document with attachments that defines the type of services as well as weight and dimensions of shipments divided into price categories applicable to DHL services and their possible delivery dates.

**Characteristics** – "Characteristics of DHL Parcel Services and Surcharges" containing detailed information on the principles governing services and surcharges available in the Price List which constitute an appendix to the Price List.

**Customer** – an individual, a legal person or an organisational unit without legal personality who requests DHL to provide a shipping or postal service. A Customer can be a Sender, a Consignee or a third party.

**Shipping Service** – a DHL service consisting in the acceptance, transport and delivery of shipments with content other than correspondence, subject to the provisions of the Transport Law.

**Postal Service** – a service consisting in the acceptance, sorting, transport and delivery of courier shipments, including shipments with correspondence, and all Consumer shipments of up to 20 kg, subject to the Postal Law.

**Consumer** – an individual who concludes a contract for a Shipping or Postal Service with DHL for a purpose that is not directly connected with their business or professional activity.

**Entrepreneur referred to in Article 385(5) of the Polish Civil Code** – a natural person conducting business activity on their own behalf, provided that the agreement on the provision of shipping or postal services is directly connected with their business activity, and it can be implied from the agreement that it is not of professional nature for that person, as denoted especially in relation to the scope of their business activity disclosed under the provisions on the Central Registration and Information on Business.

### **Section 3**

1. DHL's scope of business includes the pick-up, transport and delivery of shipments with a value of up to PLN 100,000 in Poland.
2. Services concerning shipments worth over PLN 100,000 may be provided upon the conclusion of a separate contract with DHL.
3. The range of Postal Services comprises only the acceptance, sorting, transport and delivery of courier shipments within the meaning of the Postal Law, excluding courier shipments with a declared value within the meaning of the Postal Law. DHL does not provide Postal Services for shipments other than courier shipments.

### **Section 4**

1. Prices for services are defined in the Price List as applicable on the date of dispatch.
2. DHL reserves the right to amend the Price List and/or the Characteristics at any time.
3. The current Price List and/or Characteristics are available to each customer at all Drop-off Points, on DHL's website <http://www.dhlparcel.com.pl> and can be requested from every Courier.

### **Section 5**

1. A shipment may be accepted for transport as follows: at a Drop-off Point (the Sender delivers the shipment in person); at the Sender's location (the shipment is picked up by a Courier) based on a prior request. Where the Sender and the Customer are not the same person, the Sender shall be deemed to be acting on behalf of the Customer.
2. DHL provides its services based on a contract of shipment or a contract for the provision of postal services. If it does not follow from the service order, consignment note, Price List or Characteristics that a contract for the provision of postal services has been concluded, it shall mean that a contract of shipment has been concluded.
3. The rules for the provision of Return of Confirmed Documents (ROD) are set out in the ROD Terms and Conditions which constitute an integral part hereof.

### **Section 6**

1. The Sender is responsible for the quality of packaging that must be appropriate to the content of the shipment.
2. The Sender is obliged to pack the shipment properly and leave it with the Courier in a condition that enables its proper transport and ensures that it will not damage other

shipments during transport and that it will be delivered without defect or damage. In particular, the packaging should be properly sealed, preventing unauthorised access to the shipment, be adequately resistant relative to the weight and content of the shipment; be internally secured to prevent the contents from moving; have markings indicating the special nature of the shipment such as “FRAGILE! NST” and “UP” (the shipment can be marked by the Courier or at a Drop-Off Point).

3. DHL may refuse to accept goods whose condition is defective or whose packaging is insufficient or which do not have the required packaging or the packaging or a visible part of the shipment contains inscriptions, images, drawings or other graphic signs that violate the law as well as in other cases specified by applicable law. DHL shall not be liable for damage resulting from missing, insufficient or defective packaging.
4. If the Sender uses DHL-owned pallets for groupage shipments whose return has been refused by the Consignee, the costs thereof shall be charged to the Sender.
5. DHL may refuse to enter into or withdraw from a contract for the provision of Postal Services in particular in the following cases:
  - 1) the requirements for the provision of postal services specified in applicable laws or these Terms and Conditions are not met by the Sender;
  - 2) the content or packaging of the shipment puts third parties or DHL at risk;
  - 3) the packaging or a visible part of the shipment contains inscriptions, images, drawings or other graphic signs that violate the law;
  - 4) the acceptance or transport of the shipment is prohibited by law.
6. Moreover, DHL can
  - 1) refuse to conclude the contract for the provision of Postal Services if the shipment does not meet the conditions required by DHL for contract conclusion;
  - 2) withdraw from the contract for the provision of Postal Services if the shipment fails to meet the conditions defined in the contract.
7. In addition to the other requirements set out in these Terms and Conditions or the generally applicable law, the Sender is obliged to
  - 1) comply with all applicable regulations of government bodies and international organisations in the field of imports, transit, exports, customs, exports controls and sanctions (“Exports Control Laws”) and not to order DHL services that will directly or indirectly result in a violation of the applicable Exports Control Laws,
  - 2) classify the goods for import, not to provide DHL with any Controlled Goods, and to notify DHL promptly in writing if the Sender becomes aware or has reasons to believe that a Shipment contains Controlled Goods;
  - 3) make sure that delivery to the destination and any known end-user or end-use case do not violate the applicable Exports Control Laws, and to make sure that neither the Sender nor an affiliate, nor the Consignee or any third party involved by the Sender, directly or indirectly, on the basis of a contract, are Excluded Parties.
8. DHL Parcel may refuse to accept dangerous goods for transport from Customers with

whom it does not have an individual dangerous goods transport contract.

## Section 7

1. The Sender is obliged to include their address and the address of the Consignee on the packaging, said addresses having to be the same as the information provided in the consignment note. If not possible, the shipment should have other identifiers (e.g. company tapes).
2. Details of the Consignee/Sender should include their first and last name/name, street, house and unit number (if any), postal address code, city; additionally, a contact telephone number is recommended for DHL to be able to provide the service properly. If direct delivery to a DHL ServicePoint is chosen, the Sender is obliged to provide at least the address details of the DHL ServicePoint and the telephone number or e-mail address of the Consignee.
3. If the Customer or the Sender provides DHL with a telephone number and/or email address of the Consignee, the Consignee shall be entitled to request, via the "*Redirect Parcel*" service which is available at [www.przekieruj.dhlparcel.pl](http://www.przekieruj.dhlparcel.pl) under "*Redirect Parcel Terms and Conditions*," a change to the terms of the contract by requesting delivery of the shipment at a DHL ServicePoint, DHL Locker or DHL representative office or request a different delivery address or a different delivery date, or order a Delivery to a Neighbour or change its content. The Consignee may also make a declaration of refusal to accept the shipment under the same procedure. No copy of the consignment note will be required from the Consignee for the contract to be amended as stated above. All requests via the "*Redirect Parcel*" service with the PIN code sent by DHL to the provided telephone number and/or email address shall be deemed to have been made by the Consignee. The provisions of this section shall not apply to shipments weighing more than 31.5 kg.

## Section 8

1. DHL shall not accept shipments containing cash, securities, other documents of a payment character; valuables (i.e. jewellery products, works of art, antiques, numismatics etc.); weapons and ammunition; pyrotechnic articles; articles which are easily spoiled, requiring special shipping conditions; chemically and biologically active goods;

animals, human and animal remains; narcotics and psychotropic substances; medicines requiring special shipping conditions; other goods whose properties could pose a danger to people coming into contact with them, or which could damage or destroy other shipments; goods subject to the Act on the Monitoring System for the Road Carriage of Goods of 9 March 2017; tobacco products subject to the Act on Protection of Health against the Consequences of the Consumption of Tobacco and Tobacco Products of 5 July 2018; other goods whose shipping is prohibited under applicable law. DHL does not accept shipments if this would breach the law, particularly the Transport Law and the Postal Law. DHL does not accept shipments containing military goods or other prohibited goods or goods requiring a licence, authorisation or permit (such as dual-use goods or weapons) for import, export, transit or transfer in pursuance of the regulations on export controls and sanctions or other regulatory restrictions ("Controlled Goods") as well as shipments in respect of which the Sender, the Consignee or a third party with an interest in the Shipment, directly or indirectly

involved in the shipment or transaction is a natural or legal person or an entity subject to sanctions imposed by the UN, EU, USA or, as the case may be, other governments and international organisations (“Excluded Party”);

2. In the event of dispatch of a shipment which DHL does not accept for transport under item 1, the Sender shall be obliged to compensate for the resultant damage (in particular environmental contamination) in full amount.

## **Section 9**

1. A DHL-confirmed consignment note, which can also be an electronic transfer, a computer printout or any other document containing data specified in these Terms and Conditions and the law that is used by DHL is proof of the conclusion of a contract of shipment or a contract for the provision of postal services. All items covered by one consignment note shall be considered to be one shipment.
2. The declared shipment value cannot exceed its usual value and, upon DHL’s request, should be confirmed by appropriate documents (e.g. invoices, bills). If the shipment value has not been declared, it is assumed that the declared value is PLN 500. In the case of Postal Services, the declaration of shipment value is made solely for shipment insurance and does not affect DHL’s liability which is stipulated in Section 15.
3. The Sender issues the consignment note according to DHL’s template. By issuing the consignment note, the Sender confirms that the declared shipment data are correct and that he or she is aware of these Terms and Conditions and by doing so consents to the service price offered by DHL.
4. The Courier who accepts the shipment confirms DHL’s acceptance of the shipment for transport and delivery by signing the consignment note.

## **Section 10**

1. At the option of the Customer, the services provided by DHL shall be paid for by the Sender, the Consignee or the Customer who is neither the Consignee nor the Sender. This provision does not release the Sender or the Consignee from liability as defined by applicable law.
2. If the Customer is neither the Sender nor the Consignee, the order must be placed in writing. The Customer may only be the payer for the service if they have a service contract with DHL together with the authorisation to pay by bank transfer.
3. In situations referred to in item 2 above, if cash on delivery was additionally ordered, the cash on delivery amount shall be transferred to the Customer’s bank account specified in the agreement. The above may not be altered by a consignment note instruction.
4. Where DHL has accepted a shipment for transport (including Courier Shipments) that was unpaid or paid less than due, DHL may demand from the Sender, the Consignee or the Customer a fee or a surcharge for the service, in the amount specified in the provisions of the applicable Price List or the contract.
5. If the Consignee pays cash on delivery using a payment card and then files a complaint under the so-called *chargeback*, i.e. a service which is offered by the payment institution or card organisation and which allows the payer to get a refund, in particular

for orders which are not fulfilled or fulfilled improperly, DHL may refrain from remitting the cash on delivery as instructed by the Customer until the chargeback procedure has been completed. If such a complaint is granted, DHL shall be entitled to refund to the Consignee the amount of money collected from the Consignee and if said amount was transferred as instructed by the Customer, DHL may claim a full refund.

## **Section 11**

1. The content of a shipment may be checked by DHL at any time from the moment of its acceptance for transportation until the moment of its delivery to the Consignee, to confirm the consistency of its actual content with the data in the consignment note, unless otherwise stated in absolutely applicable law. DHL is not obliged to check the content of the shipment. This provision does not prejudice laws providing for the possibility of opening a shipment for purposes other than that specified in the first sentence.
2. The inconsistencies referred to in item 1 provide grounds for DHL to refuse to accept a shipment and also to amend the general terms and conditions of the agreement.
3. DHL has the right to verify the fees it charged for the services provided. In particular, DHL has the right to verify the weight and dimensions of shipments. Any discrepancy between those details and the information provided by the Sender may result in changing the price for the service provided.
4. Subject to item 5, checking shipments for compliance with statements included in the consignment note and verifications whether the shipment contains a non-standard element may be performed by DHL employees at DHL locations without the Customer. Findings of the check are entered into the DHL's information system and provide grounds for determining the correct rate of payment as well as for demanding payment for a non-standard element if such an element is found.
5. The rules for opening and checking shipments sent by Consumers or Entrepreneurs referred to in Article 385(5) of the Polish Civil Code and recording their findings are specified in the provisions of the Transport Law or the Postal Law.

## **Section 12**

1. A courier shipment is delivered within the guaranteed timeframe as specified in the contract, Price List or Characteristics.
2. If the contract, Price List or Characteristics do not specify a guaranteed timeframe for the delivery of a courier shipment, it is assumed that it is 14 days.
3. Subject to the following provisions, deliveries shall be made to the Consignee, to an adult household member or to another person authorised to receive them at the address specified in the consignment note. If the Customer provides the Consignee's telephone number or e-mail address in the consignment note, the shipment may be received by the person who provides the PIN sent by DHL by message to said telephone number or e-mail address. If DHL commissions another postal operator with the service, the delivery will follow the delivery procedure applied by the postal operator to whom DHL has commissioned the service.
4. Receipt of delivery may be made in writing or electronically (also by providing the PIN). The receipt cannot be challenged on the sole basis that it exists only in electronic form.

5. When ordering the service, the Customer may request pick-up of the shipment at a DHL ServicePoint in the consignment note. In such a case, the shipment will be released to the person who provides at least the consignment note number and the PIN sent by DHL via SMS to the phone number or email address. If the shipment cannot be delivered to the DHL ServicePoint selected by the Customer, the shipment will be delivered to another DHL ServicePoint which is in close vicinity of the originally selected DHL ServicePoint. If the shipment is not picked up within seven calendar days from the date of delivery to the DHL ServicePoint, the shipment is returned to the Sender. The provisions of items 8 and 10 and the provisions of Section 13 shall not apply. The provisions of this item apply only to (a) shipments other than postal shipments; (b) Customers who are entitled to a special Price List or the Price List for DHL Parcel-Business services under a separate contract. If it is not possible to deliver the shipment to a DHL ServicePoint, the delivery will be made according to the principles stipulated in item 3.
6. When ordering the service, the Customer may request pick-up of the shipment at a DHL Locker in the consignment note. In such a case, the shipment will be released to the person who provides the phone number specified by the Customer in the consignment note and the eight-digit PIN sent by DHL via SMS to that phone number. If the shipment is not picked-up within seven calendar days from the date of delivery to the DHL Locker, the shipment is returned to the Sender. The provisions of items 8, 9 and 10 and the provisions of Section 13 shall not apply. The provisions of this item apply only to (a) shipments other than postal shipments; (b) Customers who are entitled to a special Price List under a separate contract. If it is not possible to deliver the shipment to a DHL Locker, the delivery will be made according to the principles stipulated in item 3.
7. When ordering the service, the Customer may request pick-up of the shipment at a DHL representative office (the so-called "Consignee Pick-up") in the consignment note.
8. Subject to the following item, if the Consignee is absent, the Courier will leave an attempted delivery notice with the date of the next delivery attempt, specifying where the Consignee can collect the shipment in person if the date provided by the Courier does not suit the Consignee. If Delivery to a Neighbour has been ordered, no attempted delivery notice shall be left for the alternate consignee named as part of the service.
9. In the case of shipments that qualify under the Price List or the Characteristics to be delivered at a DHL ServicePoint, with respect to which DHL has been given the Consignee's telephone number or e-mail address and the Consignee is not obliged to pay DHL any transportation fees on the shipment, the Courier will leave an attempted delivery notice stating that the shipment has been redirected to a DHL ServicePoint. The Consignee will receive an SMS or e-mail with the address of the DHL ServicePoint.
10. The storage period of an advised shipment in a DHL representative office is 7 calendar days, counting from the second attempt of delivery. After the expiry of the above-mentioned period, DHL returns the shipment to the Sender. If the delivery date is changed via "*Redirect Parcel*," the advised shipment storage period may be shortened; in any case, failure to collect the shipment by the tenth day from the day of dispatch will result in its return to the Sender after that date.
11. The shipment is also returned if the Consignee refuses to accept the shipment or if the Consignee's address is incorrect.

12. If the Consignee is obliged to pay for the services provided by DHL and the shipment has been returned to the Sender, the service is paid for by the Sender.
13. DHL reserves the right to charge a fee for returning an undelivered shipment to the Sender.

### Section 13

1. Delivery shall be confirmed by the Consignee or an authorised person with a handwritten and legible signature or the PIN, thus confirming that the service has been correctly rendered. If the Consignee is a legal person or an organisational unit without legal personality, delivery shall be confirmed by a person authorised to receive the shipment.
2. All complaints concerning the service or the condition of the shipment should be entered by the Consignee at the time of receipt on DHL's proof of delivery.
3. The Consignee cannot open the shipment before signing for delivery and paying the required fees.

### Section 14

1. If damage to the shipment or its defect is identified, the delivering Courier shall immediately draft a damage report.
2. The damage report may also be requested by the Consignee upon finding that the shipment is damaged. The report shall be drafted in the presence of a DHL representative. The report shall be signed by the Consignee and the DHL representative.
3. Claims regarding the improper performance of the service expire as a result of acceptance of the shipment without reservations unless the entitled person identifies defects or damage which are not visible from the outside after the acceptance of the shipment and notifies DHL of the fact no later than within 7 days, proving that the damage occurred in the period between the acceptance of the shipment by DHL and its delivery to the addressee.

### Section 15

1. DHL's liability towards Consumers and **Entrepreneurs referred to in Article 385(5) of the Polish Civil Code** due to failure to perform or inappropriate performance of Shipment Services is governed by the Transport Law.
2. DHL's liability towards persons other than Consumers and **Entrepreneurs referred to in Article 385(5) of the Polish Civil Code** due to failure to perform or inappropriate performance of Shipment Services is governed by the Transport Law, subject to the following provisions:
  - 1) DHL's liability for loss of, or damage to, a shipment is limited to the lowest of the following amounts:
    - declared shipment value,
    - actual normal shipment value



- PLN 500.

- 2) DHL shall be liable for damage caused by delayed delivery. For *DHL PARCEL PREMIUM*, *DHL PARCEL 9* and *DHL PARCEL 12* services, the payer for the service is entitled to compensation of 100% of the basic fee. For other transport services, the compensation shall be up to 50% of the basic transport fee according to the Price List applicable on the date of dispatch or contract with DHL if the delay exceeds one day.
3. Subject to the provisions of these Terms and Conditions, where DHL provides Postal Services, DHL shall be liable for non-performance or improper performance of such Services in accordance with and within the limits of the Postal Law, i.e.:
  - 1) For loss, defect or damage to a postal shipment not being an shipment with correspondence – in an amount not exceeding the normal value of the lost or damaged items
  - 2) For the loss of shipment with correspondence – in the amount of ten times the fee for the service, however no less than fifty times the fee for the treatment of the shipment with correspondence as registered mail as set out in the price list for universal services.
  - 3) For a delay in the delivery of a postal shipment relative to the guaranteed delivery date –in the amount not exceeding twice the fee for the service.

However, if the non-performance or improper performance of the Postal Service is a consequence of a tort, intentional fault or gross negligence by DHL, the above-mentioned compensation caps shall not apply; in such a situation DHL's liability is defined by the provisions of the Civil Code.

4. A Postal Service shall be deemed to have been improperly performed if the delivery was delayed or a defect or damage to the shipment was identified. A Postal Service shall be deemed not to have been performed in the event of the loss of the shipment. A shipment shall be deemed lost if it has not arrived at its destination specified in the consignment note within 30 days from the scheduled delivery date. In the event of non-performance of a Postal Service, irrespective of the payable compensation, DHL shall reimburse in full the fees charged for the Postal Service.
5. DHL shall not be liable for non-performance or improper performance of the Postal Service if it is due to
  - 1) force majeure;
  - 2) reasons attributable to the Sender or the Consignee which have not been caused by DHL's fault;
  - 3) violation of the law or these Terms and Conditions by the Sender or the Consignee;
  - 4) properties of the shipment.
6. For the avoidance of doubt, these Terms and Conditions do not establish a more favourable level of liability or compensation than that provided for in the Postal Law.
7. Safe for liability towards Consumers or Entrepreneurs referred to in Article 385(5) of the Polish Civil Code, DHL's liability is limited as follows:

- 1) for damage caused by failure to provide or improper provision of additional services up to an amount equivalent to 100% of the additional fee paid for the service in question,
  - 2) for causes other than those specified in point 1) and other than damage, loss or defect in the shipment or delay in delivery – up to the amount of the loss, however, the compensation cannot exceed the basic fee or PLN 500 whichever is lower.
8. Unless otherwise stipulated by mandatory law, DHL shall not be liable for:
- 1) loss, defect or damage to a shipment containing shipments excluded from carriage under the law or these Terms and Conditions;
  - 2) entries in customer documents that are returned to the Sender under the *Document Return* service;
  - 3) benefits lost by the Sender, the Consignee, the Customer or other persons as a result of non-performance or improper performance of the service.

#### Section 16

1. DHL recommends taking out insurance of the shipment and offers covering the shipment with insurance whose cost is borne by the payer for the service, according to the applicable Price List.
2. The main provisions of the insurance contract concluded on third-party account between DHL and the Insurer shall be made available upon request.
3. If the Sender orders cash on delivery (COD), the Sender is obliged to take out insurance for the shipment on the rules offered by DHL. If the shipment is not insured, DHL will not collect cash on delivery (COD).

#### Section 17

1. The complaint procedure starts with the submission of a complaint by an entitled person.
2. With regard to complaints concerning Postal Services, the following provisions shall apply:
  - 1) Complaints can be filed at any DHL location. Complaints can be filed electronically in writing to the addresses specified at <http://www.dhlparcel.com.pl>, alternatively, an oral complaint can be recorded.
  - 2) The following entities are entitled to file complaints:
    - a) The Sender or
    - b) The Consignee if the Sender waives their right to pursue claims or the shipment is delivered to the Consignee.
  - 3) A complaint can be filed
    - a) in connection with loss of or damage to a postal shipment other than a shipment with correspondence:

- directly upon accepting a damaged or defective shipment – if a damage report was drawn up upon the acceptance of the shipment,
  - after the acceptance of the shipment – if a written declaration of defect or damage to the shipment was made immediately upon the acceptance of the shipment or a damage report was drawn up,
  - within 7 days from the date of the acceptance of the shipment – in the case of damage and defects that cannot be seen from the outside and were identified after the acceptance of the shipment;
- b) in connection with a loss of shipment – on the day following the expiry of the delivery date specified in Section 15.4;
- c) in connection with a delay in the delivery of the shipment relative to the guaranteed delivery date – upon the expiry of that date.

However, in no case may a complaint be filed more than 12 months after the date of dispatch of the shipment.

- 4) If the complaint is dismissed, the entitled person may lodge an appeal within 14 days of the date of delivery of the reply to the complaint.
  - 5) DHL shall process the complaint and the appeal within no more than 30 days after receipt.
  - 6) If the complaint is accepted, the compensation shall be paid within 14 days to the entitled person's bank account or, if impossible, by postal order.
3. The detailed procedure for the submission and handling of complaints (including the content of the complaint and the required documents) is governed by
- 1) for Shipping Services: Regulation of the Minister of Transport and Construction of 24 February 2006 on the determination of the condition of shipments and the complaint procedure (Journal of Laws of 2006 No. 38, item 266);
  - 2) for Postal Services: Regulation of the Minister of Administration and Digitisation on postal service complaints of 26 November 2013 (Journal of Laws of 2013, item 1468).

## Section 18

1. The Senders, Consignees or Customers who are not Consumers or Entrepreneurs referred to in Article 385(5) **of the Polish Civil Code** are not entitled to set off their claims against any past, current or future liabilities to DHL.
2. The Sender, Consignee or Customer who is not a Consumer or Entrepreneur referred to in Article 385(5) **of the Polish Civil Code** may not transfer their receivables from DHL to any third party without DHL's written consent.

## Section 19

1. DHL Parcel Polska Sp. z o.o. having its registered office in Warsaw at ul. Osmańska 2, 02-823 Warsaw (hereinafter: "DHL Parcel") is the controller of personal data of natural persons who order services covered by these Terms and Conditions. The Data

Protection Officer is available at [dpo.parcel@dhl.com](mailto:dpo.parcel@dhl.com) or the Company's mailing address. The data will be processed for contract conclusion and service provision. DHL Parcel will also use the data to make contact in connection with the provision of services and the examination of their quality, responding to interventions, complaints, claims or changes to instructions, for marketing purposes consisting in the presentation of DHL Parcel's and its Partners' service offerings. DHL Parcel will also process your data to comply with its legal obligation, including for the prevention of money laundering and terrorist financing and may use the information provided by the Sender to comply with its legal obligations, including the control of an excluded party. You have the right to access your data and the right to rectify or erase them, to restrict the processing, the right to data portability and the right to submit a complaint to the President of the Personal Data Protection Office. You also have the right to object to the processing on grounds relating to your particular situation. To find out more about how we use your data please visit <https://www.dhlparcel.pl/pdo> ("Sender and Consignee" tab).

2. DHL Parcel will collect, store and process the personal data provided by the Sender or the Consignee to the extent necessary to provide the Services, in accordance with applicable law.
3. The provisions of the Transport Law shall apply to matters unregulated herein unless the Postal Law and the provisions of the Civil Code apply.
4. These Terms and Conditions enter into effect as of 18.11.2021.

**DHL Parcel Polska Sp. z o.o.**