

Specific Privacy Policy for “My Preferences Registered Mail” Service - Registration at a Post Office or Postal Point

Most recent version 1st July 2024

1. Your Personal Data will be processed by bpost SA/NV (VAT BE 0214.596.464) under public law (Anspachlaan, 1, box 1, 1000 Brussels, hereinafter referred to as “bpost”), which is responsible for the processing, with a view to providing your Registered Mail and the “My Registered Mail Preferences” Service. This specific Privacy Policy must be read in conjunction with the general Privacy Policy available at <https://www.bpost.be/en/privacy>. In the event of any discrepancy between the General Privacy Policy and the Specific Privacy Policy, the Specific Privacy Policy shall prevail.

2. My Registered Mail Preferences Service – Letterbox proxy

2.1 For the execution of your Registered Mail Preferences, option “Letterbox proxy”, the Personal Data, which you have transmitted to us are the following:

- Identification data such as your surname, first name and signature;
- Contact details such as your address and e-mail address;
- Your identity card number.

Your contact details, as indicated on the Registered Mail, are also transmitted to us by the sender of the Registered Mail.

Registration for the Letterbox proxy service is only possible with an electronic identity card (compatible with an eID card reader).

The purposes and legal grounds for processing personal data are set out in the table below.

If bpost wishes to process your personal data for other purposes, it will ask for your permission if necessary.

Purposes	Legal grounds
We process the necessary information to manage the contractual relationship and to execute the “Letterbox proxy” Service as part of the performance of the contract between us.	Processing for these purposes is necessary for the entry into force or performance of the contract between bpost and the data subject, in accordance with the services to which you have subscribed. In the absence of such a contract with the data subject or if the processing is not absolutely necessary in the context of the performance of the contract, the processing will be necessary in the legitimate interest of bpost to process data relating to individuals in the context of these

	contracts.
We collect the information (including your identity data) required to create, validate and maintain a postal proxy for the receipt or delivery of a Registered Mail item addressed to you.	Processing for these purposes is necessary for the entry into force or performance of the contract between bpost and the data subject, in accordance with the services to which you have subscribed.
We also keep proof of this proxy, as well as proof of delivery of a Registered Mail item, including photos of identity documents, in order to prove your identity in the event of a dispute with the sender of the Registered Mail item and the relevant government authorities.	Some processing operations are also necessary in the context of a legal obligation imposed on bpost. In particular, the processing of data relating to postal proxy is based on articles 9 and 20 of the Royal Decree of March 14, 2022 relating to postal services.
We collect the information necessary to digitally verify your identity for the creation of the proxy.	This processing is based on your consent.
We collect and store your data in order to prevent fraud and abuse during the conclusion of your contract and during the execution of your Registered Mail Preferences. We may also contact you for these purposes.	This processing is based on bpost's legitimate interest in offering secure services and preventing fraud or abuse of its services.

2.2 Personal Data collected and processed as part of the My Registered Mail Preferences Service are shared by bpost with:

- Service providers acting as subcontractors, in particular hosting and ICT service providers, Infosys and TCS (Indian IT maintenance providers), PING (the bpost access management platform), Microsoft Azure (servers in Northern Ireland) and AWS (servers in Europe) ;
- Your data may also be transferred to subcontractors or other companies of the bpostgroup in order to carry out the delivery according to the Service;

Some service providers or third parties to whom your Personal Data is transferred are established in a country outside the European Economic Area where data protection rules differ from those in force in Belgium and elsewhere in the European Economic Area, in particular in India and the United States. bpost has taken the necessary measures to ensure that the level of protection of your Personal Data is adequate, in accordance with the General Privacy Policy.

2.3 For the My Registered Mail Preferences service, bpost will keep your Personal Data only as long as is necessary for the purposes described above (taking into account applicable legal retention and/or limitation periods). Personal Data will be kept for a period of 36 months after the last activity in the My Registered Mail Preferences service, after which the data will be deleted. The last activity means each connection to your My Registered Mail Preferences profile, each correspondence of your data (name, first name, postal address and/or e-mail address) with a Registered Mail item addressed to you and each delivery of a Registered Mail item in accordance with your specified preferences. In accordance with the law, and for reasons of proof and fraud prevention, bpost will keep a copy of the identity data (including the photo of your identity card (and that of your proxy, if applicable) and/or the data linked to it), as well as the copy of the postal proxy. This data will be deleted 13 months after the expiry date of your postal proxy. If you have opted for identification with your identity card, the “selfie” photo of your face is deleted directly after the identification process; we do not keep a copy

of this photo. This data is never used for commercial purposes and is only accessible in the event of suspected fraud or in the event of a dispute.

2.4 To exercise your rights, please refer to points 12 and 13 of the general privacy policy.

3. Registered Mail Notification Service

3.1. Your Personal Data will be processed by bpost SA/NV (VAT BE 0214.596.464) under public law (Anspachlaan, 1, box 1, 1000 Brussels, hereinafter referred to as “bpost”), which is responsible for the processing, with a view to providing your Registered Mail and the “My Registered Mail Preferences” Service. This specific Privacy Policy must be read in conjunction with the general Privacy Policy available at www.bpost.be/fr/privacy. In the event of any discrepancy between the General Privacy Policy and the Specific Privacy Policy, the Specific Privacy Policy shall prevail.

3.2. For the execution of the Registered Mail Notification Service, the Personal Data, which you transmit or have transmitted to us are the following:

- Identification data such as your surname and first name;
- Contact details such as your address and e-mail address (registered as part of My Parcel Preferences or My Registered Mail Preferences registration).

Your contact details, as indicated on the Registered Mail, are also transmitted to us by the sender of the Registered Mail.

The purposes and legal grounds for processing personal data are set out in the table below.

If bpost wishes to process your personal data for other purposes, it will ask for your permission if necessary.

Purposes	Legal grounds
<p>We process the information necessary to manage the contractual relationship and to execute the "Registered Mail Notification" Service as part of the performance of the contract between us.</p> <p>We process your data in order to send you notifications informing you that a registered item addressed to you is on its way, by e-mail or in the Application.</p> <p>To do this, bpost uses the data received from the sender (address, surname, first name) to link them to the data you have entered in the "My Registered Preferences – Letterbox proxy" Service and to be able to send you these notifications.</p> <p>Notifications can be managed upon request to bpost Customer Serviceµ.</p>	<p>Processing for these purposes is necessary for the entry into force or performance of the contract between bpost and the data subject, in accordance with the services to which you have subscribed.</p> <p>In the absence of such a contract with the data subject or if the processing is not absolutely necessary in the context of the performance of the contract, the processing will be necessary in the legitimate interest of bpost to process data relating to individuals in the context of these contracts.</p>

3.3. Personal Data collected and processed as part of the Registered Mail Notification Service are shared by bpost with:

- Service providers acting as subcontractors, in particular hosting and ICT service providers,

Infosys and TCS (Indian IT maintenance providers), PING (the bpost access management platform), Microsoft Azure (servers in Northern Ireland) and AWS (servers in Europe).

- Your data may also be transferred to subcontractors or other companies of the bpostgroup in order to carry out the delivery according to the Service.

Some service providers or third parties to whom your Personal Data is transferred are established in a country outside the European Economic Area where data protection rules differ from those in force in Belgium and elsewhere in the European Economic Area, in particular in India and the United States. bpost has taken the necessary measures to ensure that the level of protection of your Personal Data is adequate, in accordance with the General Privacy Policy.

3.4. For the Registered Mail Notification Service, bpost will keep your Personal Data only as long as is necessary for the purposes described above (taking into account applicable legal retention and/or limitation periods). Personal Data collected in connection with registration for the My Registered Mail Preferences Services are store in accordance with the information provided in connection with these specific Services.

3.5. To exercise your rights, please refer to points 12 and 13 of the general privacy policy.