

Data protection information

Parcel Shipping

DPD Dynamic Parcel Distribution GmbH & Co. KG (referred to below as 'DPD') is one of Europe's leading providers of express and parcel services and, together with its franchisees, is responsible for the transport of more than 2.5 million parcels a day. The company is based in Aschaffenburg.

DPD Dynamic Parcel Distribution GmbH & Co. KG, Wailandtstraße 1, 63741 Aschaffenburg, Germany

DPD takes the protection of personal data very seriously. This applies not just to the data which users leave behind when they visit the company websites, but also to the data which is recorded and processed every day by the depots and other divisions of the company in relation to the services that are provided.

As a company operating under private law DPD is subject in particular to the provisions of Germany's federal data protection legislation (BDSG), postal legislation (PostG), telemedia legislation (TMG) and related directives (e.g. the directive on postal service data protection – PDSV). For this purpose the company has, among other measures, appointed a data protection officer and placed any employees involved under an obligation to maintain data and postal confidentiality.

DPD has the right to record and process personal data where this is required for the establishment and maintenance of the contractual relationship (master data), for enabling the use of its web services and the services offered (usage data) and for the invoicing of the services (invoicing data). In this process DPD does not operate as a contract data processor as defined by BDSG §11 but as a service provider involved in the transfer of functions (data transmission by the consignor in accordance with §28 (1) BDSG and §1 (2) PDSV). As a rule no data is provided to DPD apart from shipping addresses and delivery information. The contents of shipments are only made known if this is required for customs purposes, or if a shipment has to be opened for the purpose of identifying the consignor in accordance with PostG in the event of inadequate external information.

DPD takes the appropriate technical and organisational measures in order to ensure the security of the personal data it records and processes. The data is conscientiously protected against loss, destruction, falsification, manipulation, unauthorised access and unauthorised disclosure.

DPD uses and processes personal data only within its associate companies. Data is not passed on in the form of sale, hire or exchange. If we transfer data to external service providers for the fulfilment of a shipping order (processing of order data) such service providers will also be bound to maintain data protection by the provisions of Germany's federal data protection legislation or other applicable statutory directives. DPD does not pass on personal data to third parties, unless this transfer is required for the fulfilment of the purpose of the contract, if the affected persons have provided a declaration of approval, or if there is a legal obligation to transfer the data.

If personal data has been provided to DPD for processing, this processing can be prohibited at any time. To the extent that DPD is not legally under an obligation to store such data, instructions for deleting or blocking the data can be provided to our data protection officer Mr Michael Mayer by email at datenschutz@dpd.com or by letter to the address of the company's headquarters (see above), or by using the contact form on our website.

Aschaffenburg, December 2015



Boris Winkelmann
CEO DPD Dynamic Parcel Distribution GmbH & Co. KG



Michael Mayer
Datenschutzbeauftragter i.A.