

Privacy Policy

We are committed to personal data protection both during our business operations and as part of the services we propose.

This Policy sets out the principles and guidelines we apply to protect your Personal Data and is designed to explain:

- The types of Personal Data we collect and the reasons why we collect it,
- How we use your Personal Data,
- Your rights as the data subject.

This Policy applies to all of our services but does not apply to any partner websites.

How does La Poste deal with Personal Data Protection?

We consider the protection of your Personal Data and privacy when we design new products and services. To ensure the security of your Personal Data and safeguard the proper exercise of your rights, we implement measures designed to protect your Personal Data.

What Personal Data are used by La Poste?

We undertake to only collect the data that is strictly necessary for the provision of the requested services.

If optional data is requested, you will be given a clear explanation of the Personal Data we need to provide the requested service and the data you may decide to provide voluntarily.

Your Personal Data is collected from you directly and will only be used for the purposes notified to you.

Your Personal Data will only be used to propose other services if you have agreed to receive direct marketing.

How are Personal Data provided by children collected?

Some of our services may be used by children. They must obtain the consent of their parents or legal representatives.

To which services or companies are your Personal Data transferred to?

Your data may be transferred to:

- Our in-house departments: the departments responsible for the provision of the requested services, in particular Customer Services, Sales Administration etc.
- External providers: technical service providers, including data processors;
- Our commercial partners, in which case you will be informed in advance and given the opportunity to opt in or out, by checking a box.

Can your Personal Data be transferred to non-EU countries?

We carry out all Personal Data processing activities within the European Union (EU).

However, for some specific services, we may use data processors located outside of the EU. Some of your Personal Data may therefore be transferred to them for the strict purposes of their services. In such cases and in accordance with the regulations in force, we require our data processors to provide the necessary safeguards to ensure regulated, secure transfers, mainly by requiring them to sign the European Commission's standard contractual clauses.

How long will La Poste keep your Personal Data?

Different retention periods apply for the various services we provide. We undertake not to retain your Personal Data any longer than is necessary for the provision of the service or for compliance with the retention periods arising from the applicable limitation periods.

Are your Personal Data protected?

We undertake to adopt all measures protecting the security and confidentiality of your Personal Data and, in particular, to prevent any damage, erasure or unauthorised access by a third party.

The processing of your Personal Data may be audited, as set out in the commitments given in our Data Charter (<https://www.forum.extra.laposte.fr/page/la-charte-data-du-groupe-la-poste>).

If your Personal Data is affected by a security breach (destruction, loss, alteration or disclosure), we undertake to fulfil our obligation to notify Personal Data Breaches, in particular to the French Data Protection Authority (CNIL).

What are your rights concerning your Personal Data?

You may contact us to exercise your rights held under the personal data regulations in force at any time, provided that you satisfy the relevant conditions:

- Right of access: you may obtain a copy of your Personal Data being processed by us;
- Right to rectification: you may update your Personal Data or ask us to rectify your Personal Data processed by us;



- Right to object, in particular to prevent direct marketing: you may notify your preference not to receive direct marketing from us or ask us to stop processing your Personal Data;
- Right to erasure: you may ask us to delete your Personal Data;
- Right to restrict processing: you may ask us to suspend the processing of your Personal Data;
- Right to data portability: you may ask us to retrieve your Personal Data for reuse.

Whenever you sign up for a service or provide Personal Data, we will state the postal and/or email address to which any data subject requests may be sent.

All requests must be submitted with proof of your identity. We undertake to respond to your data subject requests without undue delay and in any event, within the times imposed by law.

Has La Poste appointed a Data Protection Officer?

The appointment of a Data Protection Officer reflects our commitment to ensuring the protection, security and confidentiality of our customers' Personal Data.

Our Data Protection Officer may be contacted at the following address:

Data Protection Officer
CP C703
9 Rue du Colonel Pierre Avia
75015 Paris

GLOSSARY

All capitalised terms are defined as follows:

“**Privacy Policy**” and “**Policy**”: Means this Policy describing the measures adopted for the processing, exploitation and management of your Personal Data and your data subject rights.

“**Personal Data**”: Means any information relating to you that can be used to identify you, directly or indirectly.

“**Processing**”: Means any operation or any set of operations performed on your Personal Data.

“**Data Controller**”: Means the La Poste group entity processing your Personal Data.

“**Personal Data Breach**”: Means a breach of security leading to the accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to, your Personal Data.

“**Recipient**”: Means the department or company to which your Personal Data is disclosed, having access to that data.