PRIVACY NOTICE

Our mission is *Excellence, simply delivered,* while respecting your privacy. This Privacy Notice ("Privacy Notice") describes what data we and our DHL Group companies collect via our different interactions with you, why and how we use it, how long we keep it, where and how we collect it, to whom we will pass it on and which rights you have.

This Privacy Notice is written in masculine form for convenience purposes only and is intended to to apply equally to all genders.

Scope of this Privacy Notice

This Privacy Notice applies to all users of our products, services, websites, applications, features or other services anywhere in the world ("The Services"), unless covered by a separate Privacy Notice.

This Privacy Notice applies to the following categories of individuals:

- Shippers: shippers, including their employees, or individuals who send a shipment
- Shipment receivers: any individual who receives a shipment (e.g. neighbour)
- All parties involved in the logistics process (e.g. buyer, seller)
- Persons showing interest in us and our services or paying for them
- Business partners: business partners, including their employees
- Employment candidates: individuals that apply for a job with us
- Visitors

All the above subjects are referred to as “you” and the term “your” will be interpreted accordingly.

Our data protection practices are subject to applicable laws in the places in which we operate.

Changes to this Privacy Notice

We reserve the right to change this Privacy Notice at any time according to the changes in our services, the processing of your data or in applicable laws. We therefore recommend visiting our Privacy Notice periodically.

Your Consent

By entering into, connecting to, installing, accessing and/or using our services, websites, applications, features or other services, or otherwise providing any DHL Group company with your personal data, you agree to the terms and conditions set forth in this privacy notice, including to the collection and processing of your personal data as detailed herein. If you disagree to any term provided herein, you may not install, access and/or use our services, websites, applications, features or other services, or otherwise provide us with personal data. For avoidance of doubt, you hereby consent to the collection, processing, transfer and use of your personal data for the purposes set forth in this privacy notice. You also acknowledge and confirm that you are not required to provide us with your personal information and that such information

is voluntarily provided to the DHL Group company. If we have a legal obligation to collect or process your personal data, we will notify you of such obligation. Please note that if you refuse or fail to provide consent to the personal data processing activities detailed hereunder, we may not be able to provide you with our services and/or with access to our websites, applications, or features, or evaluate your candidacy for employment with the applicable Group Company.

Who is responsible?

The legal entity that acts as your data controller determines how and why your data is processed: ("DHL Express", "DHL", "The Company", "We")

For DHL Express Israel

DHL (Israel) Ltd.
5 Hahermon st. Airport Citiy, PO Box 285,
Ben Gurion Airport, 70151,
Israel

Contact Us

For DHL Express globally

DHL International GmbH
Charles-de-Gaulle-Str. 20
53113 Bonn
Germany
Contact Us

Types of data we process

We only process your data for specific purposes as described in this Privacy Notice.

Characteristics

Information that is typical or noticeable related to you, which makes it possible to distinguish you from other persons.

Such as: your signature as a proof of delivery

Contact data

Information to contact you e.g. when we pick-up or deliver a shipment.

Such as: your full name, phone number(s), address, email address

Contract data

Information laid down and agreed upon in contracts.

Such as: activity on contract, party names

Employment candidate administration data

Information used in HR systems for candidates' data.

Such as: your application, competences, work visa

Financial data

Information used for invoicing, financial and payment processes.

Such as: your bank account, e-payment details

Identification data

Information used to verify your identity.

Such as: your government ID, tax ID, social security number, passport image and other identifiers

Image data

Information recorded on e.g. CCTV and other surveillance devices for protection purposes or pictures captured during an event

Such as: your video image, your picture

Profile Data

Information on your DHL profile.

Such as: your delivery preferences, order/purchase history

Shipment data

Information enabling the pick-up and delivery of your shipment e.g. status of your shipment.

Such as: your address, shipment documents, proof of delivery, waybill number

Telecommunication and survey data

Information you provide to us e.g. when you call our customer service or by filling in an online survey

Such as: your feedback, when applicable call recording

User authentication and authorization

Information to identify and verify you as a user of our systems and to verify your access to specific data e.g. to change your delivery address.

Such as: your login ID, password, IP address

Why we collect your data

At DHL Express we only process your data for specific purposes and where we have a legal basis to do so under applicable law.

The following are the purposes for which we process your data:

For you as a customer
To provide our products and services, including
To process your data prior to entering a contract e.g. quote
To provide you our products and services e.g. shipment insurance
To pick-up and deliver your shipment
To manage your shipment in our global network
To comply with all import and export regulations
To identify you
To support and facilitate the use of our IT systems and services
To allow our business partners to serve you

To process financial data from you including facilitating the billing process
To comply with applicable legal requirements and our policies
To manage our relationship with you, including
To provide you with customer support
To establish and manage your DHL account
To keep you up to date on our products and services that may interest you
To improve your DHL experience and our products and services e.g. events, sweepstakes, surveys
To optimize our internal processes
To expand our products and services
To facilitate your visit on our websites and applications
To onboard you as a new customer
To communicate with you

For you as a business partner
To deliver services to us, including
To manage our relationship with you
For you to provide services to us

For you as a candidate
To welcome you joining us, including
To register you as a candidate e.g. job fairs
To check your eligibility and suitability for employment
To onboard you
To keep you in our recruitment reserve

For everyone
To protect and secure your data, including
To ensure the security and safety of our premises, facilities, and networks and information systems
To protect you
To exercise your data subject rights

Your data might be processed in any of the cases below:

Calls and call recordings

In certain cases, DHL will call you to clarify contractual topics, to gather your feedback or for marketing purposes.

If you call us or we call you, the call can be recorded for shipment related matters, training and quality assurance. We will process your call recording according to the applicable data protection and telecommunication laws. Where the call recording is subject to consent, the call will only be recorded after you give your consent. You can withdraw your consent at any time. From that moment on, all communication will no longer be recorded. In countries where the call recording is subject to legitimate interest, you may object to the recording.

Customer feedback

DHL values your feedback and aims to interact with you to capture your experience with us. Analysing your feedback will help us improve delivering our products and services and provide the best possible customer service. We may contact you through various communication channels, including phone calls, emails or via the DHL website/app you are using. Additionally, we may collect the feedback you provide publicly on review platforms. This allows us to gain valuable insights into your experiences and preferences, further enabling us to refine our offerings. In some countries, we outsource this process to a trusted business partner.

Customer identity verification

To ensure the utmost security and protect you from potentially fraudulent activities, DHL may require proof of identity. For instance, during your onboarding as a new customer, we may request a valid identification document to verify your identity. Similarly, when you drop off a shipment at our service points, an ID check may be conducted. Additionally, as part of the delivery process, the courier may request the PIN/QR code you received and ask for your name as it appears on your ID to authenticate you as the intended receiver. These measures are in place to prevent unauthorized access to your shipment and maintain the integrity of the delivery process.

Customs clearance

We want to ensure that your shipment arrives as quickly as possible by facilitating the customs clearance process for you, either by ourselves or by subcontracting a legally accredited customs agents/brokers in accordance with applicable law. To do this, it is necessary that you provide us with all the required documents for customs clearance. As customs varies on country level, different legal requirements can apply. For example, in certain countries, customs authorities require the social security number, the national ID or a passport copy to clear the shipment. To comply with the customs regulation and to fulfil our contractual obligations, the processing of your data is necessary. In cases where we keep your data for future shipments, you have the right to object.

Denied Party Screening

Denied Parties are individuals or entities, including their affiliates or ultimate beneficial owners, who have been placed on a regulatory authority denied persons list, blocked from import or export transactions. They may have been sanctioned by a regulatory authority for illegal acts such as involvement in terrorism, narcotics trafficking, money laundering or weapons proliferation. Doing business with Denied Parties is often prohibited.

Our mission is to ensure that we do not carry any shipment from or to a Denied Party or, deliver any item which breaches the country-based sanctions.

Every shipment in the DHL Express network is screened to identify any potential involvement with Denied Parties. Shipments that potentially involve Denied Parties may be held for further screening to verify that the shipment is not prohibited and that you are not on a Denied Party list. To comply with sanctions list regulations and to facilitate the quick release of the shipment, we may request a copy of your identification document.

The screening process is based on our legitimate interest and the fulfilment of a legal obligation under the EU sanctions lists as well as other lists such as those of the UN and the US OFAC.

Our legitimate interests include the necessity to identify individuals listed on sanctions lists, avoid business relationships with such individuals, comply with applicable sanctions regimes, and prevent any sanctions against DHL Express for violations of these regimes. Additionally, it is in our interest and your benefit to ensure a successful delivery of your shipment.

We keep strictly necessary data for a limited period to prevent your future shipments from being delayed due to the screening process. You have the right to object to this processing, either verbally or in writing.

For more information on these regulations, trade sanctions and Denied Parties, please visit the websites of the relevant authorities, e.g. United Nations, European Union and US Government.

Digital messaging

To facilitate the communication between us, we offer you to contact us via various (third party) communication channels (e.g. Facebook, DHL Virtual Assistant). The systems respond with keyword-based answers or passes your request to a staff member in a live chat. This is a quick and easy way to have answers on your shipment status or on our products and services. DHL has a legitimate interest in processing your data for the facilitation of our communication. If you do not wish to make use of such a channel, you are welcome to contact our customer service. For further information on data protection practices of the third-party communication channel providers, please visit their websites.

Geolocation

DHL will only collect your location directly from you. We offer you an improved user experience on our systems by integrating mapping systems (e.g. Google Maps, Microsoft Bing Maps...). This can be part of shipment tracking, location search and delivery to DHL Service Points in case you have chosen to redirect your shipment.

Machine-learning and Artificial Intelligence (AI)

As part of our ongoing efforts to enhance our services and optimize our operations, we utilize machine-learning or artificial intelligence (AI) technologies in various aspects of our business. For instance, we may, amongst other things, automate customer interactions through chatbots to handle common inquiries and customer support, analyse customer feedback to measure satisfaction and respond appropriately, forecast sales, demand, and other key business metrics, monitor that our business practices adhere to regulatory requirements and obligations, identify unusual patterns and highlight potential fraud or misuse, optimize delivery routes and logistics operations, improve communication and process language in written text and speech-to-text applications.

DHL will base the use of data in such technologies in accordance with applicable laws and regulations. Where possible, we avoid using your data in AI systems.

Sales and marketing communications

DHL may send you sales, marketing and other communication. This may include information about DHL products and services, features, marketing material, promotions, sweepstakes, surveys, news, updates and events. We may do so through various communication channels, including email, text message or other channels depending on your preference. At all times, you can unsubscribe or op-out of receiving such communication. Please note that you may continue to receive transactional and account-related communication.

Service points and lockers

DHL provides convenient options for sending and receiving shipments through both attended and unattended service points. These service points can be owned by DHL or by a third-party business partner (e.g. your local newspaper shop). If you choose to operate via a service point, DHL will process only the minimum and strictly necessary data to fulfil our contractual obligations to you. This could be the delivery of your shipment to your preferred service point or sending your shipments to your selected recipient. Additionally, lockers provide you with an easy, secure and automated way to manage your shipment. You may also use the locker mobile app to receive notifications about your shipment.

Shipment exceptions

At DHL we strive to deliver your shipment with the utmost care and without undue delay. If we cannot deliver your shipment, it will be returned to the shipper. For example, when no address can be found, it will be handled in the DHL Found Shipment Center. Unless otherwise required by law, we may open your shipment to identify a return or delivery address.

Shipment notifications

To provide you with timely updates regarding the status of your shipment, DHL offers shipment notifications through different channels. You have the flexibility to choose your preferred method of communication, including email, SMS, and other messaging platforms (e.g. WhatsApp). If you wish to opt out of receiving these notifications, you can easily manage your preferences by disabling the respective channels in your account settings. Alternatively, you can reach out to our customer service for assistance.

Shipment receivers

DHL receives your data from the shipper. We process your data to fulfil our contractual obligations with the shipper and ensure the successful delivery of your shipment. Therefore, we will contact you to provide information on your shipment, including notifications on its status, estimated delivery

times and options for preferred delivery. If you choose an alternative delivery option (e.g. delivery to your neighbour), it is your responsibility to provide us accurate data and ensure that any such person is aware and will accept the delivery on your behalf.

Shipment screening

Shipments are screened to verify their content, to match the detailed description, to check their value and to comply with applicable law and our Terms of Carriage. We screen all shipments for safety, security and compliance purposes to avoid that prohibited and unacceptable items enter our network or to detect criminal offences or misuse.

Social media fan pages and review platforms

We provide you various social media fan pages, such as Facebook, Instagram or LinkedIn to strengthen our relationship and facilitate the communication with you. In addition, we appreciate and value your feedback, which you may leave on review platforms, such as Trustpilot or Google Review. We collect information from your interactions with these pages and platforms, such as the posts you like and the feedback you provide. This enables us to enhance future interactions, address any concerns, and continuously improve our services.

Our social media presence is made available by the respective operators of the social media platform in according with their terms and conditions. DHL is responsible for the content that we post and for our interaction with you on these pages. The operator of the social media platform is responsible for all data protection topics involving your user profile, to which we have no access. To the extent that it concerns the processing of your data as part of page insights, both DHL and the platform operator are jointly responsible.

Video Surveillance ‘CCTV’

DHL has installed video surveillance cameras to control the access to our buildings and specific areas such as parking lots, as well as to perform oversight on our business operations. Video surveillance is used to help guarantee the health and safety of our visitors, personnel, and property, as well as any monitoring of the operational processes in our facilities.

Websites including Cookies

When you visit our websites, we capture your data which is necessary for us to make the website accessible to you (e.g. IP address, date and duration of your visit). Further storage in log files is performed to ensure the functionality of our websites and the security of our systems. Strictly necessary cookies or other technologies ensure the correct operation of our websites/mobile apps. DHL has a legitimate interest to do so. These cookies cannot be deactivated and will be deleted or disabled automatically either upon termination of the browser session or after a defined period. Additionally, DHL makes use of various technologies to store your user preferences or other information to make our services as convenient and efficient as possible. When you access our website, a Privacy Preference Center will inform you that your consent is required to the use of certain cookies, such as analytical cookies or similar technologies.

How we collect your data

We may collect your data directly or indirectly. When you actively share information with us by e.g. creating an account, contacting us or filling in a form on our website or a survey, we receive

your data directly from you. When we receive your data from an external third party (e.g. shipper), we receive your data indirectly. In this case, it is the responsibility of the supplier of the data to ensure the accuracy of the data and to transfer it to us in accordance with applicable laws.

Information for our business partners

As our valued business partner, we process your data to effectively manage our contracts or receive your services. We only collect and process the data necessary for our agreed contractual purposes and will only share data in accordance with applicable data protection laws and limited to the agreed purposes.

We use your services to better assist our employees and our customers. This way, DHL can e.g. ensure that our customers receive a quality service for the pick-up and delivery of their shipments. We also choose reliable partners for e.g. safety and security, auditing, payments and IT providers.

How long we keep your data

We will keep your data for as long as necessary to fulfil our purposes, to execute our contracts and to comply with any legal obligations.

We determine an appropriate and reasonable retention period by considering the nature, the sensitivity and the necessity of your data as well as our legal and contractual obligations.

We continuously strive to minimize the retention period of data where the purpose, the law or contracts allows us to do so.

How we secure your data

DHL takes the security of your data very seriously. We have implemented various strategies, controls, policies and other measures to keep your data secure in our database. We keep our security measures under close review. We use safeguards such as firewalls, network intrusion detection systems and application monitoring. Where appropriate, we secure your data by using pseudonymization and encryption techniques when storing and transferring your data. We ensure that there are strict physical access controls in our buildings and certified data centers.

As a part of our security strategy, we have set up auditing programs to make sure that our systems and services comply with the DHL information security policy, and by extension, the ISO 27001 standard.

In addition, we are continuously taking measures to reduce risk, such as (but not limited to) training our employees regularly and organizing incident simulation exercises by our Cyber Defense Center.

Will your data be passed on

DHL will only share or transfer your data when carrying out the purposes outlined in this Privacy Notice, as permitted by applicable laws and with appropriate safeguards.

We will transfer your data to the following category of recipients:

- DHL Group companies: transfer is required within the DHL Group to provide and improve our products and services. Transfers can also occur to manage our relationship with you, to identify you and to comply with your privacy rights
- Business partners and processors: transfer is limited to what is required (e.g. to pick-up or deliver your shipment at a Service Point, in some areas to perform the pick-up and delivery, to facilitate payment transactions, to collect the outstanding payment via a debt collecting agency, or to optimize our products and services for you) .
  Additional transfer of your data: We may pass on your date to third parties to: (A) Enforce this Privacy Notice, including investigating potential violations thereof, and to defend against any claim or demand brought against us by or on your behalf; (B) To detect, prevent or otherwise investigate fraud, security or technical issues; (C) To respond to allegations that private contact information (e.g. name, email address, etc.) of a third party has been published or passed on without their consent or as a form of harassment; (D) To protect the rights, property or personal safety of DHL, it's customers or the general public; (E) Due to a change of control, including through a merger, acquisition or purchase of all or substantially all of DHL's assets, as long as the buyer will comply with the terms set forth in this Privacy Notice; or (F) In accordance with an express consent given prior to disclosure
- Public authorities: transfer is required or permitted by applicable laws or required for safety and security purposes (e.g. to fulfil a legal obligation or a legitimate interest during shipment processing).

DHL may transfer from Israel information collected about you, including personal data, including to affiliated companies or third-party service providers as detailed above, which may be located in other countries around the world. Please note that DHL may also transfer your data to a country and jurisdiction that applies data protection laws that provide less protection than that provided by law in Israel, and you hereby consent to such transfer of data. In any case, in any transfer of personal information outside of Israel, we take the usual safeguards, and we are committed to protect your data and will take appropriate measures to ensure that it is processed and stored securely in accordance with applicable privacy laws and as detailed in this Privacy Notice.

The DHL Group Data Privacy Policy regulates our group-wide standards for the processing of your data.

We respect your rights

In general, you have the right, subject to the terms and conditions set forth by law, to access personal data about you that we store and process, and to request that the personal data we store about you be corrected if you find it to be inaccurate, incomplete, unclear or up-to-date, and in certain cases, to request that it be deleted. You may submit a request to access, rectify, or erase your personal data by contacting us using the contact details provided in this Privacy Notice. Please note: When submitting a request to exercise your rights regarding personal data, you will be asked to provide the following details: full name, telephone number, address, email address, and a description of the data you wish to access. We may also request additional information as necessary to process your request. If you wish to authorize another individual to

access the data on your behalf, please include a valid and explicit power of attorney for this purpose.

For any additional information about privacy protection laws in Israel and your rights regarding your personal data, you can find it on the Privacy Protection Authority website at: https://www.gov.il/he/Departments/the_privacy_protection_authority

Requests and complaints

We will handle all your requests with the care it deserves. If you have any questions about the manner in which we or our business partners treat your data or if we fail to provide you a satisfying answer, please contact us or contact

Our local DPO contact details: Nir Keshet, 5 Hahermon st. Airport City, PO Box 285, Ben Gurion Airport, 70151, Israel, DPO.IL@dhl.com

Glossary

Applicable law	**All applicable laws, regulations and other legal requirements in any jurisdiction relating to the protection of personal data including the Israeli Privacy Protection Law, 1981**
Business partners	Third parties who provide services to us
Communication channel providers	Third parties who provide communication channels
Controller	Whoever determines, alone or together with another(s), the purposes of the processing of personal data stored in a database or an entity that is or has a function within it that has been authorized by law to process personal data in a database
Customer	All individuals receiving our products and services e.g. receiver
Personal Data	Data relating to an identified or identifiable natural person; for the purposes of this definition, "identifiable natural person" - anyone who can be identified with reasonable effort, directly or indirectly, including by means of an identifier such as a name, an identity number, a biometric identifier, location data, an online identifier, or one or more factors specific to his physical, health, economic, social or cultural situation
DHL Express	DHL, we, us, our
DPO	The Company's Privacy Protection Officer, who is responsible for ensuring compliance with the privacy protection provisions of the Privacy Protection Law by the Company, and for promoting the protection of privacy and information security in the databases of the Company
Processing/Using	Any action performed on personal data, including receiving, collecting, storing, copying, reviewing, disclosing, transferring, delivering or providing access to it.
Processor	An external party to the Controller of the database that processes data for him
Shipment receivers	The party to whom the shipment is delivered e.g. consignee, neighbours
Shippers	The party who initiates a shipment with us