

Privacy Statement.

Intro

You sometimes share your personal data with us. For example, your email address, so we can create an account for you. We think it's important to handle your data carefully and to follow all laws and regulations about how personal data should be used and stored.

In this privacy statement, we explain how we process your personal data in situations where we are the data controller. This does not apply to the process related to parcel shipment. In parcel shipment, we act as a processor. Because we do not determine how your data is processed in that role, we do not address that part of the service in this privacy statement. Would you like to know how your data is processed during parcel shipment? Then you can contact the sender you selected. They can explain how they process your data.

This statement also does not apply to how we handle personal data of applicants or (former) employees. Separate privacy statements apply to these situations.

If you have questions or comments about our services, our [customer service](#) team is happy to help.

Data Controller.

MYPARCEL ITALY S.R.L., located at Via Giacomo Leopardi 7 20123 Milano (MI), Italia, is the controller for the processing of personal data as described in this privacy statement.

What is personal data and whose personal data do we collect?

Personal data is data that says something about you or that can be linked to you. For example, your name and business email address. You share personal data with us when you are one of our business customers or when you are a contact person or representative of our business customer and use the MyParcel account on their behalf.

Do you visit our website? Then you may also share personal data with us. Read more about this in our [cookie statement](#).

Which personal data do we process, why do we process this data, and how long do we store it?

We process your personal data to provide our services to you or the company you work for. We use information that you or the company you work for has provided to us. Processing includes storing, analyzing, modifying, deleting, forwarding, etc.

Below you will find the different purposes for which we process your data.

1. To provide our service to you.

A large part of our service is carried out via the MyParcel account. If you have entered into an agreement with us and created an account, you can easily create shipping labels yourself. In addition, you will have access to a portal where you can easily create shipments and view shipments you have created. We keep track of which services you use and how often. For this, we store your ID account number.

The legal basis for processing this data is performance of a contract when you enter into the agreement directly with us. When the agreement is entered into with the company you work for, we base the processing on our legitimate interest in providing the service to your company and, for example, to you as an employee.

To provide you with the account, we process your name, telephone number, ID account number, and business email address.

We store this personal data for as long as you have a MyParcel account.

2. To answer your questions or handle your complaints.

It may happen that you have a question or complaint about our service. To address your question or complaint as best as possible, we need personal data from you so we can provide feedback.

Have you asked a question via social media? Or did you tag MyParcel in your post? Then we store that post and your account name. This allows us to respond to your post and share information about MyParcel.

We process your name, email address, telephone number, social media account name, and the content of your message, question, or complaint. We also store notes made during telephone contact.

The legal basis is our legitimate interest or yours as a third party to provide a quick and appropriate response.

We store this personal data for 3 years after which the data will be deleted, unless there is a (legal) dispute, in that case we will store the information for longer time period.

3. To prevent fraud and misuse in the organization.

To prevent and combat fraud within our processes, we process personal data. This concerns the personal data that we already hold in our systems. We may use this data to carry out analyses and investigations, for example to identify claim behavior of our customers, including yours (on behalf of the company you work for).

Our legal basis for this processing activity is our legitimate interest in preventing fraud within our organisation.

We assess on a case-by-case basis how long we need to retain the personal data. In any event, we do not store this personal data longer than strictly necessary.

4. For our internal business processes.

We process personal data to support our internal business processes. This includes, among other things, sending invoices and carrying out general administrative tasks. By analysing this personal data, we can optimise our processes and ensure that our business operations remain accurate and efficient. We use this data solely for this legitimate interest or for the performance of a contract when we have entered into that contract directly with you.

Where financial data is concerned, we store this personal data for a period of 7 years, as we are legally required to do so. In all cases, we do not retain the data longer than strictly necessary.

5. To improve our services.

By analysing and combining information from the personal data, we are able to improve our services. For example, an analysis may show how often certain services are used or how frequently specific carriers are selected. We carry out these analyses on the basis of our legitimate interest in understanding how we can tailor our services as effectively as possible to the wishes and needs of our customers. When performing these analyses, we work as much as possible with anonymized data that cannot be linked to individual persons.

Here are some examples of the types of improvements we make based on these analyses:

- We improve pages and forms on our website
- We fix the causes of complaints about our services
- We develop new products or services
- We create reports for other organisations. These reports never contain names or addresses, as they are based on information about large groups of users, for example, the number of parcels delivered within a specific postal code area.

6. For our website.

When you visit our website, we process personal data to ensure proper technical functioning and certain functionalities. Examples include:

- The IP address of your device
- Data on your site visit, such as pages viewed
- Your cookie settings

We are permitted to process this personal data because we have a legitimate interest in doing so, namely improving our website. Some cookies may only be placed if you have given your consent. If you have a MyParcel account and have consented to the use of cookies, we can create a customer profile for you and combine the information from this profile with other information we already have about you, such as how many parcels you or the business customer you work for send each year. This allows us to tailor our website and our emails even better to you and the customer you work for. In addition, our employees can use your customer profile to assist and advise you more effectively.

In our [cookie statement](#), we explain which types of cookies we use, why we use them, and how you can adjust your cookie settings.

With whom do we share personal data?

We do not share your data with individuals or organisations outside MyParcel, unless this is necessary to provide the service we have promised you.

Which external parties do we share your data with?

- Amazon Web Services
- Salesforce
- Fivetran
- Snowflake

When necessary, we share personal data with DeBest & Partners, the party we engage for debt collection services. We may also be required to provide personal data to authorities, for example, the ACM (Authority for Consumers and Markets), the police, or investigative services. Before doing so, we always verify the legal powers of these authorities. We only share such data when we are legally obliged to do so.

How do we secure your personal data?

We take several measures to ensure that we handle your personal data as securely as possible:

- We invest significant time and resources in securing the systems in which personal data is stored. Our environment is regularly, at least annually, audited by an external cybersecurity advisor.
- If something goes wrong with our security, causing personal data to become visible to individuals outside MyParcel, or if there is a risk of this happening, we record the incident and handle it with care. We report such incidents to the supervisory authority when required, and to you as well if necessary.
- Only employees who need access to your personal data can view it. All our employees have signed a confidentiality agreement. This agreement remains in effect even after they leave our organization.
- We have appointed a Privacy Officer who monitors how we process personal data. The Privacy Officer reports directly to the MyParcel management team. Do you have a question for the Privacy Officer? Please send an email to info@myparcel.nl.

Where do we process personal data?

We primarily process personal data within the European Economic Area (EEA).

When we share data with countries outside the EEA, we ensure that your personal data is protected at an adequate level. In doing so, we always comply with the requirements set by the GDPR.

What Privacy rights do you have?

You have several rights regarding the personal data we process about you. For example, you may ask us to provide the personal data we hold about you.

- Access
- Rectification
- Restriction
- Erasure
- Data portability

You may also, under certain circumstances, object to the processing of your personal data by us.

How can you exercise your privacy rights?

If you wish to exercise any of your rights, you can do so in several ways:

- Do you have a MyParcel account? Then you can see which data we hold about you. Many details can be adjusted directly within your account.
- You can also use this [form](#) to exercise your rights. Indicate on the form which right you wish to exercise.
- Would you prefer to send us a letter? Then send your letter and the copy to:

*MyParcel Privacy Office
Antareslaan 31
2132 JE Hoofddorp*

When you submit a privacy request, we must always verify that we are providing the data to the correct person. Are you using the access request form? Then you do not need to include proof of identity if you have a MyParcel account. If you do not have a MyParcel account, please upload a copy of your identification document so we can verify your identity. We ask you to make your citizen service number (BSN) unreadable. Tip: you can use the Dutch government's KopieID app for this. Once your request has been processed, we delete the copy.

If you submit your request by post, please attach a copy of your identification document, such as your passport or driver's licence. Do not forget to make your BSN number invisible. Also write the date and the reason for sending the copy of the document. This helps to prevent misuse or fraud.

About this privacy statement.

This privacy statement was last updated on 2 March 2026. This privacy statement may be amended, so please make sure to regularly check our website. If any substantial changes are made, we will inform you accordingly.

Do you have any questions about privacy?

If, after reading this privacy statement, you still have questions about how we use your personal data, please contact our [customer service](#) or our Privacy Officer at: info@myparcel.nl

We naturally hope that we have answered your privacy-related questions satisfactorily. If you are not satisfied with our response, you can always submit a complaint to the [Dutch Data Protection Authority](#) (Autoriteit Persoonsgegevens).