

November 1, 2015

Posti item tracking

Posti's Item Tracking is the responsibility of Posti Ltd

Posti Ltd (hereinafter "Posti") collects, discloses and otherwise processes delivery-related personal data in accordance with the Postal Act, the Act on Road Transport Contracts, the Personal Data Act, the Information Society Code regulations on digital communications and other applicable legislation, and on the basis of the consent, by assignment, or based on the customer relationship of the person concerned.

Posti's Item Tracking is the responsibility of:

Posti Ltd (Business ID 0109357-9)

Customer service

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Information related to the delivery of orders and items is processed in the transport and warehousing service order and transport control, as well as item tracking.

The purpose of Posti's warehouse and transport services order and delivery control and item tracking is to use the inventory control to process orders, track the progress of the delivery of tracked items sent through Posti, and enable correct delivery and any payment related to it. Furthermore, the aim is to collect and provide real-time event data on any deviations in mail delivery

- 1) in order to inform the recipient of the shipment of the arrival of the item for delivery or pick-up,
- 2) in order to inform the sender of the having handed over the item,
- 3) for Posti's personnel for the purposes of process control, quality management and service development, as well as
- 4) to other mail and transport companies for process control.

Information collected at different stages may also be used for the purposes of developing Posti's analytics and other services, quality control, and marketing by Posti or one of the company's partners. Individual items and information related to their delivery will be stored in the system for no more than three (3) years from the start of the delivery process.

The digitized images of paper delivery documents are stored for 3 years and 3 months.

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Information processed in the register

Information related to the processing of item orders may include:

- Recipient's name and contact details, such as name, address, telephone number and e-mail address
- Order number that can be linked to the item's identifier in the tracking system as well as to the product and content information included in the order
- Order content information, such as product names, product images and product numbers
- For items to be declared, a commercial invoice and the information included in the invoice.

Information related to the delivery and handover of the item may include:

- unique identifier of the item
- item classification (service and additional service) according to Posti's service types
- item weight and possible chargeable weight and insured value
- recipient's name and contact details, such as address, telephone number and/or e-mail address and necessary technical identification information and auxiliary information.
- name of the person who signed the delivery and image of the signature
- personal identity number or its suffix and information on the document used for the verification of identity
- item content and customs declaration information

A proxy given for receiving an individual item is stored for 3 years and 3 months, and a fixed-term proxy is stored for 6 years.

If the sender has provided the item reference data electronically, the following information is also stored:

- recipient's first name and last name and/or company's or organization's name and Business ID, mail address, telephone number and/or e-mail address
- sender's first name and last name and/or company's or organization's name and Business ID, mail address, telephone number
- delivery date and time
- identifier of the party that delivered the item.

If the delivery service includes receipt confirmation, the following information is also stored:

- recipient's first name and last name, personal identity number or its suffix, signature. If the recipient has given a proxy, the name and personal identity number of the authorized person and information on the content of the proxy are also stored.

If delivering the item requires a payment (such as cash on delivery item), the register may contain the payee's and payer's account information or other banking details related to the payment.

If the item is not picked up at one of Posti's service points, information will be stored stating when the item has been returned to the sender and to which address the item has been returned.

If the recipient returns the item to the sender as a customer return agreed with the sender, it is also possible to store the original item ID.

Sources of information

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Posti's process generates some of the information specified above. Part of the information is obtained from other mail and transport companies. Technical identification and auxiliary information is updated to the register from Posti's address information system.

The sender of the item provides the information required for delivering the item on a case-by-case basis.

Upon delivering the item, if the service includes confirmation of receipt and verifying the recipient's identity, the recipient provides the information specified above to Posti for archiving either on a paper receipt or electronically. The recipient may provide Posti with a proxy for receiving an individual item or mail in general. An image of the proxy is stored in Posti's electronic archive, and the paper proxy may be archived in the local archive at the outlet.

Information is disclosed in conjunction with delivery.

Information on individual delivery transactions is disclosed from Posti's item tracking system via a public web service only on the basis of the shipment code, without any more detailed personal or identifying information. Data containing personal and identification information may also be disclosed to identified contract customers using the web services. Shipment control data is transmitted to other mail and transport companies (name and address details of the sender and recipient) for the purpose of implementing the service.

All information pertaining to the delivery can be disclosed to the sender, except for the personal identity number.

The public web service can be accessed from any country.

Real-time tracking information on deliveries is sent outside the EU or EEA when the item in question is sent from or to a country that is outside the EU or EEA. In connection with data transfer, personal data is not generally disclosed to countries outside the EU and EEA, but only registration data related to the shipment code (shipment code, date and time, registered by), unless otherwise required by legislation or international treaties.

Item information may also be disclosed in the manner described in the text concerning the purpose of use of the information. Furthermore, information may be utilized for developing and marketing the services of Posti Group or its partners and customer companies. For this purpose, information may be disclosed outside Posti Group in a statistical form, in a way that does not allow individual senders or recipients to be identified. Due to the technical processing of data, some of the data may be physically situated on external subcontractor servers or hardware, through which they are processed via a technical remote connection. Personal data are not transferred to outside the European Union or the European Economic Area, unless it is necessary for the technical implementation of the service. In all situations, the precondition for disclosing and transferring data is that the companies, authorities and organizations receiving and processing the data have signed an agreement with Posti to ensure the lawful processing of the data.

The information is safe

Posti stores the information in databases protected with firewalls, passwords, and other technological measures. The databases and their backups are located in locked and guarded premises, and the data can be accessed only by pre-appointed persons.

Paper receipts containing the delivery information collected from recipients upon delivery are immediately sent for archiving in a closed envelope in accordance with an information security process.

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Posti's personnel and subcontractors, as well as persons processing the archived delivery data, are bound by a confidentiality obligation with regard to what they learn about a customer or his/her affairs while performing their duties.

In the real-time Item Tracking web service for senders and recipient, information can only be searched for using a specific detailed shipment code, and only event data related to the progress of the item is available, no personal data related to the sender or recipient. Searches for information on deliveries cannot be made in the web services using the recipient's or sender's name or address.

Verifying your own information

Registered persons may exercise their right to verify the data stored in the register by contacting Posti's customer service.