

HOW IS IDENTITY VERIFIED WHEN AN ITEM IS HANDED OVER?

Posti accepts as personal identification a passport, driver's license, ID card issued by a police authority, KELA card with picture, alien's passport, diplomatic passport or refugee's travel document. The document must be valid and its holder must be recognizable in the photo.

Identity must always be verified when a person picks up a parcel, a Registered Letter, a Letter with Advice of Delivery or an Insured Item.

With an item ID, parcels are handed over without a proxy. A proxy from the recipient is needed for picking up a Registered Letter or Parcel, an Insured Item or a Letter with Advice of Delivery. A proxy is also needed when picking up mail sent to another person at a Poste restante address.

WHAT KIND OF IDENTITY DOCUMENTS DOES POSTI ACCEPT?

A personal identification document can be a valid passport, driver's license, ID card issued by a police authority and KELA card with picture, alien's passport, diplomatic passport or refugee's travel document. An old cardboard driver's license is also accepted as a proof of identity if the person can be recognized in the photo.

In the event that a person's last name has changed, an identity document issued with the former last name is accepted only if the person presents, in addition to the identity document, an extract from the population register with regard to the change of name.

Authority ID cards or facilities' own ID cards are not accepted without an official identity document.

A photo identity document issued by a foreign authority without the final part of the personal identity number is accepted as a proof of identity. Instead, a residence permit is not alone acceptable as evidence of personal identity, but the permit holder must also come with a passport or other acceptable evidence of personal identity. A copy of an identity document is acceptable only if it is accompanied by an authority's statement that indicates that all identity documents are in the possession of the authority.

WHY DOES POSTI RECORD MY PERSONAL IDENTITY NUMBER?

When handing over a Registered Letter, a Letter with Advice of Delivery or an Insured Item, Posti records the personal identity number of the person signing for the item. Furthermore, in a proxy, the authorized person must be identified by providing his/her personal identity number. The right to process the personal identity number is based on the Finnish Postal Act and the Finnish Personal Data Act. When handing over parcels, Posti verifies to whom the item is being handed over and records the final part of the personal identity number on Posti's copy of the receipt. Posti does not disclose personal identity numbers to the sender or any other party. Personal identity numbers are recorded in order to be able to determine to whom the item was handed over, if necessary.

HOW IS MY PERSONAL DATA PROCESSED AT POSTI?

1. Posti may process personal data in different contexts. The purpose of personal data files and the processing of data have been described [in file descriptions or privacy statements](#).

Posti has the right to maintain an address register to conduct postal operations and to carry out deliveries. This register contains the name and address information of mail recipients, among other information. Posti may not disclose information included in the address register but it can be used to update the address information that a sender has. Companies may agree on this type of updating service. Consumers may use Posti's Well-Wisher's Address Book service in which changes to the address recorded in the Address Book are updated automatically with the permission of the person in question.

In connection with the delivery of mail, Posti processes the sender's and recipient's personal data. Some items are handed over only in exchange for a signature: in that case, the identity of the person picking up the item and his/her right to pick it up will be verified. Further information on this can be found under the heading "How is identity verified when an item is handed over?".

Your information may also be included in Posti's customer register if you use Posti's electronic services, for instance. In that case, your information is processed in order to maintain your customer relationship and to provide information on Posti's services. Phone calls to customer service are recorded and camera surveillance may be used at parcel points and postal outlets.

Posti's privacy protection statement informs you about the general privacy protection practices we apply to websites that are accessed via the Internet or a mobile phone as well as how you can influence what information is collected about you over the web as well as how this information is used.

Posti stores data in secured systems. In addition, Posti's personnel and subcontractors are bound by a confidentiality obligation with regard to what they learn about a customer or his/her affairs while performing their duties. Data may be transferred to countries outside the EU for processing.

You can check your register data by contacting Posti's customer service.