

What personal data do we collect, for what purposes and on what legal basis?

The personal data that you provide to us via this document "first name, last name, company name, e-mail" (hereafter referred to as "data") will be processed by bpost SA under public law (Centre Monnaie, 1000 Brussels, hereafter referred to as "bpost"), which is the data controller, in order to provide you with a response based on the question you asked in the contact form.

Why do we share your data with third parties and who are these third parties?

Your data may be accessible to our IT service providers, namely Touch (creative agency - website host), who process it as data processors for technical interventions and maintenance.

How long do we keep your data?

Data that you provide to us will be kept for the time necessary to provide you with an answer to your query (maximum 14 days), after which the data will be deleted.

Exercising your rights

You also have the right, under certain conditions, to request access to your data, to request the correction of your data if necessary, to request the deletion of your data or to request the restriction of the processing of your data.

To do so, you can send your request to bpost in one of the two following ways

- either by sending your written request, dated and signed, including a copy and proof of identity*, to: bpost, Data Protection, Office, Centre Monnaie (14B), 1000 Brussels
- or online, by filling in the "request form concerning your data"

(<https://www.bpost.be/site/nl/aanvraagformulier-betreffende-uw-persoonlijke-gegevens>).

*A copy of your identity card (if you wish, you can make the card number and your photograph unreadable) or a copy of your driving licence or a copy of your international passport (where the same information can be made unreadable). Please do not make the expiry date illegible. The date of birth is often used to distinguish people with the same name.

Finally, you also have the right to lodge a complaint with the data protection authority in Belgium if you do not receive an answer to any of the above requests

<https://www.gegevensbeschermingsautoriteit.be/burger>.