

Cookie Statement



DPD BeLux – version 2018/02/26

What are cookies?

Cookies are small files that accompany a website's page and are stored on your computer's hard drive by your browser. Your browser will recognise a website on your next visit because of this. A distinction is made between session cookies and analytical cookies.

1. Session cookies

DPD's use of session cookies

In accordance with the Electronic Communications Act of 13 June 2005, DPD is empowered to store session cookies on your computer in order to identify authorised users (login). Additionally, session cookies are necessary in order to simplify communications. These small text files are managed by your browser programme, stored on your computer, but erased from your computer when logging off.

Session cookies and personal data

When logging into DPD's internet portals, you send user data to DPD. These data are stored for backup purposes and enable the identification of the data subject (for instance, IP address, date, time and the visited pages). Note that DPD will only use these data for statistical purposes and will depersonalise these data before using them.

In annex 1, you will find the technical/functional session cookies concerned.

DPD's rights in case of abuse

DPD can also temporarily store IP addresses with the sole aim of safeguarding the security of the website from abuse. An IP address is a numerical label which allows the identification of a user on the internet. If abuse is reported, the IP address will be stored on the grounds of legal justification, at least a legitimate interest, until the official **public authorities** have judged the storage to no longer be necessary. The IP address will be deleted hereafter.

Do you object to the use of session cookies?

If you object to the use of session cookies, you can adjust your preferences, reject or delete certain cookies via your computer's browser cookies. This can have consequences in the use of the DPD website, however. Certain functionalities will lose their effectiveness if you were to disable our technical/functional session cookies.

DPD (Belgium) nv/sa
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Website dpd.be/www

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2. Analytical cookies

DPD's use of analytical cookies

In order to verify whether our services continue to comply with the user's wishes, we use the analytical or functional cookies listed below. This will allow us to measure the effectiveness of our website, with which we wish to strive for maximal user-friendliness. For instance, we can work out how often important information is being consulted and whether we can optimize the placing of this information on our website. Certain cookies are also used in order to determine the relevance of advertising on the basis of the region where you live.

Analytical cookies and personal data

For analytical purposes, the entire group of users is examined. No individual data are required. These cookies are disconnected from the IP address, rendering the tracking of IP addresses impossible. The cookies do not contain any privacy data. Your IP address will under no circumstances be released to third parties. The cookies concerned are listed below.

Overview analytical cookies

Cookie	Reason
Google Analytics	This programme registers how often people visit DPD website pages and what time they spent on the website. The data in this programme <u>cannot</u> be traced back to any person. The act of linking to IP addresses does not take place. As a result, Google does not receive the IP addresses. Tracking your IP address is thereby impossible.
Load Balancer Cookie	Contains information regarding the location of the server (A or B) the user is located.
Important notice Cookie	Contains information on whether a user has seen important notifications and closed them afterwards. This information is stored so that the user is not repeatedly confronted with the same notification.
Portal Cookie	Contains information about what country on www.dpd.com you have clicked on so that next time you will immediately be directed to your preferred country.
MyDPD or WPO	Contains information regarding session ID and language ID. This cookie is used exclusively in order to easily log into our web portal.
Online Shipping Services	The online shipping services use functional cookies necessary for the use of functional parts of the website. The functional cookies store the language selection and session information in addition to the acceptance on the cookie bar.
Google DFP	DPD uses third party software for the purpose of activating online publicity.

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3. Social media plug-ins

Social media monitoring (Coosto) DPD uses third party software for the purpose of monitoring relevant information on social media, such as complaints, for the sake of the proper functioning and for safeguarding DPD's reputation.

Do you object to the use of analytical cookies in general?

If you object to the use of cookies in general, you can disable the option in your computer's browser settings. This has no consequences in the use of the DPD website. You can still use all functionalities.

Or do you wish to withdraw your permission?

You are the only one who can remove cookies, for the cookies are located on your own computer. You can remove existing cookies and reject new cookies via the browser settings on your computer. The way of doing this varies from one browser to another. If necessary, consult the Help function of your browser

Opt-out Google Analytics

Finally, you have the right to change the settings on Google's website, should you no longer wish to receive advertisements.

4. Changes to this policy

Now and then, it may be necessary to change this Cookie Statement, for instance, when using new functionalities on our websites. We therefore recommend you to regularly consult this Cookie Statement. Important changes will always be announced on our websites.

This version of the Cookie Statement was last updated on 20/02/2018

5. Contact

If you were to have any questions or complaints concerning this Cookie Statement, please do not hesitate to contact us by post for the attention of DPD via the contact details in the footer of this statement.

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Annex 1: list of technical/functional session cookies

<i>Cookie name</i>	<i>Cookie type (technical, analytical, tracking, etc.)</i>	<i>Session cookie (storage duration) or permanent cookie?</i>	<i>Data being collected and purposes</i>
<u>WEBPARCEL (dpdwebparcel.xx)</u>			
.ASPXANONYMOUS	technical	± 100 days	This is used for authorisation purposes of users who are not logged in.
.DOTNETNUKE	technical	Valid for 1 hour	This is not used for the authentication of the user
ASP.NET_SessionId	technical	24 hours	SessionId is used to temporarily store functional information for the user.
AuthToken	technical	8 hours	This is not used for the authentication of the user
language	technical	permanent	recognising the user's language
dnn_IsMobile	technical	expiry time	recognising users who use a mobile device
_ga	tracking	2 years	Google Analytics: recognise users
_gid	tracking	24 hours	Google Analytics: recognise users
<u>PREDICT (dpdpredict.xx)</u>			
PHPSESSID	technical	during session	default PHP session cookie
_ga	tracking	2 years	Google Analytics: recognise users
_gid	tracking	24 hours	Google Analytics: recognise users
<u>SHIPPING REPORT (dpdshippingreport.xx)</u>			
PHPSESSID	technical	during session	default PHP session cookie
dpd_delisid	technical	Indefinite	only if you have ticked off the "remember me" checkbox - technical cookie
dpd_delispass	technical	Indefinite	only if you have ticked off the "remember me" checkbox - technical cookie

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