



## **CERTIFICATE**

**no. 390/22**

ePrivacyseal GmbH  
Große Bleichen 21, 20354 Hamburg, Germany

hereby certifies\* that

as determined in the certification decision of 15 March 2022

**parcelLab GmbH**  
Kapellenweg 6, 81371 München, Germany  
as a processor in the sense of art. 4(8) GDPR

operates its product or service  
**„parcelLab Operations Experience Management Platform“**  
version 02/03/2022

as defined in annex 1 and to the exclusion of the processing activities in annex 2 to this certificate.

final audit day: 15/03/2022  
next planned monitoring by 14/03/2024  
period of validity: 15/03/2022 – 14/03/2024

The certification decision takes place under the validity condition described in Annex 3  
and in conformity with the criteria catalogue of ePrivacyseal GmbH, version 2.2. of August 2021.

## **Annex 1 to certificate no. 390/22**

### **Definition of processing activities**

parcelLab offers delivery-related post-sales services for brands and shops. Customers can personalize post-sales communication with consumers. ParcelLab takes care of the communication of information such as shipment updates, vouchers, paperless return handling. They operate as an intermediate between consumers, carriers and shops.

Direct communication shall be carried out by parcelLab in accordance with Customer's specifications. Customer's domain is used via whitelisting/white labelling. The Customer has the possibility to add further content (follow-up purchase survey, product recommendations etc.) in the communication sent out through the parcelLab Service.

parcelLab shall analyse and evaluate the data transmitted by the customer and the logistics service provider. The evaluation includes the performance of the logistics service providers, the transparent display of shipment events (location- and time-related timestamps/status messages of the logistics service providers) as well as the click and opening behaviour of the recipients in the communication sent out through the ParcelLab Service.

**Annex 2 to certificate no. 390/22**

**Excluded processing activities**

This evaluation refers only to the above mentioned product and therefore only to the processes in which parcelLab GmbH and its customers are involved.

**Annex 3 to certificate no. 390/22**

**Validity condition**

For the emails and text messages sent, customers must obtain explicit consent or meet the requirements of the existing customer exception if the emails and messages contain advertising (§ 7 UWG).