



CERTIFICATE

no. 484/24

ePrivacyseal GmbH
Große Bleichen 21, 20354 Hamburg, Germany

hereby certifies* that

as determined in the certification decision of 05 June 2024

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

operates its product or service

"parcelLab Post-Purchase Experience Platform"

version available 29/03/2024

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

final audit day: 05/06/2024

next planned monitoring by 15/03/2026

period of validity: 15/03/2024 – 14/03/2026

The certification decision takes place under the validity condition described in Annex 3
and in conformity with the criteria catalogue for the "ePrivacyseal EU" (version 3.0 of May 2022)
of ePrivacyseal GmbH.

Annex 1 to certificate no. 484/24

Definition of processing activities

The Post-Purchase Experience Platform of parcelLab GmbH tracks packages, sends updates to customers, and handles communications regarding shipments.

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.

parcelLab, acting as a data processor for retailers, collects data related to the shipment and customer data with notifications and updates. This includes tracking numbers, order details, customer contact information, and delivery status. Retailers share customer and order information with parcelLab to facilitate these services.

Scenario:

A consumer (data subject) orders a pair of shoes at a-brand.com. A-brand transfers information such as first name and surname, parcel tracking code, delivery address, mail address, phone number and order information (e.g. purchased products, payment method) to parcelLab. ParcelLab will send multiple messages to the consumer after the purchase. They will send information like the predicted delivery date and tracking code of the parcel. In case of a shipment delay, parcelLab will inform the consumer and for example offer a discount voucher.

If the consumer wants to return the shoes to a-brand, he can handle this via parcelLab's service on a custom website. On the server-side parcelLab will log when and if the consumer opened a mail or clicked on links. They will exchange these kinds of information with a-brand.

Users are informed about data practices through privacy policies and terms of service documents provided by both the retailer and parcelLab.

Annex 2 to certificate no. 484/24

Excluded processing activities

The website of parcellab GmbH and the data collected there are not part of this certification.

Annex 3 to certificate no. 484/24

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).