



ePrivacyseal

CERTIFICATE

no. 529/26

ePrivacyseal GmbH
Burchaf´rdatr. 14, 20095 Hamburg, Germany

hereby certifies* that

as determined in the certification decision of 19 March 2026

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

operates its product or service

"Post-Purchase Experience Platform"

version available 06/03/2026

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

final audit day: 19/03/2026

next planned monitoring by 14/03/2028

period of validity: 15/03/2026 – 14/03/2028

The certification decision takes place under the validity condition described in Annex 3 and in conformity with the criteria catalog for the "ePrivacyseal EU" (version 4.0 of September 2024).
of ePrivacyseal GmbH.

*ePrivacyseal GmbH is not an accredited certification body within the meaning of art. 42(5) GDPR.

Annex 1 to certificate no. 529/26

Definition of processing activities

Analysis and processing of user, recipient and shipment information. Direct communication shall be carried out by parcelLab in accordance with Customer's specifications. Customer's domain is used via whitelisting/white labelling. Customer has the possibility to add further content (follow-up purchase survey, product recommendations etc.) in the communication sent out through the parcelLab Service. Next to sending pro-active customer communication, parcelLab offers a returns portal that is embedded to parcelLab's customers (brands and retailers webshops) for consumers to initiate a returns process.

parcelLab shall analyse and evaluate the data transmitted by 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. 529/26

Excluded processing activities

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

Annex 3 to certificate no. 529/26

Validity condition

The award of the seal is subject to the condition that the necessary consent within the meaning of art. 6(1)(a) GDPR for those processing activities requiring consent under ePrivacy and eCommerce law (online tracking and marketing messages) is obtained from the parties responsible for all data processing carried out by parcelLab GmbH.

The seal is awarded on the (further) validity condition that the lawfulness of the transfer of personal data to a non-EEA country is ensured either by a) an adequacy decision or b) equivalent technical and organisational measures by the applicant that have been approved by the Certification Body.