



Privacy Policy – Using your information

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1. Who are we?

The UNEX survey is an independent measurement of the end-to-end delivery time, from senders to receivers, of cross-border mail. It is run by International Post Corporation (IPC), Brussels. IPC brings together 24 member posts and provides services to 180 postal organisations worldwide. IPC's aim is to ensure stronger integration of postal networks, to enhance the operational efficiency and to improve the quality of service of end-to-end cross-border postal operations. To learn more, visit www.ipc.be

UNEX provides IPC and the European Postal Operators with an independent measurement of the service performance, based on a statistically representative number of test mail pieces.

Ipsos Loyalty GmbH, Hamburg, a specialist market research agency commonly known as "Ipsos", was commissioned by IPC to manage the UNEX sender and receiver panel. Ipsos is part of the Ipsos worldwide group of companies and a member of ESOMAR. As such we abide by the ICC/ESOMAR International Code of Marketing and Social Research Practice and associated ESOMAR rules and guidelines.

More information about us can be found on our websites:

www.ipsos.de / www.ipsos.com

To learn more, visit www.ipc.be

Ipsos manages the recruitment and support of the sender and receiver panel of UNEX who record their information in IPC's New UNEX Mail Measurement System (or NU-MMS) based in Brussels. Besides, Ipsos organises the production of test items and monitors the sending and



receipt of these test items via the NU-MMS tool. The data provided are controlled by Ipsos and processed jointly by Ipsos and IPC. This privacy policy only applies to this survey cooperation.

Data controller:
Ipsos GmbH, Sachsenstr. 6, 20097 Hamburg
<https://www.ipsos.com/de-de>

Their data privacy officer is Sandro Matzke, DPO.Germany@ipsos.com

IPC and Ipsos comply at all times with the applicable data protection laws and regulations, in particular the Regulation (EU) 2016/679 of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (EU General Data Protection Regulation).

2. What information do we collect about you?

We will collect the information you provide by completing the on-line questionnaire upon registration, your consent to take part in the survey, and the data you provide regularly about our test letters in the NU-MMS system. You will be rewarded with bonus points that can be redeemed in our Ipsos gift shop. The legal basis for using personal data concerning you as part of this study is the legitimate interest of the controller in ensuring quality of service by postal operators on behalf of our client IPC,

To carry out the survey we store:

- name and form of address
- full street address, country
- email and phone number to contact you
- email communication you had with Ipsos
- information about your mail sending and receipt situation
- your bonus point account for the redemption of gifts
- your confirmation that you
 - are 18 years or above
 - have a mailbox with your name on it at your private address
 - collect your mail usually every day yourself
 - live in a housing situation suitable for the measurement
 - have regular access to the internet
 - are not employed by a postal operator
 - read and accepted this data privacy statement



3. How will we use the information you provide?

We collect your address and contact details which will be used

- by Ipsos to provide you with materials, information, and feedback
- by our production unit to print on test mail for you that other participants will dispatch,
- by our giftshop partners to send rewards to your address or voucher codes to your email,
- by Ipsos and IPC to match your data to the geographical requirements of the survey design.

Your responses to this survey and data entries on test mail will be used solely for research purposes on the transit time of cross-border mail items. The results of this research will be anonymous, statistical information only, and we can assure you that you will NOT be identifiable in any published results. Your participation in this research, together with your individual responses to the questions will be kept strictly confidential by IPSOS and IPC.

We can assure you that any information you provide during this research will NOT be used for marketing, nor will we sell or pass on your information to any third party.

We ask you to treat other participants' personal data, that you may learn from test items, with confidentiality and not use for other purposes than the proper contribution to this survey.

We wish to stress that it is important that your participation is kept secret from employees of the post or courier companies and is therefore to be treated with confidentiality in direct contact with them or in social networks, as independence of the survey is a key requirement.

For more information about this research study, please contact the Panel Team. They can be contacted by:

Email sent to: askUNEX@ipsos.com

Or by letter sent to: Ipsos
Team UNEX
Sachsenstrasse 6
20097 Hamburg
Germany

If you have any questions or require further information on our privacy policy, our compliance with data protection laws or information we hold about you, please contact our Data Protection Department. They can be contacted:

By email sent to: DPO.Germany@ipsos.com



If you have any complaints, we will appreciate if you give us an opportunity to resolve any issue first, by contacting us as set out above. You are, however, always entitled to contact our regulatory body:

Der Hamburger Beauftragte für Datenschutz und Informationsfreiheit
Klosterwall 6 (Block C)
20095 Hamburg
www.datenschutz-hamburg.de

4. Do we collect information from children?

Only individuals aged 18 or over are permitted to take part in UNEX.

5. Do we pass on personal information to external service providers?

We use subcontractors for the sending of rewards or vouchers who also work with personal information for the fulfilment of their tasks. Corresponding contracts are in place with those subcontractors to ensure that compliance with data protection regulations is guaranteed.

6. Do we transfer personal information to a third country?

Your personal information may be transferred to a third country for sending the rewards or vouchers to you. In these cases, we have ensured that the country outside the EU offers an adequate level of data protection. Where necessary, we also conclude a contract with the EU standard contractual clauses with our subcontractors.

7. How long will we keep the information you provide?

We will keep the information you provided when you joined our panel, together with any information you provided in response to a recruitment questionnaire for as long as you remain a member of the panel. You can leave the panel at any time you wish. We may also remove you from our panel if you are not taking part actively, are no longer eligible to be a member of any other reason, or the panel is closed. However, in the event we consider you breach the UNEX rules, Ipsos may remove you from the panel and your access to the panellist website and to your points account will be closed.



When you leave the panel, are removed, or the panel is closed, all your personal information will be removed (i.e. unreadable and irretrievable) after an adequate period of time, i.e. when all survey data is validated and the rewards process is terminated.

8. How can you get access to your information and/or correct it?

Under the EU GDPR you benefit from certain rights including the right to access your personal data held on our databases, to correct them, to ask us to remove them, to restrict us from using them, and to ask us to move your personal details to a new provider should you wish to port your personal data. You have the right to request a copy of all the information we hold about you and to demand correction if you consider the data wrong. If legally permissible you may also demand deletion or limitation of the use of the data.

On request Ipsos will provide the data we store in a machine-readable format without incurring any cost to you. Please direct your request to our data protection officer:

Sandro Matzke, email: DPO.Germany@ipsos.com

Should you be unhappy with the way we are dealing with your personal details or the way we are addressing your concerns, please note that you always have the right to refer a complaint to the supervisory authority in the country you are residing.

9. How do you ensure my personal information is secure?

We take very seriously our responsibilities to keep your personal information secure. As such we take every reasonable precaution to ensure your information is protected from loss, theft or misuse. These precautions include appropriate physical security of our offices, controlled access to computer systems, and the use of secure, dedicated and protected networks and internet connections.

10. Device-related information

During the recruitment process, we automatically capture information about your IP address, operating system, online device, and browser type. We use this information to ensure that the survey questionnaire is delivered in a form suited to the software your computer is using and your type of browser.

We do not collect information through the use of 'cookies'.



11. Changes to our privacy policy:

We keep our privacy policy under regular review and this policy was last updated on June 1st 2018.

12. How to contact us

You may direct questions on data privacy topics to our data protection officer any time.

Sandro Matzke: DPO.Germany@ipsos.com.

If you have any questions or require further information about the UNEX survey, please contact the Panel Team. They can be contacted by:

Email sent to: askUNEX@ipsos.com

Or by letter sent to: Ipsos
Team UNEX
Sachsenstrasse 6
20097 Hamburg
Germany

13. Useful Links

World organisation for market research - ESOMAR: www.esomar.org