

## PRIVACY POLICY

This Privacy Policy describes how we, Meest Post Sp. z o.o. with its registered office at Obrzeżna 7, 02-691 Warsaw, Poland, identification number (KRS) 0001027880 process personal data you provide to us and/or we receive or generate otherwise:

- when you use our web pages at [www.uk.meest.com](http://www.uk.meest.com) (“Website”);
- when we communicate with you by phone, email, text message, push notifications, post, or other methods of communication.

For purposes of this Privacy Policy, we are the data controller.

When you use or receive our services, we will sometimes need to give you additional information about how we will use your personal data. You should read this Privacy Policy with any other notice or information we provide.

### DATA WE PROCESS

Below you can find the types of data we may process:

- Identity and contact data include name, address, email address, and phone number it may also include details of any electronic device you use to access our services, such as its IP address and operating system;
- Financial data includes records of the costs of the services you have bought, records of your payments, and your card payment details;
- Contact history data includes details of any inquiry, complaint, or claim you have made to us, including in emails, letters, call recordings, any other information we reply to you, and the results;
- Marketing preferences data includes the information we have about your preferences for receiving marketing from us;
- Technical data includes other data, e.g., collected using cookies.

### PURPOSE OF DATA PROCESSING

The table below sets out and explains each legal basis we rely on and the purpose of using your personal data.

Purpose of processing	Legal basis for processing
We use your and the recipient's name, address, email address, and phone number to collect and/or deliver your item	Processing is necessary for the performance of a contract
We use your phone number and/or email messages to send you service messages such as order confirmations, delivery updates, invoices	Processing is necessary for the performance of a contract
We use your financial data to make payment for our services and/or facilitate the payment of a refund/claim back to you	Processing is necessary for the performance of a contract
We use identity and contact data to provide customer service and support and ensure you receive appropriate support in relation to any service enquiries you make	Processing is necessary for the performance of a contract
We use identity and contact data for satisfaction surveys to improve the quality of service we provide	Processing is necessary for the purposes of our legitimate interests

We use identity and contact data to ask you to leave a review or take a survey and study how customers use our products/services	Processing is necessary for the purposes of our legitimate interests
We use data analytics to improve our Website, services, customer relationships and experiences to define types of customers for our services, to keep our Website updated and relevant	Processing is necessary for the purposes of our legitimate interests
We use other technical data to administer and protect our business and this Website (including troubleshooting, data analysis, testing, system maintenance, support, reporting and hosting of data)	Processing is necessary for the purposes of our legitimate interests
We may need to use your data to help us deal with inquiries, complaints, or claims raised by you or anyone else.	Processing is necessary for the purposes of our legitimate interests
We use identity and contact data for customs and tax purposes, and security screening, for overseas items	Legal obligation
We use your name and email to send you information about our latest features and hottest news	You have given consent
We use call recordings to ensure the quality of telecommunications services provided, to protect legitimate interests of us while asking you to leave the review, or take the survey or employees and stakeholders, to handle inquiries, complaints, or claims, make phone call records, and collect you phone number	You have given consent

## YOUR RIGHTS

You have the following rights in relation to your personal data:

- The right to be informed**

We will give you information about how we use your personal data at the time we collect it from you, or through privacy notices such as this one.
- The right to access your personal data**

You have the right to get a copy of your personal data and details of how we use it. You can ask for details of the personal data we hold about you by contacting us at the addresses listed in the end of this Privacy Policy. We may need proof of your identity. We will also need you to tell us which information and uses of your data you want to know about (for example, which of our services were involved and when we might have used the data). We may also ask you to fill in an optional application form to help us confirm your identity and trace the information you need.
- The right to have your data corrected**

You have the right to have your data corrected if it is wrong or incomplete. We will do our best to make sure your personal data is accurate and up to date. However, we rely on you to check that some of the information we hold about you is accurate and up to date. Please let us know about any changes to your information.
- The right to object**

You have the right to object to some uses of your personal data, such as for marketing (as set out in section 4 above). However, if the law allows us to continue using your data, we may do so.
- The right to have your data deleted**

You have the right to ask us to delete your personal data from our records if there is no legitimate reason for us to continue using it. However, if there is a legitimate reason for us to use it, we will not be able to delete it.

- **The right to restrict use of your data**

You have the right to limit the use of your personal data if:  
you feel that it is not accurate and needs to be checked;  
you disagree with our legal reasons for using your data and want us to reconsider using it;

we are using your data in a way that is not allowed by law, but you do not want it to be deleted; or

we no longer need the data, but you want us to hold it for the purposes of a legal claim.

- **The right to transfer your data**

You have the right to ask us to transfer your personal data to another organisation. We must do this if the transfer is, as data protection law says, 'technically feasible'.

This right only applies to personal data which you have given to us and which we use either with your agreement or to keep to a contract we have with you.

The right to withdraw your agreement to use personal data

If you have agreed we may use your personal data in a certain way, you can withdraw that agreement at any time.

- **The right to withdraw your agreement to use personal data**

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For support relating to your personal-data rights, please contact us at the addresses listed in the end of this Privacy Policy.

## **TRANSFER OF PERSONAL DATA**

We do not sell your personal data to third parties. But we share your data with the following categories of companies to provide our services to you:

- Couriers, warehouses, and payment service providers;
- Digital marketing agencies, Website hosts;
- Mailing services and call centres;
- Information and consulting services providers;
- Customs and tax authorities, regulators and other authorities who require reporting of processing activities in certain circumstances. We will object to requests for your personal data that we believe are unlawful and/or unreasonable;

We may share non-personally identifiable information publicly and with our partners – such as publishers, advertisers, developers or rights holders. For example, we share information publicly to show trends about the general use of our services.

We may share your personal data overseas. We may transfer the personal data collected about you both to the the EEA countries and outside the EEA. We implemented safe standards for transferring your personal data to these third countries to provide the appropriate data protection to perform the contract with you and for the purposes set out in this Privacy Policy.

## **STORAGE AND DELETE OF PERSONAL DATA**

We retain your personal data only as long as necessary to fulfill the purposes outlined in this Privacy Policy.

The data we use to deliver items, send you service messages such as order confirmations and delivery updates, generate invoices, process payments for our services, and facilitate refunds or claims, is handled during the service period for item delivery and for ten years after that period ends.

Data about inquiries, complaints, or claims submitted by you or others is stored for ten years after the inquiry, complaint, or claim has been resolved.

We store data from recorded conversations for ten years, unless we need to retain it longer to address inquiries, complaints, or claims.

Data collected through cookies is retained, with your consent, for a duration corresponding to the lifecycle of the cookies stored on devices or until they are removed from those devices.

We use your data for direct marketing only for the time period of your consent. To manage direct marketing, please refer to the terms in 'MARKETING NOTIFICATIONS' below.

Personal data may be kept for a longer duration if it is necessary for us to protect our legal interests against claims or lawsuits.

Personal data will be deleted in the following situations:

- When the data subject requests deletion or withdraws their consent;
- When the data subject has been inactive for over ten years;
- When we are notified that the stored data is outdated or inaccurate.

Once the storage period for personal data expires, it is permanently deleted.

If you would like to exercise your rights regarding personal data, including restrictions or objections, or if you wish to withdraw your consent for data processing, please get in touch with us at the addresses provided at the end of this Privacy Policy.

## **PERSONAL DATA SECURITY**

The cloud storages where we process and store personal data are located in the European Union, but we may also do so in any other jurisdiction we choose to operate. Regardless of where your information is processed, we apply the appropriate safeguards.

Although security is one of our top priorities and we take appropriate technical and organizational measures to ensure a high level of data protection, we cannot guarantee its absolute security.

However, to ensure the security of your personal data, we:

- Conduct educational events and trainings for employees who have access to personal data, to increase their awareness of obligations in terms of ensuring confidentiality;
- We carry out administrative and technical control, which ensures the restriction of access to personal data based on the principle of official necessity;
- Implement physical security measures, such as personnel access to our premises only with passes;
- Regularly test, measure, and evaluate the effectiveness of our technical and organizational measures to protect personal data, etc.

## **MARKETING NOTIFICATIONS**

We may interact with you through marketing notifications. We may send you notifications about new products, special offers, or other marketing promotions that may interest you if you subscribe to newsletter on the Website.

When you interact with notifications (for example, open the email, or follow the link in the email), we may receive information about that interaction to improve our service and/or our Website.

You can withdraw your consent to get marketing notifications directly via the 'Unsubscribe' link in the email.

Please note that we never ask for your sensitive data through emails or other notifications. If you receive such a notification, please do not respond to it and notify us immediately so we can investigate.

## **COOKIES**

For information on how we use cookies, see our **Cookies Policy**.

## **LINKS TO OTHER SITES**

Our Website may contain links to other sites that we do not own. If you click the link, you are redirected to a third-party site. We recommend you to read the privacy policy of each site you visit. We do not control and are not responsible for the privacy policies and practices of any other sites or services.

Also this Privacy Policy does not apply to the information activities of other companies and organizations that advertise our services.

## **EMBEDDED CONTENT**

Our Website may contain content embedded by third parties (e.g. reCAPTCHA, pages from Facebook, videos from YouTube, etc.), which in certain cases may also collect and process personal data. The collection and processing of personal data by embedded content providers is not governed by this Privacy Policy but by the privacy policies of such providers (third parties).

## **CHILDREN'S PERSONAL DATA**

Our website and services are not intended for children and we do not knowingly collect data relating to children. We understand the importance of protecting children's privacy, so they are not our target audience. Contact us If you know your child provided us with personal data.

## **LEGISLATION**

As registered in EU we act under Regulation (EU) 2016/679 of the European Parliament and of the Council of April 27, 2016, other EU legal acts regulating personal data issues. But as processing personal data of individuals in the UK we act under Data Protection Act 2018, other UK legal acts regulating personal data issues.

## **LIABILITY**

You should provide us with only correct and up-to-date personal data. We are not responsible for damages caused to you or third parties if you have provided false, inaccurate, or incomplete personal data by specifying your data.

## **RIGHT TO COMPLAINT**

If you have any complaints or requests follow our contact information below. If you believe we have not met our legal duties, you can complain to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues ([www.ico.org.uk](http://www.ico.org.uk)). If you want to be referred to the competent authority to protect your personal data, contact us. You have the right to make a complaint at any time to the Information Commissioner's Office if you wish to do so, our ICO registration number is ZB869526.

## **CONTACT INFORMATION**

If you have any questions about the processing of your personal data, please contact us by email or by regular mail to using the contact details below:

**Meest post Sp. z o.o.**

Obrzeżna 7,  
02-691 Warsaw  
Poland

Email: [info@meestpost.com](mailto:info@meestpost.com)

## **OUR REPRESENTATIVE IN THE UNITED KINGDOM**

If you are in the United Kingdom and would like to contact our representative there, their name and address are:

**MEEST UK LTD**

Company number 10413539  
Unit 2 At Transform House,  
16 Wellington Road,  
London, England, E10 7QF  
Email: [uk@meest.com](mailto:uk@meest.com)

## **CHANGES TO OUR PRIVACY POLICY**

We will review our Privacy Policy regularly and post any updates on this Website. Any changes take effect from the moment they are published on the Website. If we make any material changes in our Privacy Policy, we will notify you by posting notice on the Website.

This Privacy Policy was last updated on **26.02.2025** by Meest Post Sp. z o.o.