



California Consumer Rights Section

On this page, DHL Express (“DHLE”) provides information for California residents, as required under the California Consumer Privacy Act (“**CCPA**”). The CCPA requires that DHLE disclose how it handles California residents’ personal information (as that term is defined under the CCPA), whether collected online or offline. Under the CCPA, “personal information” is any information that identifies, relates to, describes, is reasonably capable of being associated with, or could reasonably be linked, directly or indirectly, with a particular California resident or household. It does not include publicly available information, which is any information lawfully made available by a state, local, or federal government source.

DHLE is a global express delivery courier that specializes in the delivery of time definite shipments internationally. DHLE primarily serves business clients and consumers. For information about other DHLE-related companies, including DHL E-Commerce Solutions, DHL Global Forwarding, and DHL Supply Chain, please visit those websites, which can be accessed through www.dhl.com.

Below, DHLE provides the general categories of personal information (as defined by the CCPA) that it may collect. DHLE’s collection, use and disclosure of personal information about a California resident will vary depending upon the circumstances and nature of our interactions or relationship with such resident. These categories may include:

- Name, Contact Information, and other identifiers: DHLE may collect a resident’s real name, alias, address, online identifier, Internet Protocol address, email address, account name, or other similar identifiers.
- Customer Records: DHLE may collect paper and electronic customer records containing personal information including names, signatures, addresses, telephone numbers, current employment, or certain financial or payment information.
- Usage Data: DHLE may collect internet or other electronic network activity information including, but not limited to, browsing history, clickstream data, search history, and information regarding a resident’s interaction with an internet website, application, or advertisement, including access logs and other activity information related to your used of any DHLE website, application, or other online service.
- Audio, Video, and other Electronic Data: DHLE may collect audio, electronic, or visual information including CCTV footage, photographs, and call recordings and other audio recordings at its facilities.

- Professional or employment-related information: DHLE may collect places of employment including addresses.
- Profiles and Inferences: DHLE may draw from any of the information identified above to create a profile of the type of the customer's shipping and logistics needs.

How We Collect Personal Information:

DHLE collects personal information through its customer onboarding procedures as well as through its role as a service provider when it receives personal information associated with its shipments. DHLE may also collect personal information through individual visits to the DHLE website and through voluntary communications (via phone, electronically, our website, and otherwise) with DHLE and in connection with the services you or a business that you may have purchased from request. DHLE may also collect personal information from its commercial partners and business associates in connection with requested services.

Purpose for Collecting Personal Information:

DHLE collects this information to provide transportation and delivery services to our customers, and to improve our services for our customers. DHLE may also collect this information to provide quotes for its customers, and to respond to inquiries or requests from customers or ultimate consignees of merchandise.

California Residents' Rights

As a California resident, California law grants you certain rights and imposes restrictions on particular business practices as described below.

Sale of Personal Information. DHLE does not sell personal information.

Verifiable Requests to Delete and Requests to Know. Subject to exceptions, including DHLE's obligations under U.S. laws, some California residents may have the right to make the following requests at no charge to them:

Request to Delete: California residents have the right to request deletion of their personal information that DHLE collected about them and to have such personal information deleted to the extent allowed under law. Please note that DHLE is required to keep certain data pursuant to law, including maintaining data on all shipments that are imported or exported into or from the United States for a defined period of time.

Request to Know: California residents have the right to request, and subject to certain exemptions, receive a copy of the specific pieces and categories of personal information, as defined by CCPA, that DHLE has collected about them in the prior 12 months and to have this delivered, free of charge, either (a) by mail or (b) electronically in a portable and, to the extent technically feasible, readily useable format that allows the individual to transmit this information to another entity without hindrance. California residents also have the right to request that we provide them certain information about how we have handled their personal information in the prior 12 months, including the:

- categories of personal information collected;
- categories of sources of personal information;
- business and/or commercial purposes for collecting and selling their personal information;
- categories of third parties/with whom we have disclosed or shared their personal information;
- categories of personal information that we have disclosed or shared with a third party for a business purpose;
- specific pieces of personal information collected; and
- categories of third parties to whom the residents' personal information has been sold and the specific categories of personal information sold to each category of third party.

California residents may make Requests to Know up to twice every 12 months.

Submitting Requests. Requests to Opt-out of Sale of Personal Information, Requests to Know, and Requests to Delete may be submitted by emailing your verifiable requests to Express.CCPA@dhl.com. You may also submit your requests over the phone by calling 1-888-798-4200. To submit a request, you will need to provide DHLE with your name, your address, and any information requested regarding the transportation or logistics services that DHLE provided to you so that DHLE can verify your request. DHLE may need to contact you for additional information to verify your identity. DHLE will respond to verifiable requests received from California consumers as required by law. DHLE will honor deletion requests to the extent allowed by law as DHLE may have various legal obligations requiring it to maintain data for a set time period.

Right to Non-Discrimination. The CCPA prohibits discrimination against California residents for exercising their rights under the CCPA. Discrimination may exist where a business denies or provides a different level or quality of goods or services, or charges (or suggests that it will charge) different prices, rates, or penalties on residents who exercise their CCPA rights, unless doing so is reasonably related to the value provided to the business by the residents' data.

The Categories of Third Parties With Whom We Share Information:

We share Personal Information with the following categories of third parties:

- Our related business units,
- Our information technology and software providers,
- Our transportation providers, including air carriers and steamship companies, and
- Customs agents and other authorized representatives for the clearance of shipments into an importing country.

The Categories of Information We Disclose For a Business Purpose:

We disclose the following categories of Personal Information for business purposes:

- Name, Contact Information, and other identifiers: We disclose this information as needed for customs clearance and last mile delivery to ultimate consignees.
- Customer Records: Similarly, we may disclose this information as needed to complete our services.

Authorized Agents:

You may designate an authorized agent to make requests on your behalf. You must provide an authorized agent written permission to submit a request on your behalf, and we may require that you verify your identity directly with us. Alternatively, an authorized agent that has been provided power of attorney pursuant to Probate Code sections 4000-4465 may submit a request on your behalf.

How We Respond to Do Not Track Signals:

California law requires us to let you know how we respond to web browser Do Not Track (DNT) signals. Because there currently isn't an industry or legal standard for recognizing or honoring DNT signals, we don't respond to them at this time.

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