

TNT Privacy Policy

This Privacy Policy is designed to tell you about TNT's practices regarding collection, use, disclosure and storage of Personal Information (as defined below) that you may provide to us either directly or via this website. Please be sure to read this entire Privacy Policy before using or submitting information to this website.

The current website is controlled by TNT Express N.V. with its registered office in Amsterdam, the Netherlands, also on behalf of its group entities (together referred to as "TNT" or "we") and is governed by Dutch law.

Collection of Personal Information and purpose thereof

TNT collects and stores information about every package it handles in order to enable efficient provision of package delivery services demanded by its customers. TNT uses information about its customers, their packages, and their shipping activity to provide or enhance the services it makes available to its customers, communicate with its customers about additional services they may find of value, satisfy our legitimate business interests (including performing trend analysis and market studies), set prices, establish credit, accomplish the billing function, and comply with government regulations. As we collect and use information about our customers, we may contract with vendors to assist us in processing that information for those purposes listed in the previous paragraph. These vendors are required to maintain the confidentiality of the information and are restricted from using the information for any other purpose. In addition, as we continue to develop its business, we may buy or sell subsidiaries or business units. As part of these transactions, customer information of the subsidiaries or business units may be one of the transferred assets.

Examples of customer information that we collect include names, addresses, e-mail addresses and telephone numbers. Some of the information collected by TNT is data which relates to an identifiable person ("Personal Information").

It is our policy to take all necessary steps to ensure that all your Personal Information held by us is processed fairly and lawfully. We will take all necessary steps to implement and maintain this Privacy Policy. All our employees and data processors who have access to Personal Information are obliged to respect the confidentiality of your Personal Information.

Any Personal Information which we collect will be used solely for the purpose of providing our services, and we will not store it for any longer period than is legally permissible and required for this purpose.

Transfer of Personal Information

Your Personal Information may be transferred to countries outside the European Economic Area, the Commonwealth of Australia and New Zealand in order to perform our services. In using our services you consent to such a transfer. In addition, if you put your Personal Information on publicly available parts of the website, this may be accessed by persons in countries outside the European Economic, the Commonwealth of Australia and New Zealand Area, which may not have data protection laws as comprehensive as those that exist in the European Economic Area, the Commonwealth of Australia and New Zealand.

We will monitor on an ongoing basis compliance with the provisions of the applicable local legislation and regulations by third party processors, such as suppliers and contractors, of Personal Information held by us.

Access and correction

You can find out which of your Personal Information is held by TNT by contacting your local TNT office. We will acknowledge your request within 4 weeks. Should we be prevented from disclosing your

personal information we will give reasons for any such refusal.

To keep your Personal Information accurate, current, and complete, please contact us as about any incorrect information. We will update or correct Personal Information in our possession.

TNT websites

The following paragraphs describe our commitment to the protection of Personal Information as it applies to the TNT websites.

Collection of Personal Information on TNT websites

Users can visit most areas of this website without revealing who they are or without providing any information about themselves. However, some of our interactive services require that users identify themselves in order to enable the interactive function. On this website TNT may ask users to provide Personal Information.

Active collection of Personal Information and purpose thereof

During your visit of this website, TNT actively collects information from its visitors both by asking you specific questions and by permitting you to communicate directly with us via e-mail. Some of the information that you submit may be Personal Information.

Some areas of this website may require you to submit Personal Information in order for you to benefit from the specified features (such as e-mail alerts or newsletter subscriptions). You will be informed at each information collection point which information is required and for which purpose.

Passive collection of Personal Information and purpose thereof

As you navigate through a website, certain information can be passively collected (that is, gathered without your actively providing the information) using various technologies and means, such as Internet Protocol addresses, cookies (see next paragraph), Internet tags and navigational data collection.

This website uses Internet Protocol (IP) addresses. An IP Address is a number assigned to your computer by your Internet service provider so you can access the Internet and is generally considered to be non- personally identifiable information, because in most cases an IP address is dynamic (changing each time you connect to the Internet), rather than static (unique to a particular user's computer). We use your IP address to diagnose problems with our server, report aggregate information, determine the fastest route for your computer to use in connecting to our site, and administer and improve the site.

Cookies

Cookies are small text files that a website can send to a user's browser for storage on the hard drive. Cookies can make use of the web easier by saving and administering status, application, preferences and other user information; they are in common use and are generally considered to be acceptable. Most browsers are initially set to accept cookies but users can change the setting to refuse cookies or to be alerted when cookies are being sent.

When you view this website, TNT may store some information on your computer. This will be in the form of a cookie file. We use cookies to store information which we may use to improve the content of our site and to customize the site to your preferences.

The information stored in any cookie used within the website is relevant only to the technical use of the website. No information is passed to TNT from any tnt.com cookie or its use. The cookie can only be accessed by www.tnt.com. No third party will have access to the information stored within the cookie

and TNT will not pass the contents of any cookie to third parties.

If you prefer not to accept cookies or if you prefer to be warned when one is being used, you can update the settings of your Internet browser with your preferences. The cookies provided by this website are there to make using the website easier for you, if you or your site administrator have cookies disabled, the website will continue to work without the ease of use features.

E-mail address (*only when subscription is relevant*)

If you subscribe to our e-mail alerts, we collect your e-mail address. This address will only be used for keeping you informed as indicated. If you wish to unsubscribe from our e-mail alert list, you can do so at any moment as indicated in every e-mail you receive or by contacting us through websitemanagement@tnt.com.

Security

TNT takes all steps reasonably possible to protect your Personal Information as collected by TNT in using this website and to protect such Personal Information from loss, misuse, and unauthorized access, disclosure, alteration, or destruction. You should keep in mind that internet transmission is not 100% secure or error-free. In particular, e-mail sent to or from this website may not be secure, and you should therefore take special care in deciding what information you send to us via e-mail. Moreover, where you use passwords, ID numbers, or other special access features on this site, it is your responsibility to safeguard them.

Links to other websites

This website may contain links or references to other websites as a convenience to the user. Please be aware that TNT is not responsible for the privacy practices or the content of such other websites and that, in any case, this Privacy Policy does not apply to those websites. We encourage you to read the privacy policy of every web site you visit.

Your Consent

Except as otherwise stated, we may use your information to improve the content of our website, to customize the website to your preferences, to communicate information to you (if you have requested it), for our marketing and research purposes, and for the purposes specified in this Privacy Policy. We may disclose your Personal Information where required by applicable laws, court orders, or government regulations.

By using this website, you agree with the terms of this Privacy Policy. Whenever you submit information via this website, you consent to the collection, use, and disclosure of your Personal Information in accordance with this Privacy Policy.

Changes

TNT may revise this Privacy Policy. You agree to be bound by any such revisions and should therefore periodically visit this page to determine the current terms to which you are bound.