

AMZL Delivery Associate Privacy Notice

We know that you care how information about you is used and shared and we appreciate your trust in us to do that carefully and sensibly. This Privacy Notice describes how Amazon collects and processes your personal data as a Delivery Associate in connection with the pick-up, delivery and related services (together, the “**Services**”) which your Delivery Service Provider (“**DSP**”) provides to Amazon.

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Who is the Controller of your Personal Information?

Your DSP has a contract with an Amazon company to provide the Services. That Amazon company is the data controller of your personal information in connection with the Services you provide as a Delivery Associate (the “**Controller**”). If you’re unsure of the relevant Amazon company or require its contact details, please contact delivery-dsar@amazon.lu or your DSP.

What Personal Information about Delivery Associates does Amazon collect, store and process?

We collect your personal information in order to facilitate and support the provision of the Services, and to continually improve the tools we provide to you and your DSP. Here are the types of information we gather:

Information you give us: we receive and process any information you provide to us in relation to the Services. See Examples of Information Collected below. You can choose not to provide certain information but then you may not be eligible to perform the Services.

Information from your use of our technology: To perform the Services, you must download and use a smartphone application called the “**Amazon Delivery App**” (right of use for the Amazon Delivery App granted by Amazon EU Sarl). Unless you use your own mobile device, your DSP will give you a portable device (“**Delivery Device**”) to use when performing Services. We refer to the Amazon Delivery App, Delivery Devices, and other Amazon applications or devices we provide your DSP or which we or your DSP installs on vehicles in connection with the Services as the “**Amazon Delivery Technology**”. We’ll automatically receive and process certain types of information any time you are logged into the Amazon Delivery App. See Examples of Information Collected below.

Information related to your visits to Amazon Sites: We will give you an Amazon security ID badge (“**Badge**”). You will need to use your Badge to access Amazon Delivery Stations or other sites at which you may pick up or return Amazon parcels (together, “**Amazon Sites**”). We’ll collect and process certain types of information when you visit Amazon Sites to ensure your security and the security of other personnel. See Examples of Information Collected below.

Information provided by your DSP: Your DSP or its subcontractors may disclose documents to us that include your personal information for the provision, administration or audit of the Services. See Examples of Information Collected below.

Information from other sources: We may receive information about you from other sources, including from our

service providers (including those who may provide applications or devices that Amazon or your DSP installs on vehicles in connection with the Services), customers, and government authorities such as the police or local councils enforcing speeding or parking fines. See Examples of Information Collected below.

For what Purposes and on which Legal Bases does Amazon Process your Personal Information?

We collect, analyse, store and otherwise process your personal information on the following legal bases:

- Amazon's legitimate interests in ensuring your safety and that of others, ensuring you make customer deliveries in accordance with the highest commercial standards, and preventing fraud
- To comply with our legal obligations
- For the performance of a contract where applicable
- In specific circumstances, your consent

The purposes for which we process your personal information according to the above legal bases include:

Ensuring your safety, the safety of Amazon personnel and others: We may need to process your personal information for security reasons and in circumstances where your safety or the safety of others is at risk, for instance in the event of a fire or another emergency, on the basis of Amazon's legitimate interests in ensuring your safety and that of others. To do this effectively, we may need to process your geolocation when you're on an Amazon Site or when you're on the road performing Services. We may communicate your geolocation to emergency services so they or your DSP can get to you quickly if you're involved in an accident. As a way to ensure that all Delivery Associates delivering Amazon parcels perform the Services safely, we may also process your data related to your compliance with road safety and health & safety rules and standards.

Assessing your eligibility to perform Services under your DSP's contract with Amazon: We process your personal information to assess your ongoing eligibility in accordance with Delivery Associate eligibility requirements and service standards agreed with your DSP on the basis of Amazon's legitimate interests in ensuring your safety and that of others, ensuring you make customer deliveries in accordance with the highest commercial standards, and preventing fraud. This may include information you provide us through the onboarding process.

Managing our contractual relationship with your DSP: We process your personal information to coordinate, manage and audit your DSP's provision of the Services on the basis of Amazon's legitimate interests in ensuring your safety and that of others, ensuring you make customer deliveries in accordance with the highest commercial standards, and preventing fraud, and to comply with our contractual obligations. This includes planning delivery routes, providing delivery support, tracking delivery progress, and assessing your DSP's compliance with Amazon policies and service standards.

Communicating with you: We process your personal information to communicate with you in connection with the Services on the basis of Amazon's legitimate interests in ensuring your safety and that of others, ensuring you make customer deliveries in accordance with the highest commercial standards, and preventing fraud, and to comply with our legal obligations. This includes communicating with you while you deliver Amazon parcels via different channels (e.g., by phone, SMS, chat).

Fulfilling our obligations to our customers: We may process your personal information to provide support to you, your DSP and our customers to ensure the effective completion of the Services, including managing customer complaints on the basis of Amazon's legitimate interests in ensuring you make customer deliveries in accordance with the highest commercial standards and to comply with our legal obligations. We use your location data when you're performing Services to keep our customers informed of the status of their collection/delivery and to enable them to see the location of their parcels.

Troubleshooting and improving our services: We use your personal information to enhance the delivery experience for Delivery Associates and customers, including by improving mapping systems and providing driver support while you perform the Services on the basis of Amazon's legitimate interests in ensuring your safety and that of others, ensuring and ensuring you make customer deliveries in accordance with the highest commercial standards.

To defend Amazon's legal position: In case of legal proceedings, we may need to process and share your personal information to establish, exercise or defend against the claim, or if compelled or ordered to do so by a court, governmental or administrative authority in order to comply with our legal obligations. We may also need to process and share your personal data in order to protect Amazon's rights or enforce the terms of our agreement with your DSP on the basis of Amazon's legitimate interests in ensuring you make customer deliveries in accordance with the highest commercial standards and preventing fraud.

Complying with legal obligations: We may process your personal information in order to comply with our legal obligations or to verify or prove that we have done so. This may include processing or sharing data related to your compliance with health and safety standards and the handling of Amazon customer data on the basis of compliance with our legal and contractual obligations.

Fraud and loss prevention: We may process your personal information to investigate, resolve and report (as appropriate) any fraud, theft or other wrongdoing in relation to your performance of the Services, including Badge swapping and missing packages on the basis of Amazon's legitimate interests in ensuring you make customer deliveries in accordance with the highest commercial standards and preventing fraud.

Does Amazon Share Your Personal Information?

Amazon shares Delivery Associates' personal information only as described below.

Amazon group companies: Your personal information may be disclosed by the Controller to Amazon EU affiliates, including Amazon EU Sarl and Amazon Europe Core Sarl, and additionally Amazon.com, Inc. and other subsidiaries that Amazon.com, Inc. controls. All Amazon entities we share your information with are either subject to this Privacy Notice or follow practices that are at least as protective as those described in this Privacy Notice. We only share your information with Amazon entities that have a need to know or have access to it and where lawful to do so.

Your DSP: We may collect and share your personal information with your DSP, including your location, the number of Amazon parcels assigned to you and the number of Amazon parcels remaining on a given delivery route, customer or other complaints in which you may be involved, or your non-compliance with health & safety standards.

Third party service providers: When we need to, we may share your personal data with third parties who provide services to Amazon, including the companies that install and manage devices on the vehicles you use when providing the Services or develop and manage applications downloaded on the Delivery Device or your own mobile device; survey companies or, where legally permissible, background check service providers. We ensure that any such third party provides guarantees that meet Amazon standards regarding the confidentiality and security of your personal information. For example, our third party providers must comply with our data security standards, data protection laws, and international transfer restrictions, may only have access to personal information needed to perform their functions and may not use it for other purposes than providing the agreed services to us.

Business transfers: As we continue to develop our business, we might sell or buy other businesses or services. In such transactions, relevant business data (which may include your personal information) is generally one of the transferred business assets but remains subject to the promises made in any pre-existing Privacy Notice.

Compliance with Amazon's legal and regulatory obligations: In certain circumstances, we may be obliged to share your personal information with third parties including administrative authorities (including tax authorities), financial institutions, insurance providers, police and public prosecutors. These third parties will act as controllers of your personal information in their own right and will be responsible for compliance with applicable data protection laws.

Fraud and loss prevention: Subject to applicable laws, we may release your personal information to law enforcement, governmental authorities or private organisations whose aim is to prevent fraud or theft when we believe such release is appropriate or necessary to (i) comply with the law; (ii) enforce our contract with your DSP; (iii) protect the rights, property, security or safety of Amazon, its affiliates, personnel, customers, or others; (iv) detect, prevent or otherwise address fraud, security or technical issues; or (v) prevent or stop activity which we consider to be, or to pose a risk of becoming, illegal, unethical, or legally actionable.

Transfers out of the EEA: Whenever we transfer your personal information to countries outside the European Economic Area ("EEA") in the course of sharing information as set out above, we've put in place adequate safeguards to protect your privacy, fundamental rights and freedoms, and the exercise of your rights. . If you have any enquiries about our transfers of your personal data out of the EEA, please contact us at delivery-dsar@amazon.lu.

How Secure is Information About Me?

We design our systems with your security and privacy in mind.

- We maintain physical, electronic and procedural safeguards in connection with the collection, storage and disclosure of personal information. Our security procedures mean that we may occasionally request proof of identity before we disclose personal information to you.
- The Amazon Delivery Technology offers security features to protect them against unauthorised access and loss of data.
- It is important for you to protect against unauthorised access to your Amazon log-in, password and to the Amazon Delivery Technology. Be sure to sign off when you finish using a shared Delivery Device.

What rights and choices do I have regarding my Personal Information that you collect and process?

You have the right to request access to, correction, deletion, or portability (i.e. request a copy for yourself or transmission to another data controller) of your personal information. Note that a deletion request will not apply to information that Amazon has a right to retain for the establishment, exercise or defence of legal claims or for compliance with its legal obligations (i.e. tax and accounting requirements). You are also entitled to object to the processing of your personal information or request its limitation in certain instances. When we process your personal information based on your consent, you may withdraw it for the future at any time. Exercising these rights may mean that you will no longer be able to perform the Services. If you wish to exercise any of your rights, or if you any other questions or concerns about the personal information we process, please contact us at delivery-dsar@amazon.lu. You can also file a complaint with the local data protection authority.

How long do we keep your Personal Information?

We keep your personal information to enable your continued performance of the Services, for as long as we need it to fulfil the purposes described in this Privacy Notice, as may be required by law such as for tax, accounting or claims management purposes, or as otherwise communicated to you. For example, we retain your location data to enhance the delivery experience for Delivery Associates and customers, including by improving mapping and route planning systems.

Contacts, Notices and Revisions

If you have any questions or concerns about Delivery Associate privacy at Amazon, or if you wish to contact the Data Protection Officer of the Controller, please contact us at delivery-dsar@amazon.lu with a thorough description and we will answer your questions or try to resolve the issue for you. You can also file a complaint with your local data protection authority. Our business changes constantly and our Privacy Notice will change also. If the change is fundamental or may significantly affect you, we will provide your DSP with the updated Notice in advance of the change actually taking effect. We encourage you to review the content of this Notice regularly by asking your DSP

for a copy of it or in the Amazon Delivery App.

Examples of Information Collected

Information you give us in connection with the DSP Services.

You provide information to us when you:

- Onboard as a Delivery Associate
- Communicate and interact with Amazon personnel, including delivery support services and other Amazon support teams
- Answer Connections questions, surveys or provide other feedback to Amazon

As a result of these actions, you might supply us with such information as your name; phone number, email and address; your date of birth; your driver's licence and ID photograph; your Delivery Associate account password.

Information from your use of Amazon Delivery Technology:

Examples of the information we collect, analyse, store and otherwise process include:

- Route data, including when you pick up and deliver packages and your progress through delivery routes
- Location data, including information about your geo-location and the device operating the Amazon Delivery App as required for location-based services
- Where permissible by local laws, we and/or your DSP may collect or receive road safety data, including telematics data such as location of the vehicle, speed, harsh braking, cornering or acceleration collected by Amazon Delivery Technology while you perform the Services
- Metrics such as your rate of successful deliveries to enable us to manage your DSP's compliance with agreed service standards

From the moment you check into the Amazon Delivery App when beginning a scheduled delivery route until the moment you check out, we will collect and process your geolocation. Most mobile devices provide you with information about these permissions and you have the right to choose whether or not to allow Amazon to receive this information. However, as our ability to receive this information is an important part of managing our customer's expectations and locating parcels, if you choose to deny Amazon access to this information, this could affect the availability and functionality of the Amazon Delivery App and, as a result, your ability to perform the Services under your DSP's contract with Amazon.

Information related to your visits to Amazon Sites:

Examples of the information we collect, analyse, store and otherwise process include:

- What time you arrive at and leave an Amazon Site, for example, when collecting parcels or returning any undelivered parcels
- CCTV footage

Information provided by your DSP:

Examples of the information and documents your DSP may provide to us which analyse, store and otherwise process include:

- Information or documents provided by you to your DSP, including work permits, registration with health insurance providers, your residence permit, **[For DE only: your Personalausweis ID/Ausweisdokument, your Statusfeststellung Selbständige,]** your declaration that you are medically fit to perform the DSP Services, and your social security information
- Personnel administration data, including confirmation of completed safety trainings, pay slips, attendance data, your employment contract or contract of services
- **[For UK/ DE/AT only: Where permissible by local laws, information regarding whether you passed a criminal**

background check]

- Where permissible by local laws, the results of drug or alcohol screening by your DSP or their service provider

Information from other sources:

Examples of information we receive from other sources which we analyse, store and otherwise process include:

- Amazon customer surveys, feedback and complaints
- Results of surveys conducted by third parties on our behalf
- Information on alleged traffic and parking violations
- Where permissible by local laws, we and/or your DSP may collect or receive road safety data including telematics data such as location of the vehicle, speed, harsh braking, cornering or acceleration and other vehicle diagnostics collected by devices installed on your delivery vehicle (which may be provided/managed by a third party) or by applications downloaded on the Delivery Device or the mobile device you use (which may be provided/managed by a third party) while you perform the Services.

I acknowledge receipt of this AMZL Delivery Associate Privacy Notice.

Name: _____

Signature: _____

Date: _____