



# SEISMIC PRIVACY NOTICE

GLOBAL DATA PROTECTION - 2025





## PRIVACY POLICY

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Cookies are small files that allow us to store information related to your device and you, specifically, when you visit one of our microsites or access our content via livesend. With your consent, we use third-party cookies provided by our business partner Seismic Software, Inc (“Seismic”), in conjunction with your IP addresses, to monitor and analyze the usage of our website and content, track how often you access it, and authenticate if necessary.

You can find the different categories of cookies (strictly necessary, necessary & functional, all tracking cookies) in the table below. All cookies are removed from your device after 90 days, and no data is transferred outside of the European Economic Area.

### User Consent:

By consenting to the use of cookies, you acknowledge that you have read this Privacy Notice and consent to the collection and use of your personal information as outlined above. You may withdraw your consent by choosing only the “strictly necessary cookies” via “My privacy settings”.

In the context of the data processing as described in this Privacy Notice, DHL will transfer your cookie data to Seismic, which is a content management supplier acting as our data processor. When Seismic processes data is contractually obliged to maintain strict confidentiality as per Art. 28 GDPR. DHL retains responsibility for safeguarding your personal data in such circumstances. The business partners follow the instructions of DHL, and this is guaranteed by technical and organizational measures, as well as by means of checks and controls.

You have the following rights:

- Right to access information: You can request information about your personal data processed.
- Right to data portability: You have the right to port your data to another company.
- Right to erasure/be forgotten: You have the right, in certain circumstances, to request a deletion of your data.
- Right to restrict processing: You have the right to request a limitation in the way your data is used.
- Right to lodge a complaint: You have the right to lodge a complaint with the competent data protection supervisory authority.

You can direct your request based on the above rights or any other questions about this Privacy at [dsc.dataprotection@dhl.com](mailto:dsc.dataprotection@dhl.com)

We keep our Privacy Notice under regular review. DHL reserves the right to change its Privacy Notice at any time with or without prior notice. Please check back frequently to be informed of any changes.

### List of cookies

| Cookie name                           | Purpose of cookie   | Seismic or third-party | Data/value transferred  | Expiration  | Additional detail   | Processing location                               | Cookie Type  |
|---------------------------------------|---|------------------------|---|-------------|---|---|--|
| ConsentGDPR-{tenant}                  | This Cookie is used to indicate a user has consented to GDPR for the specific tenant. This cookie is required for clients who have configured the optional GDPR Splash screens in Admin settings. | Seismic                | This service provides a binary response of either a 1 or 0, to indicate if user has consented.<br><br>No Personal Data. | 90 days     | Required when customers use the GDPR Consent feature.                     | Resides within tenant region selected by customer | Strictly Necessary<br><br>Required to use the GDPR Consent feature.            |
| SeismicPreferences                    | This cookie stores the LiveSend password link. This password is set by the customer.  | Seismic                | Password established by customer (base64 encoded)   | 90 days     | Required for LiveSend password functionality                              | Resides within tenant region selected by customer | Strictly Necessary<br><br>Required to use LiveSend password functionality      |
| {linkToken}                           | This cookie stores the LiveSend password link. This password is set by the customer.  | Seismic                | Password established by customer (base64 encoded)   | 90 days     | This cookie is Required for LiveSend password functionality               | Resides within tenant region selected by customer | Strictly Necessary<br><br>Required to use LiveSend password functionality      |
| SeismicCompliancePreferences-{tenant} | This cookie stores the compliance password of the tenant in the case of Admins who have configured this optional setting for the compliance password feature                                      | Seismic                | Compliance password<br><br>(base64 encoded)   | 90 days     | Required when customers enable the compliance password feature            | Resides within tenant region selected by customer | Strictly Necessary<br><br>Required to use the compliance password feature      |
| UniqueInteractionProof                | This cookie performs a robot check which works to ensure robots do not interact with the link.  | Seismic                | This service provides a binary response of either a 1 or 0, to indicate interaction is a robot or human                 | 90 days     | This cookie is Required   | Resides within tenant region selected by customer | Strictly Necessary<br><br>To identify human v bot.                             |
| Microsite-UniqueInteractionProof      | This cookie is the same as UniqueInteractionProof for customers who have enabled microsites and performs a robot check which works to ensure robots do not interact with the link.                | Seismic                | This service provides a binary response of either a 1 or 0, to indicate interaction is a robot or human                 | 90 days     | This cookie is Required when microsites are enabled                       | Resides within tenant region selected by customer | Strictly Necessary<br><br>To identify human v bot.                             |
| RealtimeserverID                      | This cookie is used to ensure the client browser will hit the same instance of the service, it supports SignalR connection stable and memory cache  | Seismic                | Value is a random string generate by kubernetes.<br><br>Note, technology does not contain personal data.                | 90 days     | This cookie is Required for Digital Sales Room feature                    | Resides within tenant region selected by customer | Strictly Necessary<br><br>Required to use Digital Sales Room feature           |
| Newrelic browser agent 1220           | This JavaScript agent is used when an error or failure is detected, the cookie is used to report metric data regarding the errors or failures detected.   | NewRelic               | Session data (e.g., page load times, errors, ...)   | Per session | This agent is used to report metric data regarding errors and/or failures | Within Tenant region                              | Performance<br><br>used to report metric data regarding errors and/or failures |