

ORGANIZATIONAL SECURITY MEASURES IMPLEMENTED BY DHL

DHL maintains complete governance of the processes involved in the processing of personal data. Know the processes and procedures and comply with the following measures:

1. DHL has an organizational structure with roles and responsibilities according to the proportionality of the data to be protected. This measure is complied with with the identification of the persons who carry out the processing of personal data within DHL (Owner, Security Officers and Users) and the description of their responsibilities and functions.
2. Documented commitment to respect the principles of the Law. This measure complies with the commitment published at DHL's institutional headquarters and with the Privacy Policy published on the website.
3. DHL keeps track and record of the operators with access to the personal data bank, with the aim of identifying the personnel with access at specific times (traceability).
4. DHL periodically reviews the effectiveness of the security measures adopted (described in the Technical Security Manual and those organizational measures provided for the Owner, Security Officer and users) and records this verification in a document attached to the personal data bank.
5. DHL has carried out the adaptation of the existing management systems and/or applications involved in the processing of personal data, in accordance with the Personal Data Protection Act and its Regulations.
6. DHL has carried out the process of adapting the business processes involved in the processing of personal data to the requirements established in the Personal Data Protection Act and its Regulations.
7. DHL has adequate documented procedures for the processing of personal data.
 - Control of documents and records (they can be in any format or type of media: printed sheet, notebook, web page, poster, video record, among others).
 - Access logging
 - Incident & Problem Log
8. DHL conducts awareness-raising training on personal data protection for all those who enter the institution.
9. DHL develops an audit procedure for the security measures implemented, with at least one annual audit.
10. DHL has an incident management procedure for the protection of personal data.
11. DHL develops a procedure for assigning access privileges to the personal data bank and its corresponding access log.