

Data integrity

Information about data protection at Adress Research, a service of Deutsche Post Adress GmbH & Co. KG

Everyone entrusting us with data for further processing can be certain that such data is protected against misuse.

At a legal level this protection is ensured through contractual obligations that we enter into with you. At a technical level the protection is afforded by the electronic data processing procedures employed by us.

Legal protection

Our general terms and conditions of business contain comprehensive provisions relating to data protection. This ensures that:

- the data is processed only in accordance with our clients' instructions;
- our own data centre satisfies the security requirements of § 9 German Data Protection Act (BDSG);
- our customers have at all times a right to visit and make inspections in respect of the data protection measures that have been taken;
- the right to make inspections is also available to supervisory committees of particular customer groups (e.g. financial institutions and financial service providers).

All employees involved with data processing are not just bound to the secrecy of the data; they must also provide a police clearance certificate. As is otherwise customary in general terms of business, the provisions relating to data protection are not weakened by exclusions of liability. In the field of data protection, we are expressly liable for culpable

breaches, i.e. we are liable for breaches that are committed negligently in the same way that we are for grossly negligent or culpable breaches.

Our internal data protection officer, Carsten Welp, would be pleased to assist you with any further queries on the subject of data protection: Phone +49 (0) 52 41 / 53 93-119, e-mail carsten.welp@postadress.de.

Technical protection

The workflow begins by sending your data. When you send this to us via the internet or access our files, a secure SSL connection combined with 128-bit encryption ensures that this transfer is safe.

The software we use for the automated processes is either certified standard software or self-programmed solutions. To the extent that third parties have collaborated on self-programmed solutions, it is contractually ensured that such third parties release the software modules developed by them to us both in object code and source code. This ensures that the software cannot be duplicated.

The further workflow is explained in the product-specific agreements. Investigated results are stored only for 150 days. It is in your interest that the results are saved. On the other hand, our obligation to delete the data after 150 days ensures that we cannot use your data for our own purposes.

Our internet portal

Security when transferring personal data is an indispensable prerequisite for handling all business transactions. Our multi-level security system therefore ensures the best protection for your data.

The server with the internet application is located in our own computer centre. A three-stage firewall (according to BSI standards) prevents direct unauthorised access to our computers by third parties from the internet. The firewall acts like a filter: it only allows access to that data designated for our system. All other data is disallowed.

Access to the server is only possible using SSL (Secure Socket Layer) with 128-bit encryption. The key used is known only to your computer and us, meaning that your data cannot subsequently be amended by third parties. The data is transferred in a type of tunnel, which cannot be viewed by third parties.

A corresponding SSL certificate has been issued by the TC TrustCenter (www.tctrust.de).

The application itself has its own user administration with individual assignment of rights. A password is required to log in. If this is entered incorrectly after three consecutive attempts, the account is automatically blocked.

The account can only be unblocked using a special unblock code that is sent by e-mail to the address held by us. This function can also be used when a user forgets his/her keyword.

Requests can be raised in two ways. In addition to a form for manually entering queries, a file upload is available. In both situations, the transmission is secured using SSL.

You can download the results – again using SSL – from the internet (a corresponding notification e-mail is sent automatically) or receive them by e-mail as an attachment. The output is provided as a notification report in PDF format and/or as a file, depending on your choice. Further, a data transfer via FTP or FTP-S (SSL 3.1/TLS) is possible.

Internal processing

The servers and databases used to process requests are part of the internal LAN (Local Area Network) and cannot be accessed externally from the internet.



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