

General Terms and Conditions

Transport market

References to persons apply to individuals of all gender identities and to more than one person.

1. Scope

These General Terms and Conditions (GTC) govern how logistics service providers (hereinafter «Providers») use the online platform «transport market» by Post CH Ltd (hereinafter «Swiss Post»).

2. Purpose of «transport market»

Swiss Post operates the online platform «transport market» which serves as a market place for its short to medium term logistics needs. Service providers that are interested and would like to submit a bid must first register on the platform.

3. Registration process

3.1 Registration of legal entities

Only legal entities with a SwissID account can register on the platform. Placing orders with natural persons is not permitted. By registering, the Provider accepts the «transport market» GTC.

3.2 Licence as a road transport company (hereinafter the «Licence»)

The Provider is obliged to upload a valid Licence when registering on the «transport market». Registration is not possible without a valid Licence.

3.3 Registration as a (former) Swiss Post staff member

Former staff members of Swiss Post Ltd and a Swiss Post subsidiary are subject to a blocking period of twelve (12) months after termination of the employment relationship for registration and submission of bids on the «transport market». Existing staff members of Swiss Post Ltd and its subsidiaries may not be registered as independent Providers on the «transport market» or submit bids at the same time.

4. Obligations of the Provider

4.1 Duty of truthfulness

The Provider must provide accurate information when submitting a bid.

4.2 Username and password

The Provider undertakes to handle its username and password with care and not to disclose it to third parties. If the Provider uses multiple accounts, it is responsible for

managing and allocating them within its own company. Any liability borne by Swiss Post as a result of improper use or misuse of the username and password is excluded. The Provider shall contact SwissID <https://www.swissid.ch/en/contact.html> if it loses or forgets the password.

4.3 Binding nature of the bid

The Provider is bound by its offer up until the point when the service provider has been chosen and it has been informed of this, or when a contract has been concluded.

4.4 Supplier's GTC

Any General Terms and Conditions of the Provider shall not apply.

5. Swiss Post's obligations

Swiss Post shall choose the most advantageous bid based on criteria specified in advance and shall conclude a contract with this Provider.

The participating Providers will receive an e-mail informing them of which Provider has been chosen. There is no right of appeal against this decision.

6. Blocking

Swiss Post reserves the right to block the Provider from accessing the platform at any time without disclosing a reason for doing so.

7. Deletion of the account

Swiss Post reserves the right to delete accounts that have not been active for a minimum of 24 months.

8. Technical malfunctions

The Provider has no claim to compensation if they have difficulty submitting a bid due to technical malfunctions.

9. Data protection

9.1 General

When collecting and processing personal data, Swiss Post complies with the current legislation, especially data protection law and the Postal Services Act. It safeguards data with suitable technical and organizational measures to prevent unauthorized processing, unintentional deletion, loss, destruction, modification or damage, and treats it confidentially.

9.2 Purposes

Swiss Post processes data for the provision of postal and logistics services in order to be able to fulfil its contractual and official obligations and services. Swiss Post processes data in this context only to the extent necessary to provide its services, to ensure the security of operations and infrastructure and for invoicing.

Swiss Post is entitled to process data for the purpose of proper execution, to maintain a business-relevant customer relationship and to ensure high service quality. Swiss Post is also entitled to process data in order to maintain, analyze and further develop its product portfolio and services.

9.3 Anonymization of personal data

Swiss Post is entitled to anonymize personal data that it processes and to process it in anonymous form for other purposes. In the course of this processing, neither Swiss Post nor any other parties that process the data will be able to draw any conclusions about the data subjects.

9.4 Third parties

Swiss Post is entitled to outsource data processing to third parties for the purpose of service provision. It is committed to selecting, instructing and monitoring such third parties in a prudent manner.

Furthermore, Swiss Post is entitled to disclose data to courts, authorities, payment collection service providers, credit agencies or other third parties if this is necessary in order to provide a service, give advice or safeguard its legally protected interests – specifically, for the purpose of taking legal action or prosecution.

10. Final provisions

Swiss Post can revise these General Terms and Conditions at any time. Any new versions will be published on the «transport market» platform. They are published in German, French, Italian and English and, in the event of discrepancies, the German version is authoritative. The sole place of jurisdiction is Bern. Swiss law shall apply.

Post CH Ltd, June 2026

