

DATA SHARING

Made by e-Boks. Secure distribution. e-Boks safeguards your master data



e-Boks safeguards your master data

Accurate customer information is a critical foundation for any organisation.

Your ability to communicate reliably, deliver seamless services, and comply with regulatory requirements depends on the quality of your data.

Yet customer data often becomes outdated or inconsistent - particularly when interactions are infrequent, or customers lack incentives to update their details.

This leads to operational inefficiencies, increased support needs, and reduced ability to engage customers effectively.

e-Boks Data Sharing provides direct access to verified and enriched customer data through a secure, consent-based framework.

By leveraging e-Boks, you significantly reduce the time and resources typically

spent collecting, validating, and maintaining customer information.

The process ensures that the information you receive is accurate - strengthening your ability to deliver targeted communication, improve service delivery, and optimise internal workflows.

With a transparent consent mechanism built into the solution, you can operate with confidence that data is both up to date and aligned with your customers' preferences.

e-Boks Data Sharing enables you to request verified, enriched, and continuously updated customer data - securely and based on consent.

Everybody wins

For your customers, this means greater transparency and control.

They decide what data to share - and with whom - ensuring their information is handled securely and transparently.

Through familiar e-Boks interfaces, customers can:

- Manage their consents
- Keep contact details up to date
- Experience smoother interactions with your organisation

The result is fewer missed messages, fewer errors, and a more reliable service experience.

This strengthened customer position directly supports your ability to run an efficient business and communicate with greater precision.

Your benefits

Access to validated and continuously updated customer contact data

Stronger customer engagement through accurate communication channels

Improved efficiency in customer support, onboarding, billing, and service delivery

A scalable solution that grows with your business

Reduced administrative burden for data collection, validation, and maintenance

Secure, GDPR-compliant data processing via e-Boks

Your customers' benefits

Full transparency and control over what data is shared - and with whom

Easy ability to grant or withdraw consent directly in e-Boks

Reduced risk of missed communication due to outdated contact details

Better and more consistent customer experiences

Secure handling of sensitive information via a trusted platform



Features

Automatically updated customer data | With Data Sharing, you receive ongoing updates to your customers' contact information. When a customer updates their data, changes are automatically delivered to you in real time - without manual intervention.

More effective communication | Accurate and up-to-date data ensures your communication reaches the right recipient the first time. This reduces wasted distribution and improves both reach and engagement.

Consent-based and compliant by design | All data sharing takes place strictly with customer consent. Consent is managed directly via e-Boks, ensuring a GDPR-compliant solution that also builds customer trust.

Scalable and future-ready | The solution is built on modern event streaming, where data is pushed directly to your systems in real time. It integrates seamlessly with modern IT architectures and scales with your needs.

Consent flow

To access customer data, explicit consent is required.

e-Boks has developed a sender-specific consent flow for both mobile and web, making it simple and intuitive for customers to grant or withdraw consent.



The cover letter informs the customer of the consent request.



The customer approves data sharing directly in e-Boks.



Process

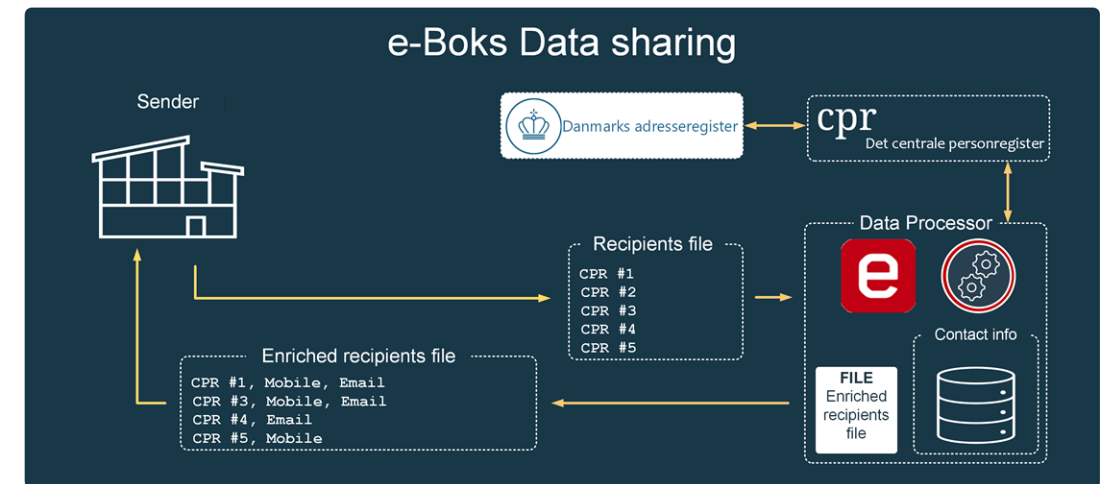
The solution is built around a secure, consent-based architecture that provides timely access to verified and enriched customer data. Data sharing is only activated once explicit consent has been obtained from the end user, ensuring a clear compliance foundation and full traceability throughout the data flow.

You define which data fields - such as email address and/or mobile number - you wish to receive. Sender terms are updated accordingly, and customers are informed of the purpose, after which e-Boks distributes a digital consent request that is either approved or rejected directly within e-Boks. Consent status is maintained centrally and remains valid until the customer chooses to withdraw it.

Once consent has been registered, e-Boks manages both verification and data enrichment. Identity and address information are retrieved from official registries, while contact data is sourced from validated e-Boks profiles. This ensures consistent and up-to-date information without the need for manual maintenance.

Data is delivered via REST-based APIs and HTTP endpoints (web-hooks), where you implement reception, authentication, and encryption within your own systems. The solution supports continuous push updates, on-demand requests, and subscription management,

ensuring that the dataset is readily available for direct integration into your existing system landscape.



The Sender requests all the Recipient information. e-Boks processes the file, filtering out CPRs (CPR #2) without consent, and then proceeds getting the rest of the available information.

About us

e-Boks is a trusted Nordic provider of secure platforms and digital postboxes.

We offer companies a user-friendly, effective, intuitive, compliant and secure platform for digital communication.

Since 2001, e-Boks has supported companies and governmental organisations to send millions of documents through the platform each year and bring their organisations into the digital age.

e-Boks ensures that business communications meet the highest global security standards, giving customers complete confidence that their data is secure.

With more than 24 million users, we are now an important part of the global infrastructure.

[Read more](#)

Facts about the platform

598 million

documents sent 2025

193,346

signed documents each month

41,095

invoices for payment each day

68,264

documents are sent every hour

[Get in touch](#)

If you want to know more about our services ..



Want to know how e-Boks can help you transform your business?

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