

# Data sharing

Made by e-Boks. Accurate, consent-driven customer information





# Accurate, consent-driven customer information

Accurate customer information is a critical foundation for any organisation.

Your ability to communicate reliably, deliver seamless services, and maintain regulatory compliance depends on the quality of the data you hold.

Yet customer information often becomes outdated or inconsistent, especially when interactions are infrequent or customers lack incentive to update their details.

This creates operational inefficiencies, increases support demand, and limits your ability to engage customers effectively.

The e-Boks Data sharing solution gives you direct access to verified and enriched customer data through a secure, consent-based framework.

By using Denmark's nationally trusted digital infrastructure, you significantly reduce the time and resources typically required to collect, validate, and maintain customer information.

The process ensures that every data point you receive is accurate - strengthening your ability to deliver targeted communication, enhance service delivery, and improve your internal workflows.

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

The e-Boks Data sharing solution enables you to request verified, enriched, and continuously updated customer information - securely and consent-based.

## Everybody wins

For customers, this means greater clarity and control.

They choose what data they share and with whom, ensuring that their information is handled transparently and securely.

Through familiar e-Boks interfaces, users can manage their consents, keep their contact details current, and benefit from smoother interactions with your organisation - fewer missed messages, fewer errors, and a more reliable service experience.

In this way, their empowerment directly supports your ability to operate efficiently and communicate effectively.

# Company benefits

Access to validated, up-to-date customer contact information (name, address, email address, mobile number, CPR)

Stronger customer engagement through accurate communication channels

Improved efficiency in customer support, on-boarding, billing, and service delivery

Ability to request full data sets for periodic baselining

Configurable data subscriptions per customer group or business area

Reduced operational overhead in collecting, validating, and maintaining customer data

Secure, GDPR-compliant processing through a nationally trusted infrastructure

# End user benefits

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

Ability to grant or revoke consent easily within their e-Boks interface

Reduced risk of missed communication due to outdated contact information

More efficient and personalized service experiences from their providers

Secure handling of sensitive information via a platform they already trust



# Features

**Data enrichment** | Generates an Enriched Recipients File containing verified name, address, email, and mobile number - based on the Sender's specific data needs. Enriched data is formatted to be immediately usable for internal systems such as CRM, customer care, billing, and support.

**Authoritative data sourcing** | Pulls identity and address information from CPR and Danmarks Adresseregister, ensuring accuracy and reliability.

**Up-to-date contact details** | Retrieves users' validated email addresses and mobile numbers from their e-Boks profiles.

**High-quality data maintenance** | e-Boks runs quarterly campaigns prompting users to verify or update contact details, improving data completeness over time.



# Consent flow

For you as a Sender to be able to access your customers' information, they must have given their consent.

e-Boks has developed a sender-specific consent flow for both mobile and web, making it easy and intuitive for customers to give and withdraw their consent to your company.



Your cover letter that informs the customer about



The customer gives consent to data sharing.

the consent.





# Process

The solution is built around a secure, consent-driven model that gives you timely access to verified and enriched customer data. The most important step is obtaining explicit consent from the customers whose information you want to access.

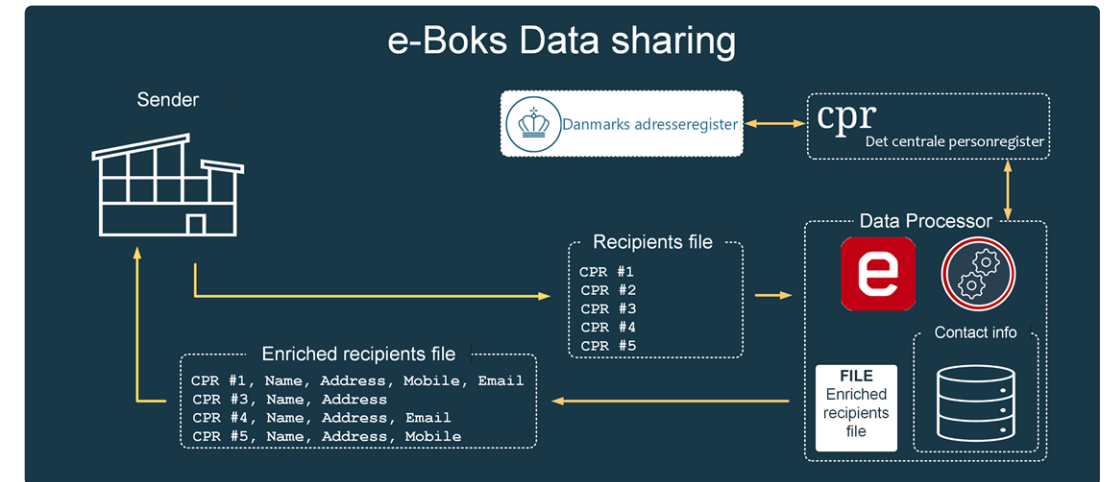
Only when consent is granted will data be shared, ensuring compliance, transparency, and trust.

You begin by defining the data elements your organisation needs, such as name, address, email address, or mobile number. e-Boks then sends a digital consent request directly to the selected customers, who can easily approve or decline it within their e-Boks account.

Their response creates a clear and dependable list of customers with active consent, which remains valid until they withdraw it.

Once consent is in place, data enrichment starts. e-Boks verifies the approved users and retrieves authoritative identity and address information from the CPR register and Danmarks Adresseregister when relevant. Contact details are sourced from each e-Boks user's validated e-Boks profile, ensuring that mobile numbers and email addresses reflect the most up-to-date information.

All requested data fields are compiled into an Enriched Recipients File, tailored to your specifications, giving you a complete, high-quality data set ready for integration into your internal systems.



*The Sender requests all the Recipient information. e-Boks processes the file, filtering out CPRs 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 and public authorities a user-friendly, effective, intuitive, compliant and secure platform for digital communication.

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

e-Boks helps businesses' communications meet the strictest global security standards; giving their customers the trust that their data is safe.

Today, we are an important infrastructural component across the globe, where we have passed more than 24 million users.

[Read more](#)

# Facts about the platform

582 million

letters sent 2024

211,000

signed documents each month

25,000

invoices for payment sent each day

24 million

users globally

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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Hans Bekkevolds Allé 7 • DK-2900 Hellerup • Telephone +45 70 21 24 00 • [www.e-boks.com](http://www.e-boks.com) • VAT number DK-25 67 41 54