



UPU CONFERENCE ON **POSTAL REGULATION**

DATA UTILIZATION IN THE POSTAL SECTOR – OPPORTUNITIES AND CHALLENGES

**SEIZING OPPORTUNITIES
THROUGH DATA UTILIZATION**

**EVOLVING REGULATORY LANDSCAPE
OF DATA PROTECTION AND SECURITY
IN THE POSTAL SECTOR**

Wednesday, 6 November 2024, 14:00-18:00 (CET)

PROGRAMME

14.00-14.10

OPENING REMARKS

Mr Masahiko Metoki, UPU Director General

14.10-15.45

Panel 1

SEIZING OPPORTUNITIES THROUGH DATA UTILIZATION

Panel 1 will explore the transformative opportunities that data utilization presents for the postal sector. The discussion will feature leading cases from postal sector actors that place data at the center of their activities which will highlight how data can be leveraged to enhance postal services, improve customer satisfaction, and make regulatory actions more proactive and targeted.

Through this panel, participants will gain valuable insights into the strategic use of data to achieve operational excellence and competitive advantage from the perspective of designated operators, as well as to foster more effective regulation in the evolving postal landscape.

Panellists **Mr Amit Mehta**, Head of Product and Customer Experience,
Pos Malaysia

Ms Fay Dunkerley, Principal Consultant, Risk & Policy Analysts Ltd.

Moderator **Ms Nermin Hassan**, representing Egypt as Co-Chair of CA Committee 2

15.50-17.25

Panel 2

EVOLVING REGULATORY LANDSCAPE OF DATA PROTECTION AND SECURITY IN THE POSTAL SECTOR

Panel 2 will explore the two most challenging aspects of data utilization, data protection and data security. The discussion will focus on potential changes in data protection and security regulations in the coming years and their impact on the postal sector, in light of the new challenges posed by advancing technologies and the corresponding regulatory demands.

Through this panel, participants will gain an understanding of the challenges related to data protection, emerging regulatory trends, and strategies for adapting to these evolving demands from the unique perspective of the postal sector.

Panellists **Ms Sarah Gallagher**, Chair of Data Protection Working Group, PostEurop
Mr Lati Matata, Director of Postal Technology Centre Directorate, Universal Postal Union (UPU)

Moderator **Dr Rajeev Venugopal**, representing Canada as Co-Chair of CA Committee 2

17.25-17.35

REMARKS

Mr Marjan Osvald, UPU Deputy Director General

17.35-17.50

MAIN CONCLUSIONS AND TAKEAWAYS

The main takeaways from the panel discussions will be summarized, and some further reflections will be shared.

17.50-18.00

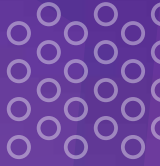
CLOSING REMARKS

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