

# Privacy Policy

## ALA Shipping

At **ALA Shipping**, we are committed to protecting the privacy and personal information of our customers, partners, and website users. This Privacy Policy explains how we collect, use, store, and protect your information when you use our shipping and logistics services.

### 1. Information We Collect

ALA Shipping may collect personal and business information necessary to provide our services. This information may include:

- Full name
- Phone number
- Email address
- Shipping and billing address
- Identification information (when required for international shipping)
- Shipment details, including package contents and declared value
- Payment information required for processing transactions

We may also collect limited technical information when you visit our website, such as your **IP address, browser type, or device information**.

### 2. How We Use Your Information

The information collected by **ALA Shipping** may be used to:

- Process and manage shipments
- Provide shipping updates and tracking information
- Communicate with customers regarding shipments or services
- Process payments and billing
- Comply with international shipping regulations and customs requirements
- Improve our services and overall customer experience

Your information will only be used for legitimate business purposes related to providing our shipping and logistics services.

### 3. Sharing of Information

ALA Shipping may share customer information when necessary to complete shipping services. This may include sharing information with:

- International shipping carriers and logistics partners
- Customs authorities and government agencies
- Payment processing providers
- Legal or regulatory authorities when required by law

**ALA Shipping does not sell, rent, or trade customer personal information to third parties for marketing purposes.**

#### **4. Data Protection and Security**

ALA Shipping takes reasonable security measures to protect your personal information from unauthorized access, misuse, or disclosure. These measures include secure systems, restricted access to sensitive information, and internal confidentiality practices.

While we work to protect your information, **no method of electronic storage or internet transmission is completely secure**, and we cannot guarantee absolute security.

#### **5. International Data Transfers**

Because **ALA Shipping operates internationally**, your information may be transferred to shipping carriers, logistics partners, or customs authorities in other countries. By using our services, you consent to the transfer of information when necessary to complete your shipment.

#### **6. Customer Rights**

Customers have the right to request access to, correction of, or updates to their personal information held by **ALA Shipping**. Requests may be made by contacting our customer service team.

#### **7. Data Retention**

ALA Shipping retains personal information only for as long as necessary to provide services, comply with legal obligations, resolve disputes, and enforce our agreements.

#### **8. Third-Party Services**

Our services may involve third-party carriers, logistics providers, or payment processing systems. ALA Shipping is not responsible for the privacy practices of third-party companies, and customers are encouraged to review their policies separately when applicable.

## **9. Updates to This Privacy Policy**

ALA Shipping reserves the right to update or modify this Privacy Policy at any time. Any updates will be posted on our website. Continued use of our services after updates constitutes acceptance of the revised policy.

## **10. Contact Information**

If you have any questions regarding this Privacy Policy or how your information is handled, please contact **ALA Shipping Customer Support**.

