

PRIVACY POLICY

Arzee Express Shipping operates in full accordance with the **Jamaica Data Protection Act** to ensure your personal data remains secure. This policy details our practices regarding the collection, disclosure, and protection of your information, reflecting our commitment to responsible data management.

- About us

Shop the world with **Arzee Express**. We are a Jamaican-operated shipping company offering seamless package forwarding and customs support. With our strategically located warehouse in Sunrise, Florida, we make international shipping fast, reliable, and easy for every Jamaican shopper.

- Information collected

Identification: Full government name, date of birth, government issued ID, TRN

Contact information: Email address, phone number,

Account information: username, password, shipping preferences

Transaction information: payment details (payment information not stored), shipment history, customs declaration.

Device/usage information: IP address, browser type, operating system and usage activity

Other information: additional information provided by customers eg. customer service inquiries

- Information usage

We utilize the information provided by our customers to facilitate a seamless shipping experience, beginning with access to our international warehouse and extending through the management of shipments and customs clearance. This data is essential for fulfilling deliveries, providing real-time tracking updates, processing payments, and issuing receipts. Furthermore, we use this information to verify identities when required, respond to customer inquiries, and ensure full compliance with our legal and regulatory obligations, all while continuously working to improve our website and the overall customer experience.

- Legal basis for processing

Consent

Fulfillment of contract

Compliance with legal obligations

Legitimate interest in providing and improving services

- Information sharing

We share customer information only as necessary to conduct business and meet legal obligations. This includes disclosures to our U.S. warehouse and logistics partners, payment processors, financial institutions, essential third-party service providers (like IT

hosting), and regulatory authorities (including Jamaica Customs). We guarantee that we do not sell or rent customer personal information for marketing purposes.

- International Transfers

Customer-provided data may be transferred, processed, and stored in locations outside of Jamaica, including jurisdictions such as the United States. We ensure that all such cross-border transfers are conducted securely and are executed in strict compliance with applicable data protection and privacy laws, maintaining the integrity and confidentiality of the data throughout the process.

- Retention of Data

Data retention periods are determined by the necessity of the records to deliver our services, the time required to satisfy legal and reporting mandates, and the need to effectively resolve disputes and enforce agreements.

- Data Security

At Arzee Express, we take data security seriously. We have implemented comprehensive physical and electronic safeguards to protect your personal information from unauthorized access and ensure it is handled responsibly across all our services.

- Cookies and website tracking

We use cookies to enhance website performance and business functionality. By using our site, you acknowledge our use of these technologies. If you prefer, you can adjust your browser settings to decline cookies, though some parts of the site may not function correctly as a result.

- Updates to this policy privacy

Arzee Express may update this policy from time to time. When changes are made, the revised version will be uploaded to our website immediately. We recommend checking this page regularly to ensure you are aware of our most current privacy practices..