

CARGO HOUSE LOGISTICS LIMITED Privacy Policy

Cargo House Logistics Limited ("we", "our", or "us") is committed to protecting your privacy and ensuring that your personal data is handled in a safe and responsible manner in compliance with the Jamaica Data Protection Act (JDPA) and other applicable privacy laws.

This Privacy Policy describes how we collect, use, store, disclose, and protect the personal information you provide when you use our website and services.

1. Who We Are

We are a Jamaican-owned shipping company that provides international package forwarding and customs clearance services. We also offer our customers access to our U.S.-based warehouse located in Sunrise, Florida, to facilitate online purchases and international shipments.

2. Information We Collect

- **Identity Information:** Full name, government-issued ID, TRN
- **Contact Information:** Email address, phone number, home or delivery address
- **Account Information:** Username, password, shipping preferences
- **Transaction Information:** Payment details (note: we do not store credit card numbers), shipment history, customs declarations
- **Device/Usage Information:** IP address, browser type, operating system, and usage activity
- **Other Information:** Additional information you provide (e.g., customer service inquiries)

3. How We Use Your Information

- Provide access to our international warehouse
- Manage shipments and customs clearance
- Fulfill deliveries and update you on packages
- Process payments and send receipts
- Verify your identity when required
- Respond to customer service inquiries

- Comply with legal and regulatory obligations
- Improve our website and customer experience

4. Legal Basis for Processing

- Your consent
- Fulfillment of a contract
- Compliance with legal obligations
- Legitimate interest in providing and improving services

5. Sharing Your Information

We may share your information with:

- Our U.S. warehouse and logistics partners
- Jamaican Customs and regulatory authorities
- Payment processors and financial institutions
- Third-party service providers (e.g., IT, hosting, support)
- Legal or regulatory bodies as required

We do not sell or rent your personal information for marketing purposes.

6. International Transfers

Your data may be transferred and stored outside Jamaica (e.g., the United States). These transfers are secured and compliant with data protection laws.

7. Data Retention

We retain data as long as necessary to:

- Provide services
- Meet legal or reporting obligations
- Resolve disputes and enforce agreements

8. Your Rights Under the JDPA

- **Access:** Request a copy of your data
- **Correction:** Fix inaccurate or incomplete data

- **Deletion:** Request data deletion in certain cases
- **Objection:** Object to specific data processing
- **Portability:** Transfer your data to another provider

9. Security of Your Data

We implement security measures to protect your personal information from unauthorized access or disclosure.

10. Cookies and Website Tracking

Our website may use cookies and tracking technologies to enhance functionality. You can disable cookies via your browser settings.

11. Updates to This Privacy Policy

We may update this policy and post the updated version on our website. Please review periodically.

12. Contact Us

If you have questions or concerns, contact us at:

Cargo House Logistics Limited

6 Annette Crescent, Kingston 10

(876) 352-2116

info@cargohouselogistics.com

cargohouselogistics.com