

CARIB COURIERS & LOGISTICS

PRIVACY POLICY

Effective Date: August 23, 2026

Contact Information

Email: caribcourierslogistics@gmail.com

Telephone: 876-572-1972

Carib Couriers & Logistics (“Carib Couriers,” “we,” “us,” or “our”) respects the privacy of our customers and is committed to handling personal information responsibly. This Privacy Policy explains what information we may collect, why we collect it, how we use it, when it may be shared, and the steps we take to protect it when you use our shipping and logistics services.

1. INFORMATION WE COLLECT

To provide our shipping and logistics services, we may collect information that is necessary to identify customers, process shipments, communicate with customers, arrange delivery, process payments, and comply with shipping and customs requirements.

The information we may collect includes:

- Customer names and recipient names.
- Telephone numbers and email addresses.
- Delivery, collection, and shipping information.
- Shipment descriptions, quantities, weights, dimensions, and declared values.
- Information relating to the contents of a shipment.
- Customs information and documentation required to clear shipments.
- Payment and transaction information necessary to confirm payment.
- Information provided when a customer submits a claim, complaint, inquiry, or service request.
- Other information reasonably necessary to provide our services or comply with legal requirements.

2. HOW WE COLLECT INFORMATION

We may collect information directly from customers when they book a shipment, contact us, provide shipment details, make a payment, request delivery, submit documentation, or communicate with us regarding our services.

We may also receive information from a person arranging a shipment on behalf of a recipient or from service providers and organizations involved in transporting, clearing, storing, or delivering a shipment.

3. HOW WE USE CUSTOMER INFORMATION

Carib Couriers uses customer information only as reasonably necessary for legitimate business, shipping, customer-service, security, and legal purposes.

Information may be used to:

- Create and process shipment bookings.
- Track and manage shipments.
- Notify customers when shipments arrive in Jamaica.
- Arrange collection or delivery.
- Contact customers about payments, shipment updates, delays, claims, or other service matters.
- Prepare shipping and customs documentation.
- Process payments and maintain appropriate business records.
- Investigate lost, damaged, delayed, or missing shipments.
- Respond to customer questions, complaints, and service requests.
- Prevent misuse, fraud, or unauthorized activity involving our services.
- Comply with applicable laws, customs requirements, government requests, and regulatory obligations.

4. SHARING OF CUSTOMER INFORMATION

Carib Couriers may need to share certain customer information with third parties when doing so is necessary to provide shipping services, process a transaction, complete customs procedures, or comply with applicable law.

Information may be shared, where necessary, with:

- Customs authorities and government agencies.
- Airlines, shipping lines, freight carriers, and transportation providers.
- Warehouses and storage facilities.
- Delivery or collection service providers.
- Customs brokers or other professionals assisting with customs clearance.
- Payment processors and financial institutions involved in processing payments.
- Other service providers directly involved in fulfilling a customer's shipment.

Carib Couriers does not intend to sell customers' personal information. Information will be shared only when reasonably necessary for legitimate business purposes, service delivery, security, or legal and regulatory requirements.

5. CUSTOMS AND INTERNATIONAL SHIPPING

International shipping may require the collection and sharing of additional information about the customer, recipient, shipment contents, and declared value. This information may be provided to customs authorities, carriers, shipping lines, or other authorized parties where necessary to process and clear a shipment.

Customers acknowledge that customs authorities and other authorized agencies may have legal powers to request, inspect, retain, or process shipment-related information in accordance with applicable laws and regulations.

6. PAYMENT INFORMATION

Customers may make payments using payment methods accepted by Carib Couriers, including local banking options and international payment services. We may retain transaction details necessary to confirm payments, reconcile accounts, maintain business records, and resolve payment disputes.

Customers should avoid sending unnecessary sensitive financial information through ordinary email or messaging channels. Only provide payment information through the payment method or instructions provided by Carib Couriers.

7. PROTECTION OF CUSTOMER INFORMATION

Carib Couriers takes reasonable administrative, technical, and organizational measures to protect customer information from unauthorized access, misuse, loss, alteration, or disclosure.

Although we take reasonable steps to protect information, no electronic communication, storage system, or method of transmission can be guaranteed to be completely secure. Customers acknowledge that information transmitted electronically may carry inherent security risks.

8. RETENTION OF INFORMATION

Carib Couriers may retain customer information for as long as reasonably necessary to provide services, maintain business and financial records, process claims, resolve disputes, comply with customs and regulatory requirements, and satisfy applicable legal obligations.

When information is no longer reasonably required for legitimate business or legal purposes, Carib Couriers may delete, securely dispose of, or anonymize it where appropriate.

9. CUSTOMER RIGHTS AND REQUESTS

Customers may contact Carib Couriers regarding personal information that we hold about them. Where applicable and subject to legal requirements, customers may request that inaccurate information be corrected or ask questions about how their information is being used.

Requests may be made using the contact information provided in this Privacy Policy. Carib Couriers may need to verify the identity of the person making a request before providing or changing personal information.

10. CHILDREN'S INFORMATION

Our services are intended to be arranged by adults or persons legally able to enter into a shipping transaction. We do not intentionally collect personal information from children for purposes unrelated to providing a requested shipping service. If information concerning a child is required for a legitimate shipment or delivery, it should be provided only when necessary and by an appropriate parent, guardian, or authorized person.

11. CUSTOMER COMMUNICATIONS

Carib Couriers may use the contact information provided by customers to communicate about shipments, payments, delivery, collection, claims, service issues, and other matters directly related to the customer's use of our services.

Customers should ensure that their telephone numbers, email addresses, and other contact details remain accurate so that important shipment notices can be delivered.

12. THIRD-PARTY WEBSITES AND SERVICES

If Carib Couriers provides links to third-party websites, payment platforms, or other external services, those services may have their own privacy policies and terms. Carib Couriers is not responsible for the privacy practices of independent third-party services. Customers should review the privacy policies of those services before providing personal information.

13. CHANGES TO THIS PRIVACY POLICY

Carib Couriers & Logistics may update or revise this Privacy Policy from time to time to reflect changes in our services, business practices, technology, legal requirements, or the way we handle customer information.

The updated Privacy Policy will include a revised effective date. Customers are encouraged to review the Privacy Policy periodically to remain informed about how their information is handled.

Continued use of Carib Couriers' services after an updated Privacy Policy becomes effective constitutes acknowledgment of the revised policy, to the extent permitted by applicable law.

14. CONTACT US

Customers who have questions, concerns, or requests regarding this Privacy Policy or the handling of their personal information may contact Carib Couriers & Logistics using the following information:

Carib Couriers & Logistics

Email: caribcourierslogistics@gmail.com

Telephone: 876-572-1972

15. CUSTOMER ACKNOWLEDGMENT

By using Carib Couriers & Logistics' shipping and logistics services, customers acknowledge that they have had an opportunity to review this Privacy Policy and understand how their information may be collected, used, stored, and shared as described above.