

# PRIVACY POLICY

## PRIVACY POLICY

Effective Date: May 26, 2025

Company Name: Firstcall Express Shipping and Personal Shopping

Registered Address: Main Street Hopewell Hanover Jamaica

Contact Email: firstcallexpressshippingandps@gmail.com

At Firstcall Express Shipping and Personal Shopping, we respect your privacy and are committed to protecting your data. This Privacy Policy outlines how we collect, use, store, and share your information when you use our shipping and courier services in Jamaica.

### **1. Information We Collect**

We may collect the following information:

Full name, address, and contact information

Government-issued ID (where required)

Billing and payment information

Package content description (as required by customs)

Tracking, delivery, and pickup records

Communication with our staff (calls, emails, messages)

### **2. Purpose of Data Collection**

Your information is used strictly for:

- Shipping, delivery, and tracking of packages
- Customs clearance and legal compliance
- Customer service and support
- Internal record-keeping
- Payment processing
- Fraud prevention and risk assessment

- Service improvement and analysis

### **3. Sharing of Information**

We may share your information with:

Customs and regulatory bodies (to comply with Jamaican laws)

Third-party logistics providers or agents involved in package handling

Payment processors to complete transactions

Law enforcement if legally required

We do not sell or rent your data to third parties for marketing or advertising.

### **4. Data Retention**

We retain customer data for up to 7 years, or as required by Jamaican law for auditing and customs compliance. After this period, your data is securely deleted.\

### **5. Customer Rights**

You have the right to:

Request access to the personal data we hold about you

Request corrections to inaccurate data

Request deletion (where applicable and not in breach of law)

Withdraw consent to use your data (where consent was required)

Requests must be made in writing to [Insert Email], and by doing so you automatically forfeit the right to use our service/platform.

### **6. Security Measures**

We take reasonable measures to protect your information from unauthorized access, loss, or misuse, including:

Secure, password-protected systems

Staff confidentiality agreements

Restricted internal access based on job roles

Regular system and data audits

### **7. Limitations & Legal Exemption**

While we prioritize privacy and security, Firstcall Express Shipping and Personal Shopping is not liable for:

Data loss due to force majeure or hacking by third parties

Delays or loss caused by customs, delivery partners, or inaccurate customer data

Legal or regulatory disclosures as required under Jamaican law

## **8. Minors**

We do not knowingly collect information from minors under the age of 18 without consent from a parent or guardian.

## **9. Cookies & Website Use**

If using our website or mobile services, we may collect browsing data (cookies, IP addresses) for analytics and service performance. You can opt out via browser settings.

## **10. Policy Updates**

We may update this Privacy Policy periodically. The most current version will be available on our website or upon request. Continued use of our services implies acceptance of any updates.

## **11. Contact Us**

For any questions or privacy-related concerns, please contact us at:

1(876)863-4961

By using our services, you consent to this Privacy Policy.