

# Courier Services Privacy Policy

Effective October 14, 2026 | Customer, sender and recipient information | Draft for verification before publication

## 1. Who we are and what this policy covers

GENXCEL LLC ("GENXCEL," "we") provides package receiving, sorting, consolidation and international forwarding services from Doral, Florida. This policy describes how we may collect, use, disclose and protect personal information about shipping customers, senders, recipients and visitors who interact with our website and related courier services. It does not describe the independent privacy practices of retailers, airlines, customs authorities or final-mile carriers.

## 2. Information we collect

Depending on the service, information may include: customer name, business name, account number, email, telephone, physical delivery or billing address; sender and recipient details; retailer receipts and invoices; package contents, value, weight, tracking and customs documents; transaction and billing records; customer-support communications; and identity or authorization documentation when reasonably needed for lawful shipment, collection or fraud prevention. If a website or online account collects IP addresses, device identifiers, cookies or analytics data, those practices should be disclosed and any required choices offered. This draft does not assume GENXCEL deploys a particular analytics tool.

## 3. Where information comes from

We may receive information directly from customers or recipients, from online registration and support requests, from merchants and delivery firms tendering packages, and from logistics and customs partners generating status updates. Customers who provide recipient information should provide only information necessary for the shipment and, where required, notify the recipient.

## 4. How information is used

We use relevant information to identify and receive packages; consolidate and dispatch shipments; communicate status and charges; verify authorized pickup or delivery; prepare shipping and customs documentation; process legitimate payments; prevent loss, fraud and misuse; respond to claims and customer questions; maintain business and tax records; enforce lawful service terms; and satisfy customs, sanctions, tax, legal and safety requirements.

## 5. Sharing and international transfers

When necessary for a shipment, personal and shipment information may be shared with carriers, destination couriers, warehouses, customs brokers, customs and other government authorities, payment processors, and technology or customer-support providers acting for us. Information may cross borders, including to the shipment destination, where legal privacy protections may differ. We may also disclose information when required by law, to investigate threats or wrongdoing, or in connection with a lawful business transaction subject to appropriate protections. We do not claim that data is never shared; operational disclosures are integral to international shipping.

## 6. Marketing and communications

Shipment notices, confirmations and service messages are separate from marketing. GENXCEL should send promotional email or text messages only when it has a valid legal basis and any consent required by applicable law, and must honor available opt-out methods. Customers may request to stop marketing through the message instructions or by emailing the contact below. Unsubscribing from promotions may not stop essential shipment notifications.

## 7. Cookies and website tools

The website may use technologies needed for security, sessions, forms or preferences. If GENXCEL uses nonessential analytics, advertising pixels, targeted ads or third-party cookies, GENXCEL should identify those categories, their purposes and applicable controls in a website-specific notice before deployment. Browser settings may limit certain cookies. Do not treat this paragraph as confirmation that any particular tool is in use.

## 8. Retention and disposal

We keep personal data for as long as reasonably needed to complete services, handle claims, fulfill customs and tax obligations, protect legitimate legal interests and comply with binding retention periods. Retention varies by record type and jurisdiction. When no longer needed, information should be securely deleted, anonymized or disposed of in accordance with applicable law and operational capabilities. Specific retention durations must be confirmed internally before publication.

## 9. Security

We use or should implement reasonable administrative, technical and physical measures proportionate to the sensitivity of information, including role-based access, appropriate authentication, employee training, service-provider oversight and secure disposal. No transmission or storage method is entirely risk-free. We will investigate suspected incidents and notify affected persons or regulators when legally required, including applicable Florida breach-notification requirements.

## 10. Your choices and privacy requests

Subject to applicable law and verification, individuals may request access to personal data, correction of inaccurate information, deletion where permitted, or information about the data relating to them. Certain data may need to be retained to fulfill a shipment, legal duty, dispute or fraud-prevention requirement. Send requests to the email below, describing your relationship to GENXCEL. We will review requests and respond under applicable requirements. Additional jurisdiction-specific rights and appeal methods will be supplied if legally required.

## 11. Children

GENXCEL courier accounts and services are intended for adults or businesses acting through authorized adults. We do not intentionally solicit personal information directly from children under 13 through our services. If you believe a child has supplied such data without appropriate authorization, contact us to evaluate deletion or other lawful action.

## 12. Third-party services and destinations

External websites, retailers, carriers, customs services, processors and destination agents may have their own policies. Their handling of information outside GENXCEL control is governed by their terms and applicable law. GENXCEL will assess processors and sharing arrangements appropriate to the service.

### **13. Policy changes**

We may change this policy to reflect services, vendors, technology and legal requirements. We will update the effective date and provide additional notice or request consent when required. Material changes should be reviewed internally before they take effect.

### **14. Contact**

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