



PRIVACY POLICY

Privacy Policy – Kargo Kourier

Last Updated: April 16, 2026

1. Who We Are

Kargo Kourier provides pickup, delivery, and logistics coordination services in Jamaica. We partner with third-party warehouse operators to receive, store, and pack orders before delivery.

2. Information We Collect

To fulfill your shipments, we collect:
Contact Details: Name, phone number, email, pickup/delivery addresses
Order Details: Item descriptions, quantities, declared value, special delivery instructions
Payment Info: Billing details and transaction records. We do not store full card numbers.
Tracking Data: Delivery timestamps, driver GPS location during active deliveries, and signature/proof of delivery
Communications: Messages sent to our support team via phone, WhatsApp, or email

3. How We Use Your Information

Process and deliver your packages
Coordinate with our warehouse partners for storage, picking, and packing
Provide tracking updates and customer support
Process payments and prevent fraud
Comply with legal obligations, including customs and tax requirements
Improve our services and resolve disputes

4. Sharing With Third Parties

We only share your data where necessary to complete your shipment:
*Warehouse Operator *: We share consignee name, address, phone, and order contents so they can store, pick, and pack your items. They are contractually required to protect your data and use it only for fulfillment.
Payment Processors: To securely process transactions
Customs/Government Authorities: When required by law for cross-border shipments
IT & SMS Providers: To send tracking notifications and host our systems
[Name] We do not sell your personal data to marketers.

5. Data Retention

We keep order and delivery records for 7 years to meet tax, audit, and liability requirements. Tracking data and support messages are kept for 24 months. You may request earlier deletion unless we're legally required to keep it

6. International Transfers

If our warehouse operator or cloud providers store data outside Jamaica, we ensure appropriate safeguards are in place under applicable data protection standards

7. Your Rights

You may request to:
Access the personal data we hold about you
Correct inaccurate information
Delete your data, subject to legal retention requirements
Opt out of marketing messages

Email requests to: logistics@kargokourier.com

8. Security

We use encryption, access controls, and staff training to protect your data. While no system is 100% secure, we and our warehouse partners take reasonable steps to prevent unauthorized access, loss, or misuse.

9. Cookies & Website

Our website uses essential cookies for login and cart functions, and analytics cookies to improve service. You can disable cookies in your browser settings.

10. Children's Privacy

Our services are not directed to persons under 18. We do not knowingly collect data from children.

11. Changes to This Policy

We may update this policy as our operations change. The current version will always be posted at [your website URL] with the "Last Updated" date.

12. Contact Us

For privacy questions or requests, contact:

Kargo Kourier

[Rhyne Park, Montego Bay, St. James, Jamaica]

Email: logistics@kargokourier.com

Phone: 876-281-2788