



PRIVACY POLICY

Effective date: October 22, 2026

Business: Logistics Guru | **Service:** USA-to-Jamaica express shipping

1. Introduction

Logistics Guru respects the privacy of our customers and is committed to protecting personal information entrusted to us. This policy explains how we collect, use, share, retain, and safeguard information when you register, visit our website, or use our USA-to-Jamaica shipping services.

2. Information We Collect

We may collect your full name, telephone number, email address, residential or delivery address, identification details when required, account and referral information, package descriptions, invoices, shipment and tracking details, payment records, and communications with us. We may also collect technical website information needed for functionality and security.

3. How We Use Information

We use information to create and administer accounts; identify, process, track, and release shipments; notify customers about packages; verify identity and ownership; process payments; maintain business records; investigate concerns; administer legitimate loyalty and referral programs; comply with customs and other legal requirements; and improve our services.

4. Information Sharing

We do not sell customer personal information. We may share information, as reasonably necessary, with our US warehouse and shipping partners, airlines and delivery providers, customs and other lawful authorities, payment processors, website service providers, and professional advisers. Where required, we will take appropriate steps to protect information shared with service providers or transferred across borders.

5. Information Security

We use reasonable organizational and technical safeguards to protect customer information against unauthorized access, loss, alteration, or disclosure. Access is limited to personnel and service providers with a legitimate need. Customers should keep account credentials private and promptly report suspected unauthorized account activity. No system can guarantee absolute security.

6. Data Retention

We retain information only as long as necessary for shipping services, accounting, legal compliance, dispute resolution, and other legitimate purposes. When information is no longer required, it will be securely deleted, anonymized, or disposed of as appropriate.

7. Your Privacy Rights

Subject to applicable Jamaican law, you may request access to personal information we hold about you, correction of inaccurate data, and deletion or restriction where legally available. You may object to certain processing or withdraw consent where consent is the lawful basis. We may verify identity before responding and may retain records where required by law.

8. Customer Communications and Marketing

We may contact you about registration, package arrivals, payment matters, and important service updates. Optional promotional messages will be managed in accordance with applicable law and customer preferences. You may request to opt out of promotional communications without affecting essential shipment notices.

9. Website Cookies and Third-Party Services

Our website may use cookies or similar technologies for login, security, and site performance. Where legally required, we will provide information and choices for non-essential cookies. Third-party services may operate under their own privacy policies.

10. Children and Account Accuracy

Customers must provide accurate registration details. If we learn that personal information was collected from a child without any consent required by law, we will take appropriate steps to address it.

11. Changes to This Policy

We may revise this policy to reflect legal, technical, or operational changes. The current version and its effective date will be available through our website.

12. Contact and Privacy Requests

For privacy questions or requests, contact Logistics Guru, Linstead, St. Catherine, Jamaica. Telephone: 876-317-8439. Website: www.lgxhq.com. Please identify your request clearly so our team can assist you.

Notice: By using our services, you acknowledge that this Privacy Policy has been made available to you. This policy is not a substitute for any separate consent required by applicable law.