

# **Privacy Policy**

At Solace Logistics, we take your privacy seriously. This policy explains what personal information we collect, how we use it, and how we protect it.

## **What We Collect**

When you sign up, request services, or communicate with us, we may collect:

- Your name, phone number, and email
- Shipping and billing addresses
- Package-related details
- Government-issued ID (if required for customs)
- Payment or transaction information

## **How We Use Your Information**

Your personal data helps us:

- Process and fulfill shipments or personal shopping requests
- Communicate with you about your order
- Provide updates or tracking information
- Verify your identity if needed
- Comply with customs and legal requirements
- Improve our services and customer support

## **How Your Information Is Shared**

We do not sell your personal information. We may share your information with trusted third parties only when necessary to:

- Process your packages at the warehouse
- Meet customs, import/export, or legal obligations
- Process payments securely via verified payment providers

- Support customer service operations or technical services

## **Data Protection & Storage**

We use appropriate security measures to protect your data from loss, misuse, or unauthorized access. These include:

- Limited access to personal data
- Encrypted communications where applicable
- Secure data storage and backups

We retain your information only as long as needed to fulfill our services or meet legal obligations.

## **Your Rights**

You have the right to:

- Request access to your personal data
- Ask for corrections to inaccurate information
- Request deletion of your data, where legally permitted
- Withdraw consent for communications or data use (where applicable).

To exercise these rights, please email [solacelogistics3@gmail.com](mailto:solacelogistics3@gmail.com).

## **Changes to This Policy**

We may update this Privacy Policy occasionally to reflect changes in our services or legal obligations. If we do, we'll update the effective date above.

By continuing to use our services after any updates, you agree to the revised policy.