



PRIVACY TERMS AND AGREEMENT

Effective Date: **March 1, 2025**

This Privacy Terms and Agreement ("Agreement") is entered into by and between **Sutherland Freight and Logistics LLC** ("we," "our," "us," or "Company"), a company incorporated and existing under the laws of Jamaica and the United States, and the individual or entity ("Client" or "User") who signs up for our services on the **Sutherland Freight and Logistics** platform ("Platform"). By signing up and using our services, you agree to the collection, use, and processing of your personal data as described in this Agreement.

Please read this Privacy Terms and Agreement carefully before using our Platform or submitting any personal information.

1. Information We Collect

We collect personal and transactional data necessary to provide our freight forwarding and logistics services. The types of information we may collect include:

- **Personal Information:**
 - Name (first and last)
 - Email address
 - Phone number
 - Physical address (shipping, billing, or business address)
 - Payment details (credit/debit card information, billing information)
- **Shipping and Transaction Information:**
 - Shipment details (e.g., package size, weight, destination)
 - Order and payment history, tracking information, and shipment status
 - Communication and customer service records
- **Device and Usage Information:**
 - IP address
 - Device type, browser type, and operating system
 - Usage data (pages visited, clicks, etc.) and cookies
 - Location data (if enabled)



2. How We Use Your Information

We use the collected information for the following purposes:

- **Service Provision:** To process your shipments, manage orders, and provide tracking and delivery updates.
- **Billing and Payment Processing:** To handle payment transactions and invoicing for services rendered.
- **Communication:** To send transactional messages (e.g., order confirmations, shipment updates) and promotional content (if opted-in).
- **Improving Services:** To enhance the functionality, security, and overall user experience of our Platform.
- **Legal Compliance:** To fulfill our obligations under applicable law, including customs, tax, and regulatory requirements.

3. How We Protect Your Information

We take reasonable and appropriate measures to safeguard your personal information from unauthorized access, alteration, disclosure, or destruction. These measures include encryption, secure servers, and access controls. While we strive to protect your data, please note that no method of internet data transmission is completely secure, and we cannot guarantee 100% security.

4. Sharing Your Information

We will not sell your personal data to third parties. We may share your personal data in the following circumstances:

- **Service Providers:** We may share your information with third-party vendors who help us process shipments, payments, and other essential services.
- **Legal Compliance:** We may disclose your information to comply with legal obligations, such as customs regulations, tax laws, or in response to a valid legal request (e.g., subpoenas or court orders).
- **Business Transfers:** In the event of a merger, acquisition, or sale of assets, your information may be transferred to the new owners.

5. Cookies and Tracking Technologies

We use cookies and similar tracking technologies to enhance your experience on our Platform. These technologies help us:

- Remember your preferences and login details
- Analyze trends and improve the Platform's functionality



- Monitor the effectiveness of advertising campaigns

You can control cookies through your browser settings; however, disabling cookies may affect the functionality of the Platform.

6. Data Retention

We will retain your personal data for as long as necessary to fulfill the purposes outlined in this Agreement or as required by law. When your data is no longer needed, we will securely delete or anonymize it.

7. Your Rights Regarding Personal Data

Depending on your jurisdiction, you may have the following rights regarding your personal data:

- **Access:** You can request to view the personal data we hold about you.
- **Correction:** You can request to update or correct inaccurate or incomplete data.
- **Deletion:** You can request the deletion of your personal data, subject to legal and contractual obligations.
- **Opt-Out:** You can opt out of receiving marketing communications at any time by following the "unsubscribe" instructions or by contacting us directly.

To exercise these rights, please contact us at sutherlandfandl@gmail.com.

8. Children's Privacy

Our Platform is not intended for use by children under the age of 18. We do not knowingly collect personal information from children. If we learn that we have inadvertently collected data from a child, we will promptly delete it.

9. International Data Transfers

As we operate in both Jamaica and the United States, your personal data may be transferred and processed in these countries and other jurisdictions. By using our services, you consent to the transfer of your personal data to these jurisdictions, which may have different data protection laws than your country of residence.

10. Changes to This Privacy Agreement

We reserve the right to update or modify this Privacy Terms and Agreement at any time. If we make material changes, we will notify you via email or by posting an updated version on the Platform. The "Effective Date" at the top of this Agreement will reflect the most recent update.

11. Contact Information

If you have any questions, concerns, or requests regarding this Privacy Terms and Agreement, or if you wish to exercise your rights regarding your personal data, please contact us:

Sutherland Freight and Logistics LLC

Email: sutherlandfandl@gmail.com

Phone: +1 876-238-1678

Address: 1383 NW 65th Ave, Plantation, Florida 33313, USA

By signing up and using the services on our Platform, you acknowledge that you have read, understood, and agreed to this Privacy Terms and Agreement.

This Privacy Terms and Agreement now includes the provided contact details and is customized for your freight forwarding company. Please review and consult with a legal professional to ensure full compliance with data protection laws in both Jamaica and the United States.

