

## **Privacy Policy – Xiah logistics Effective Date: March 8, 2026**

Xiah logistics (“we”, “us”, “our”) operates <https://www.xiahlogistics.com> and provides package forwarding, mail forwarding and customs clearance services from the United States to Jamaica and other countries.

We are committed to protecting your personal information in line with Jamaica’s Data Protection Act, 2020.

### **1. What personal information we collect**

When you register, use our service or contact us we may collect:

- Your full name
- Email address
- Phone number
- Shipping addresses (US forwarding address, Jamaican delivery address, return address)
- Account / Mailbox number
- Payment details (handled securely by our payment provider)
- Customs documents (invoices, declared values, permits or IDs when required by law)
- Information you send us in support messages or chats

We also automatically collect:

- IP address
- Browser and device type
- Pages you visit and when

### **2. Why we collect and use your information**

We use your information to:

- Create and manage your account
- Receive, store, forward and deliver your packages
- Prepare and submit customs declarations when required
- Process payments
- Provide customer support
- Prevent fraud and prohibited items
- Comply with Jamaican and international customs, tax and shipping laws
- Improve our website and service

We only collect and use what is necessary for these purposes.

### **3. Who we share your information with**

We share your information only when necessary:

- With shipping carriers and warehouses
- With customs brokers and customs authorities (Jamaica Customs, US CBP, etc.)
- With our payment processor (for payments only)
- With trusted IT/service providers who help run our systems (they must protect your data)

We never sell your personal information.

### **4. International transfers**

Your data may be processed in the United States (where our warehouse is located) and other countries. We use appropriate safeguards to protect your information during these transfers.

### **5. How long we keep your information**

We keep your information only as long as needed:

- While your account is active
- For customs and tax records – usually up to 7 years (as required by law)
- For support tickets – usually 1–2 years after resolution

After that we securely delete or anonymize it.

### **6. How we protect your information**

We use industry-standard security measures including:

- Encryption where appropriate
- Access controls
- Regular security checks
- Staff training

No system is 100% secure, but we take reasonable steps to protect your data.

## **7. Your rights under Jamaican law**

You have the right to:

- See the personal information we hold about you
- Ask us to correct inaccurate information
- Ask us to delete information when it is no longer needed
- Object to certain uses of your information
- Ask us to restrict processing in some cases

To exercise any of these rights, email us at [info@xiahlogistics.com](mailto:info@xiahlogistics.com) We will usually respond within 30 days and may ask you to confirm your identity.

You can also complain to the Office of the Information Commissioner (OIC) of Jamaica if you believe we have not handled your data correctly.

## **8. Cookies**

We use cookies to make the website work properly, keep you logged in, and understand how people use the site. You can manage cookies through your browser settings.

## **9. Children**

Our service is not for people under 18 years old. We do not knowingly collect information from children under 18.

## **10. Changes to this policy**

We may update this policy from time to time. We will post the new version on the website and, for major changes, send you an email or show a notice on the site.

## **11. How to contact us**

Questions or requests? Email: [info@xiahlogistics.com](mailto:info@xiahlogistics.com) Website: <https://www.xiahlogistics.com>

This Privacy Policy is governed by the laws of Jamaica.

Thank you for trusting Xiah logistics with your packages and your information