

# FLY PARCELS JA

## Courier & Freight Forwarding Services

Jamaica's Premier "Final Mile" Logistics Provider

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## Privacy Policy

Last Updated: May 2026

Fly Parcels JA ("the Company," "we," "us," or "our") is committed to protecting the privacy and security of your personal data. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you use our shipping portal, website, and courier services.

By registering an account and utilizing our logistical network, you agree to the collection and use of information in accordance with this policy.

### 1. INFORMATION WE COLLECT

To provide efficient freight forwarding and "final mile" logistics services, we collect several types of information:

- **Personal Identification Information:** Name, email address, phone number, delivery/billing address, and government-issued identification numbers (required for Jamaica Customs clearance processing).
- **Account Identifiers:** Your unique system-generated account code (e.g., FPJA-XXXX).
- **Package & Transaction Data:** Merchant invoices, tracking numbers, item descriptions, values, weights, and shipping histories.
- **Payment Information:** Payment methods, billing details, and transaction receipts (all digital payments are processed securely through our authorized payment gateways).

### 2. HOW WE USE YOUR INFORMATION

We process your personal data to fulfill our service commitments to you, including:

- Managing and maintaining your active FPJA customer account and dashboard.
- Facilitating international freight transportation and warehousing at our Florida facility.
- Acting as your authorized agent to coordinate customs clearance, duty calculations, and tax assessments with Jamaica Customs.
- Sending automated real-time status notifications (e.g., package arrival alerts, invoice requests, and delivery schedules).
- Processing payments, resolving customer support disputes, and preventing fraudulent activity.

### 3. SHARING AND DISCLOSURE OF INFORMATION

We do not sell your personal data. We only share your information with trusted third parties strictly necessary to execute our shipping and logistics services:

- **Customs Authorities:** Data, commercial invoices, and identification are shared directly with Jamaica Customs and regulatory bodies to comply with legal import/export obligations.
- **Logistics & Transport Partners:** Airfreight carriers, cargo handlers, and warehouse operators who assist in transporting packages from the United States to Jamaica.
- **Service Providers:** Trusted software, database management, and payment gateway providers that host our online portal infrastructure.
- **Legal Compliance:** We may disclose information if required by law, subpoena, or government enforcement agencies to protect against illegal transit or fraud.

#### 4. DATA SECURITY

The security of your data is a top priority. We implement robust electronic, administrative, and physical security measures—including SSL encryption on our online portal—to protect your personal information from unauthorized access, alteration, disclosure, or destruction. However, please note that no method of transmission over the Internet or electronic storage is 100% secure.

#### 5. DATA RETENTION & STORAGE FEES IMPACT

We retain your personal and transaction information for as long as your account remains active or as required by customs law and tax regulations. Please note that documentation linked to unclaimed packages is held in accordance with our storage and abandonment terms (unclaimed items attract a daily fee after 14 days and face disposal after 30 days).

#### 6. YOUR RIGHTS AND ACCESS

You can log in to your FPJA online portal at any time to view, update, or correct your profile information, contact numbers, and delivery preferences. It is your responsibility to ensure your profile details and invoice uploads match your legal shipping documentation to avoid customs clearance delays.

#### 7. CHANGES TO THIS PRIVACY POLICY

Fly Parcels JA reserves the right to update or change this Privacy Policy at any time. Any changes will be posted directly within this online portal or on our official website with an updated revision date. Your continued use of our services after updates constitute your acknowledgment and acceptance of the modified policy.

#### 8. CONTACT US

If you have any questions or concerns regarding this Privacy Policy or how your data is handled, please reach out to us directly through the support ticket system on your portal dashboard.

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**Fly Parcels JA 2026. All Rights Reserved.**

*Your privacy is our priority. Thank you for choosing us as your trusted logistics partner.*