

Effective Date: [March 13, 2026]

RoyalShipz Couriers (“we,” “us,” or “our”) is committed to protecting your privacy and safeguarding your personal data in compliance with the Data Protection Act, 2020 (the “DPA”) and other applicable Jamaican laws. This Privacy Policy explains how we collect, use, disclose, and protect your personal information.

This policy applies to all individuals who interact with our services, including senders, recipients, customers, employees, and third-party partners. It covers data processed through our website, physical locations, mobile applications, or any other channels. We may provide additional privacy notices for specific services or interactions.

If you do not agree with this Privacy Policy, please refrain from providing personal data or using our services.

1. Our Commitment to Your Privacy

We respect your privacy rights and are dedicated to processing personal data fairly, lawfully, and transparently. In accordance with the DPA, we adhere to the following principles:

- **Fairness and Lawfulness:** Processing personal data in a fair, lawful manner.
- **Purpose Limitation:** Using data only for specified and legitimate purposes.
- **Data Minimization:** Collecting only the personal data necessary for the intended purpose.
- **Accuracy:** Keeping personal data accurate and up to date.
- **Storage Limitation:** Retaining data only as long as necessary or legally required.
- **Data Subject Rights:** Respecting your rights under the DPA.
- **Security:** Protecting personal data against unauthorized access, disclosure, or misuse.

2. Types of Personal Data We Collect

We collect personal data necessary to provide courier and related services. Types of personal data may include:

1. **Personal Identifiers:** Full name, date of birth, gender, and identification details (e.g., driver's license, passport, or TRN).
2. **Contact Information:** Email address, phone number, and residential or delivery addresses.
3. **Payment Information:** Credit/debit card details, bank account information, or other financial data necessary for transactions or refunds.
4. **Service-Related Data:** Package contents, tracking numbers, delivery instructions, and signatures or proof of delivery.
5. **Employment or Partner Data:** For employees or subcontractors, employment history, qualifications, and contact information.
6. **Sensitive Personal Data:** Only collected where necessary, e.g., health information related to package contents or accessibility needs, with explicit consent or where legally required.
7. **Automatically Collected Data:** IP address, device type, browser information, and usage data collected through our website, mobile apps, or cookies (see Section 8).

We only collect sensitive personal data when strictly necessary and with appropriate safeguards.

3. How We Collect Your Personal Data

1. **Directly from You:** When you create an account, request a quote, track a package, contact customer support, participate in surveys, or apply for employment.

2. indirectly:

- From third parties, including business partners, credit agencies, or public authorities (e.g., customs).
- Automatically via our website, mobile applications, or security systems (e.g., cookies, CCTV for facility safety).

4. How We Use Your Personal Data

We process personal data only for specified, lawful purposes, including where necessary for contract performance, legal obligations, legitimate interests, or your consent. Key purposes include:

- Performing and fulfilling courier services (e.g., pickup, delivery, tracking).
- Providing customer service and communication (e.g., updates, notifications, queries).
- Processing payments and refunds.
- Complying with legal obligations (e.g., customs declarations, tax reporting).
- Improving services and operational efficiency.
- Security and fraud prevention (e.g., identity verification).
- Marketing and promotional communications, only with your consent (opt-out available at any time).
- Internal operations such as auditing, employee management, and recordkeeping.

We will not process your data in ways incompatible with these purposes without informing you.

5. Sharing Your Personal Data

We may share personal data when necessary and legally permitted. We do not sell or rent your data. Recipients may include:

1. Within Our Organization: Employees or departments on a need-to-know basis.
2. Service Providers: Subcontractors, logistics partners, IT vendors, or payment processors (under contracts ensuring DPA compliance).
3. Authorities: Law enforcement, customs, or regulatory bodies for compliance or investigation purposes.
4. Third Parties: During business transfers (e.g., mergers or acquisitions) or with your consent.

We limit sharing to what is strictly necessary and require recipients to maintain equivalent data protection standards.

6. Security of Your Personal Data

We implement appropriate technical and organizational measures to protect your personal data against unauthorized access, loss, alteration, or disclosure. While we strive to safeguard your data, no system is completely secure.

7. Retention of Personal Data

We retain personal data only as long as necessary for the purposes outlined in this policy, or as required by law (e.g., up to seven years for financial records under tax laws). After this period, personal data will be securely deleted or anonymized.

8. Cookies and Tracking Technologies

Our website uses cookies and similar technologies to enhance functionality (e.g., session management) and analyze usage patterns (e.g., Google Analytics).

- Strictly Necessary Cookies: Required for core website functionality.
- Performance Cookies: Help us analyze site usage to improve services.

You can manage or disable cookies via your browser settings.

9. Your Rights Under the DPA

You have rights regarding your personal data, including:

1. Access: Request confirmation and details of personal data processing.
2. Rectification: Correct inaccurate or incomplete data.
3. Erasure: Request deletion in certain circumstances (e.g., data no longer needed).
4. Objection: Object to processing based on legitimate interests or for marketing purposes.
5. Restriction: Restrict processing while disputes are resolved.
6. Withdraw Consent: Withdraw consent where processing relies on it.
7. Automated Decisions: Object to solely automated decisions with significant effects.

To exercise your rights, please contact us using the details in Section 11.

10. Changes to This Privacy Policy

We may update this Privacy Policy to reflect changes in practices or laws. Updates will be posted on our website with an effective date. Significant changes will be communicated via

email or prominent notice. Continued use of our services constitutes acceptance of the revised policy.

11. Contact Information

For questions about this Privacy Policy or your personal data:

Email: royalshipzcouriers@gmail.com

Phone: 875-389-8883