

# Privacy Notice

**Last update: 17 October 2018**

We at Noroc Express LTD, along with our subsidiaries and affiliates, respect your concerns about privacy.

This Privacy Notice describes the types of personal information we collect about consumers, how we may use the information and with whom we may share it. The notice also describes the measures we take to safeguard the personal information. In addition, we tell you how you can ask us to (i) access or change the personal information we maintain about you, (ii) withdraw consent you previously provided to us, (iii) refrain from sending you certain communications, and (iv) answer questions you may have about our privacy practices. This notice does not apply to The Noroc Express LTD or any other retail location. This Notice does not apply to any subsidiary or affiliate of Noroc Express LTD that maintains its own privacy notice, including Noroc Express LTD or any other retail location.

Our privacy practices may vary among the countries or territories in which we operate to reflect local practices and legal requirements.

## Information We Obtain

We may obtain consumer personal information (such as name, contact details and payment information) in connection with various activities such as (i) use of the Noroc Express LTD websites and applications, (ii) shipping activities, including delivery and pick-up of shipments, (iii) requests to track shipments or answer questions, (iv) events in which we participate, (v) promotions and other offers, and (vi) calls placed with customer service and accounting centres which may be recorded.

The types of personal information we may obtain include:

- Individual and business contact information (such as name, company name, physical address, email address and telephone or fax number)
- Shipping information (such as (i) shipping-related contact details like the sender's, and consignee's and/or neighbor's name, physical address, email address and telephone number, (ii) signature for proof of delivery, (iii) Noroc Express LTD account number, and (iv) information given to us that helps us access locations to which we provide service) and information provided to us regarding the content of certain shipments, but only to the extent an identifiable person can be linked to such content.
- Information that enables us to verify an individual's identity
- Names, email addresses and telephone numbers of others to whom we are asked to send information
- Information provided in response to surveys
- Username, password and other credentials used to access Noroc Express LTD products and services

- Social media handles, content and other data posted on our official social media pages or elsewhere on the Internet (such as other public locations), and information (such as email address and other information you allow to be shared) we obtain through Noroc Express LTD-related social media apps, tools, widgets and plug-ins (including third-party login services such as "Login with Facebook")
- The geographic location of your mobile device if you use certain features of our apps
- Payment information (including payment card details or online payment services number and invoicing address) and financial information (such as bank account numbers)
- Tax identification number in circumstances in which you request products or services for which this information is required, or in connection with certain promotions or prize draws
- Other personal information that may be provided to us to obtain a Noroc Express LTD product or service

We also receive consumer personal information from our customers in order to perform services. We may receive personal information from third parties, including public databases, social media platforms, or third-party partners such as analytics or marketing providers.

When we pick up or deliver a shipment or provide other services, we may obtain physical location data. This includes, for example, data identifying the actual location of a physical address using information such as GPS data, geocodes, latitude and longitude information, and images of the various locations.

In addition, when you visit our websites, use our apps, or interact with Noroc Express LTD -related tools, widgets or plug-ins, we may collect certain information by automated means, such as cookies and web beacons. The information we collect in this manner includes IP address, unique device identifier, browser characteristics, device characteristics, operating system, language preferences, referring URLs, information on actions taken, and dates and times of activity. A "cookie" is a text file that websites send to a visitor's computer or other Internet-connected device to uniquely identify the visitor's browser or to store information or settings in the browser. A "web beacon" also known as an Internet tag, pixel tag or clear GIF, links web pages or apps to web servers and may be used to transmit information back to a web server. Through these automated collection methods, we obtain and store "clickstream" data to tell us usage patterns. We may link certain data elements we have collected through automated means, such as your browser information, with other information we have obtained about you to let us know, for example, whether you have opened an email we sent to you. We also may use third-party analytics tools that collect information about visitor traffic on our websites or apps. Your browser may tell you how to be notified when you receive certain types of cookies or how to restrict or disable certain types of cookies. Please note, however, that without cookies you may not be able to use all the features of our websites or apps. Both we and others (such as our advertising networks) may collect personal information about our visitors' online activities, over time and across third-party websites, when using our websites and apps.

The providers of third-party apps, tools, widgets and plug-ins on our websites and apps, such as Facebook "Like" button, also may use automated means to collect information regarding your interactions with these features. This information is subject to the privacy policies or notices of these providers.

# How We Use The Information We Obtain

We may use the information we obtain to:

- Pick up, deliver and track shipments
- Provide products and services you request (such as logistics, supply chain management, customs clearance and brokerage services, and financial services)
- Process and collect payments
- Provide customer support and respond to and communicate with you about your requests, questions and comments
- Send you tracking updates (from Noroc Express LTD and/or our business partners) and help you select convenient delivery options
- Establish and manage your Noroc Express LTD account
- Offer you products and services we believe may interest you
- Communicate about, and administer your participation in, special events, programs, surveys, contests, prize draws and other offers or promotions
- Enable you to post on our blogs and interact with Noroc Express LTD through social media
- Send information to your contacts if you ask us to do so
- Process claims we receive in connection with our services
- Operate, evaluate and improve our business (including developing new products and services; managing our communications; determining the effectiveness of our sales, marketing and advertising; analyzing and enhancing our products, services, websites and apps; ensuring the security of our networks and information systems; performing accounting, auditing, invoicing, reconciliation and collection activities; and improving and maintaining the quality of our customer services)
- Perform data analyses (including market and consumer search and analytics, trend analysis and profiling, financial analysis and anonymization of personal information)
- Protect against, identify and prevent fraud and other prohibited or illegal activity, claims and other liabilities
- Comply with applicable legal requirements and our policies
- Establish, exercise and defend legal claims
- Monitor and report compliance issues

In addition, we use information collected online through cookies, web beacons and other automated means for purposes such as (i) customizing our users' visits to our websites and apps, (ii) delivering content (including advertising) tailored to our users' interests and the manner in which our users browse our websites and apps, and (iii) managing our business. We may supplement data we collect through automated means with information about your location (such as your postcode) to provide you with content that may be of interest to you. We also use this information to help diagnose technical and service problems, administer our websites and apps, identify users of our websites and apps, and gather demographic information about our users. We use clickstream data to determine usage patterns and how we may tailor our websites and apps to better meet the needs of our users. Our websites and apps are not designed to respond to "do not track" requests from browsers.

# Interest-Based Advertising

You may see certain ads on other websites because we participate in advertising networks. Ad networks allow us to target our messaging to users through demographic, interest-based and contextual means. These networks track your online activities over time by collecting information through automated means, including through the use of cookies, web server logs and web beacons. The networks use this information to show you advertisements that may be tailored to your individual interests. The information our ad networks may collect includes information about your visits to websites that participate in the relevant advertising networks, such as the pages or advertisements you view and the actions you take on the websites. This data collection takes place both on our websites and on third-party websites that participate in the ad networks. This process also helps us track the effectiveness of our marketing efforts. To learn how to opt out of this ad network interest-based advertising, select [here](#).

# Interest-Based Advertising

On our websites and apps, we may collect information about your online activities for use in providing you with advertising about products and services tailored to your individual interests. This section of our Privacy Notice provides details and explains how to exercise your choices.

You may see certain ads on other websites because we participate in advertising networks. Ad networks allow us to target our messaging to users through demographic, interest-based and contextual means. These networks track your online activities over time by collecting information through automated means, including through the use of cookies, web server logs and web beacons. The networks use this information to show you advertisements that may be tailored to your individual interests. The information our ad networks may collect includes information about your visits to websites that participate in the relevant advertising networks, such as the pages or advertisements you view and the actions you take on the websites. This data collection takes place both on our websites and on third-party websites that participate in the ad networks. This process also helps us track the effectiveness of our marketing efforts. To learn how to opt out of this ad network interest-based advertising, select [here](#).

# Information We Share

We do not sell or otherwise share personal information about you, except as described in this Privacy Notice. To perform our pick-up and delivery services, we share shipping information with third parties such as senders, consignees, third party payers and recipients. We also share personal information with third parties who perform services on our behalf based on our instructions. These

third parties are not authorized by us to use or disclose the information except as necessary to perform services on our behalf or comply with legal requirements.

We also may share the personal information we obtain with our affiliates, franchisees, resellers and joint marketing partners. These entities, which collectively are referred to here as the " Noroc Express LTD ", may use the information for the purposes described in this Privacy Notice. We may share physical location data with our Noroc Express LTD Business Partners and other third parties to, for example, enhance location-based services and develop accurate and up-to-date maps. In addition, except as described below, unless you object, we may share other personal information with third parties who are not Noroc Express LTD Business Partners for those parties' own purposes, such as to offer products or services that may interest you.

Information collected through third-party apps, tools, widgets and plug-ins (such as information obtained through third-party login services or relating to your use of a Facebook "Like" button) is collected directly by the providers of these features. This information is subject to the privacy policies of the providers of the features, and Noroc Express LTD is not responsible for those providers' information practices.

Many of our customers outsource all or a part of their supply chains to us. Through our forwarding and logistics business units, we manage these supply chains, focusing on supply chain optimization, freight forwarding and international trade and brokerage services for our customers worldwide (including a broad range of transportation solutions such as air, ocean and ground freight). We also provide information technology systems and distribution facilities adapted to the unique supply chains of specific industries such as health care, technology and consumer/retail businesses. In the course of providing forwarding and logistics services, we may obtain, use and disclose personal information about our customers' customers. In these circumstances, we process the information based on the agreement with our customer.

We also may disclose information about you (i) if we are required to do so by law, regulation or legal process (such as a court order or subpoena), (ii) in response to requests by government agencies, such as law enforcement authorities, or (iii) when we believe disclosure is necessary or appropriate to prevent physical harm or financial loss or in connection with an investigation of suspected or actual illegal activity. We reserve the right to transfer any information we have about you in the event we sell or transfer all or a portion of our business or assets (including in the event of a reorganization, dissolution or liquidation).

To learn more about how to opt out of ad network interest-based advertising, please visit the consumer opt-out page at:

# Your Options

We offer you certain choices about how we communicate with you and what information we collect from you. You may ask us not to send you other marketing communications by contacting us as specified in the "How To Contact Us" section below, and we will honor your request. Consistent with the choices available in the "Information We Share" section, you may withdraw your consent or object to certain information sharing by selecting the Privacy Preferences Centre link below or by contacting us as indicated below. In addition, as required by law, you may object at any time on legitimate grounds and free of charge to the processing of your personal information, and we will apply your preferences going forward.

[View the Self-Regulatory Principles for Online Behavioural Advertising](#)Open

# Access and Correction

Subject to applicable law, (i) you may obtain a copy of certain personal information we maintain about you or update or correct inaccuracies in that information through your Noroc Express LTD account on [Norocexpress.com](http://Norocexpress.com) or (ii) you may have the right to obtain access to personal information we maintain about you by contacting us as indicated in the "How To Contact Us" section of this Privacy Notice. To help protect your privacy and maintain security, we will take steps to verify your identity and/or may ask you to provide other details before granting you access to the information. In addition, if you believe that personal information we maintain about you is inaccurate, subject to applicable law, you may have the right to request that we correct or amend the information by contacting us as indicated below.

# Data Transfers

We may transfer the personal information we collect about you to countries other than the country in which the information originally was collected. Those countries may not have the same data protection laws as the country in which you initially provided the information.

When we transfer your personal information to other countries, we will protect that information as described in this Privacy Notice and in accordance with applicable law. We use contractual protections for the transfer of personal information among various jurisdictions (including, for example, the European Commission's standard contractual clauses).

# How We Protect Personal Information

We maintain administrative, technical and physical safeguards designed to protect the personal information you provide against accidental, unlawful or unauthorized destruction, loss, alteration, access, disclosure or use. Although we take steps to limit access to our facilities and vehicles to authorized individuals, information that is located on the outside of a package or letter may be visible to others.

## How To Contact Us

If you have any questions or comments about this Privacy Notice, or if you would like us to update information we have about you or your preferences, please contact us by email using the Email Application.

[Contact Us](#)

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