



## International Bonded Couriers Privacy Policy

Effective Date: January 29, 2024

International Bonded Couriers, Inc. (“IBC,” “we,” “our,” or “us”), provides this privacy policy to describe how we collect, use, and share the information of individuals who visit our website at [www.ibcinc.com](http://www.ibcinc.com) (the “Site”).

### **Information Collection**

For customers of our Site or services, you may voluntarily provide information about yourself, including your name, address, email address, phone number, log-in information, and any other information you choose to provide. For example, we collect this information when you join our email list, create an account, contact us, or interact with us for any other purpose. We may also collect your mailing and billing information when you use our services.

We (and other entities) automatically collect information relating to your interactions with us and our Site, including browser type, IP address, pages visited and other activities on the Site, device type, and time and date of visit, and other information we collect through the use of cookies and similar technology. See the “Digital Analytics” section of this privacy policy to learn more about the use of this information and the choices available to you.

Additionally, when you receive items shipped by IBC, we will collect information about you in connection with the delivery, such as your name, address, phone number, and other information related to the shipment.

### **Information Use**

For both customers and shipping recipients, we may use your information for any lawful business or commercial purpose, including the following:

- To fulfill your orders;
- To respond to your inquiries, including questions about order status;
- To operate and improve our products and services;
- To operate, personalize, and improve the Site, including for analytics purposes;
- To send updates, promotions, and marketing materials that may be of interest to you;
- To comply with the law and to maintain the security of our Site; or
- With your consent, or as otherwise disclosed at the time information is collected.

### **Information Sharing**

We may share the information we collect with other parties, including the following:

- With postal authorities;
- With third-party service providers who process information on our behalf, such as payment processors, data hosting services, other shipping services, and email service providers;



- With any affiliates or joint venture partners that we may have in the future;
- As part of a potential or actual corporate sale, merger, or acquisition, or other transfer of all or part of our assets, including as part of a bankruptcy proceeding;
- Pursuant to a subpoena, court order, governmental inquiry, or other legal process or as otherwise required by law, to protect our rights or the rights of third parties, or to protect the safety or security of any person or entity; or
- With your consent or as otherwise disclosed at the time of data collection or sharing.

We may share information that has been de-identified or aggregated without limitation.

### **Digital Analytics**

We may work with third parties that collect data about your use of the Site and other sites or apps over time for non-advertising purposes. For example, IBC uses Google Analytics and other third-party services to improve the performance of the Site and for analytics. For more information about how Google Analytics collects and uses data when you use our Site, visit [www.google.com/policies/privacy/partners](http://www.google.com/policies/privacy/partners), and to opt out of Google Analytics, visit [tools.google.com/dlpage/gaoptout](http://tools.google.com/dlpage/gaoptout).

Additionally, your browser may offer tools to limit the use of cookies or to delete cookies; however, if you use these tools, our Site may not function as intended.

### **Third-Party Links and Tools**

The Site may provide links to third-party websites or apps. We do not control the privacy practices of those websites or apps, and they are not covered by this privacy policy. You should review the privacy policies of other websites or apps that you use to learn about their data practices.

The Site also includes integrated social media tools or “plug-ins,” such as social networking tools offered by third parties. If you use these tools to share personal information or you otherwise interact with these features on the Site, those companies may collect information about you and may use and share such information in accordance with your account settings, including by sharing such information with the general public.

Your interactions with third-party companies and your use of their features are governed by the privacy policies of the companies that provide those features. We encourage you to carefully read the privacy policies of any accounts you create and use.

### **International Visitors**

This section applies to individuals from the European Economic Area, Switzerland, or the United Kingdom, including our customers and shipping recipients.

Sometimes, we process personal information with your consent. On other occasions, we may process personal information when necessary to fulfill a contract or where required to do this by law. We may also process personal information when it is in our legitimate interests to do this



(e.g., for customer service or for safety and security purposes) and when these interests are not overridden by your data protection rights.

Please be aware that the personal information we collect may be transferred to and maintained on servers or databases located outside your state, province, country, or other jurisdiction, where the privacy laws may not be as protective as those in your location.

You have a right to the following:

- To request access to the personal information we hold about you;
- To request that we rectify or erase your personal information;
- To request that we restrict or block the processing of your personal information;
- Under certain circumstances, to receive personal information about you that we store and transmit to another without hindrance from us, including requesting that we provide your personal information directly to another, i.e., a right to data portability; and
- Where we previously obtained your consent, to withdraw consent to processing your personal information.

To exercise these rights, contact us at [info@ibcinc.com](mailto:info@ibcinc.com). Please be aware that we may be unable to afford these rights to you under certain circumstances, such as if we are legally prevented from doing so.

Additionally, you have the right to lodge a complaint against us. To do so, contact the supervisory authority in your country of residence.

### **State Privacy Rights**

California, Colorado, Connecticut, Utah, and Virginia residents have certain rights under state privacy laws with respect to personal information we collect about consumers, such as shipping recipients in some cases. If you are a consumer resident of such states, this section of the privacy policy contains disclosures required by law and explains rights that may be available to you.

Additionally, this section contains disclosures required by the California Privacy Rights Act (“CPRA”) and applies to personal information we process about California business contacts, such as customers and prospective customers, that is subject to the CPRA.

### **Personal Information We Collect and Disclose**

In the preceding 12 months, IBC collected and disclosed the following categories of personal information about consumers:

- Personal identifiers (such as first and last name, mailing address, email address, phone number) and online identifiers if you visit our Site;
- Commercial or transactions information (such as shipments received from specific sellers);



- Internet or other electronic network activity information if you visit our Site (such as browsing history, search history, interactions with a website, email, application, or advertisement); and
- Other information about you that is linked to the personal information above.

In the preceding 12 months, IBC collected and disclosed the following categories of personal information about California business contacts:

- Personal and online identifiers (such as first and last name, mailing address, email address, phone number, or unique online identifiers);
- Recordkeeping information (such as bank account number, credit card number, debit card number, or any other financial information);
- Commercial or transactions information (such as products or services purchased, obtained, or considered);
- Internet or other electronic network activity information (such as browsing history, search history, interactions with a website, email, application, or advertisement);
- Audiovisual information (such as call recordings or other audio, electronic, visual, thermal, olfactory, or other similar technology);
- Professional or employment-related information; and
- Other information about you that is linked to the personal information above.

We do not sell the personal information we collect, nor do we share or process personal information for targeted advertising. Additionally, we do not knowingly sell or share for targeted advertising the personal information of individuals under 16.

### **Categories of Sources**

We collect personal information from the following categories of sources:

- Consumers;
- Business contacts;
- Affiliates or joint venture partners;
- Consumer data resellers and other business partners;
- Data analytics providers; and
- Service providers.



### **Our Purposes for Processing Personal Information**

We use and disclose the personal information we collect for our commercial and business purposes, as further described above in the “Information Use” and “Information Sharing” sections of this privacy policy.

We may use and share aggregated and deidentified information to the extent permitted by applicable law. When we use deidentified information, we maintain and use the information in deidentified form and do not attempt to reidentify it, except to check whether our deidentification processes satisfy the requirements of applicable law.

### **Recipients of Personal Information**

We disclose the categories of personal information designated above to the categories of third parties listed below for business purposes:

- Service providers;
- Data analytics providers;
- Affiliates or joint venture partners; and
- Government entities including postal authorities, or other third parties if required by law or legal process.

### **Your Rights**

Residents of certain states have rights with respect to the personal information collected by IBC. You may be able exercise the following rights regarding personal information, subject to certain exceptions and limitations:

- The **right to confirm** whether we are processing personal information about you.
- The **right to correct inaccuracies** in the personal information we have collected about you.
- For California, the **right to know** the categories of personal information we collect, use, disclose, and sell about you; the categories of sources from which we collected personal information about you; our purposes for collecting or selling personal information about you; the categories of personal information about you that we have sold or disclosed for a business purpose; and the categories of third parties with which we have shared personal information.
- The **right to access** the specific pieces of personal information we have collected about you including, in some states, a portable and readily-usable copy where feasible.
- The **right to request that we delete** the personal information we have collected about you.
- The **right not to receive discriminatory treatment** for the exercise of the above rights.



To exercise any of the above rights, please contact us using the following information and submit the required verifying information, as further described below:

- By email at **info@ibcinc.com**; or
- By phone at **305-591-8080**.

Additionally, for Colorado, Connecticut, and Virginia residents, if you have submitted a request that we have not reasonably fulfilled, you may contact us to appeal our decision by sending an email with the subject line “Appeal” to info@ibcinc.com.

### **Verification Process and Required Information**

Note that we may need to request additional information from you to verify your identity or understand the scope of your request, although you will not be required to create an account with us to submit a request or have it fulfilled. We will require you to provide, at a minimum, your name and phone number.

### **Authorized Agent**

You may also designate an authorized agent to make requests on your behalf by designating such an agent in writing or through a power of attorney. We will require the agent to provide us with proof that you have authorized the agent to make requests on your behalf prior to accepting requests from the agent.

### **Retention**

We will process and store your information only for the period necessary to achieve the purpose of the storage, or as required by law. After expiration of that period, the information is routinely deleted, as long as it is no longer necessary for the fulfillment of a contract or the initiation of a contract.

### **Your Choices**

To opt out of our email marketing, you can use the link provided at the bottom of each marketing message. If you opt out of our email marketing, we will still send you messages related to our transactions and relationship with you, such as order confirmations.

### **Updating Your Information**

When you have an account with us, you may review, change, or update your contact information by logging into your account.



### **Changes to Our Privacy Policy**

If our information practices change, we will post these changes on this page. We encourage you to visit this page periodically to learn of any updates.

### **Contact**

If you have questions, comments, or concerns about this privacy policy, please contact us at:  
Customer Service Manager

International Bonded Couriers, Inc  
8401 NW 17<sup>th</sup> Street  
Miami, FL 33191  
305-591-8080  
[info@ibcinc.com](mailto:info@ibcinc.com)