

LONTEX EXPORTS LTD - PRIVACY POLICY

INTRODUCTION

Lontex Exports Ltd (T/A Lontex Cargo) incorporated in England and Wales under company registration number 02776227 and having its registered office at Unit 17, 526-528 Lynes House, Watford Way, Mill Hill, London, NW7 4RS, United Kingdom (“Lontex Exports Ltd”, Lontex Cargo”, “Us” or “We”) are committed to protecting your information and respecting your privacy and also handling your information in an open and transparent manner. We understand that our customers are entitled to know that their personal data will not be used for any purpose unintended or unexpected by them.

This policy (together with **our terms of use** and any other documents referred to on it) sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us. What we will use it for and with whom we will share it. This policy also sets out your rights and who to contact for more information.

Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it. By visiting www.lontexcargo.com (our “Website”) by using our freight forwarding service (the “Service”) you are accepting and consenting to the practices described in this policy.

OUR DETAILS AND HOW TO CONTACT US

In this Privacy Policy, “we” are Lontex Exports Ltd. We are the data controller in respect of the personal data provided to us and, in such a capacity, we are committed to maintaining your personal data in accordance with the requirements of applicable data protection laws, including the UK Data Protection Act 2018 (as amended or replaced from time to time) and the requirements of the UK General Data Protection (UK GDPR). We will take all reasonable steps to ensure that your personal data is kept secure against unauthorised access, loss, disclosure or destruction.

We can be contacted about our Privacy Policy or the information we hold about you:

- by post at 2A Thames road, London IG11 0HZ, United Kingdom
- by telephone at +44 2088844060 (10 lines)

□ by email at info@lontexcargo.com

WHY DO WE COLLECT AND PROCESS PERSONAL INFORMATION?

We collect and process personal information to enable us

Process customer orders

Abide by Law

Interact with customers, employees, and agents

Answer enquiries

You are not required to provide us with personal information, but without it we would not be able to provide you with our services.

We are an ICO registered business. We are authorized by the Information Commissioner's Office to collect and hold certain personal information about our clients. Our ICO registration reference is ZB537096.

WHAT INFORMATION MAY WE COLLECT FROM YOU?

Full names

Address

Email address

Phone number

Date of birth

Gender

Bank details including account numbers and billing address

Technical data such as Internet Protocol (IP) address, full Uniform Resource Locator (URL), or other unique identifier of computer, Mobile phones or any other devices used to access our service

When logging on to the Website or the Software we may process data regarding time spent and activities performed on the Website or the Software.

Cargo recipients' details provided to us to deliver our service. By providing this information you represent that you have permission from the owner to do so.

HOW DO WE COLLECT INFORMATION ABOUT YOU?

We collect personal data about you as follows:

- When you access our Website and complete a form to become one of our customers, or you request our Service by corresponding with us by phone, e-mail or otherwise. This includes information you provide when you register to use our Website, subscribe to our Service, and when you report a problem with our site.
- Information we collect about you. With regard to each of your visits to our Website we may automatically collect the following information:
 - technical information, including the Internet protocol (IP) address used to connect your computer to the Internet, your login information, browser type and version, time zone setting, browser plug-in types and versions, operating system and platform;
 - Through your browser or device we may collect information such as your Media Access Control (MAC) address, computer type (Windows or Macintosh), operating system name and version, device manufacturer and model, language, or internet browser.
 - information about your visit, including the full Uniform Resource Locators (URL) clickstream to, through and from our site (including date and time); pages you viewed or searched for; page response times, download errors, length of visits to certain pages, page interaction information (such as scrolling, clicks, and mouse-overs), and methods used to browse away from the page and any phone number used to call our customer service number.

- Information we receive from other sources such as credit reference agencies, identity verification organisations, customer service providers, our partners and third party organizations to fulfil our legal obligations and prevent fraud and money laundering.
- We may verify and confirm information provided to us with third parties including financial institutions that issued the payment card you propose to use, the telecommunications company or the airline/shipping line we use to send your cargo.
- If you give us permission, we may access your social media accounts such as Facebook, LinkedIn and Instagram.
- We use “cookies” to improve our website use and speed (experience). This enables our website to remember you, your preferences and facilitate your future dealings with us. For example, you do not have to re-enter some common information like name and address each time you log in. Disabling of cookies may slow or prevent your ability to use our service.

Personal data is information about you (such as your name, address, contact and account details) as well as information about the person to whom you are sending cargo (or from whom you are receiving cargo) using the Service. One needs consent to provide a third party's personal information.

HOW WE USE PERSONAL DATA

We use personal data you supply to us mainly for the purposes of providing you the Services you request from us, as per our terms and conditions and within the confines of applicable laws and regulations. In essence, we need to use your personal data in order to provide you with our service.

We also use personal data for the following purposes:

- Personalising your experience when using our services by assigning you with a unique and recognizable customer number within our organisation;
- sending you tracking updates and other administrative messages;
- enabling our correspondent agents and service providers effect your instruction(s);
- notifying you about changes to our Services, Website or Terms and Conditions;
- ensuring that content from our Website is presented in the most effective manner for you and for your computer and other devices;
- for fraud prevention;
- as part of our efforts to keep our Website safe and secure;
- to keep you informed about relevant products and services unless you opt out
- to send you marketing communications of our products and services if you do not opt out of this type of communication.
- to meet our legal obligations to store and disclose information where necessary;
- to administer our Website and for internal operations, including troubleshooting, data analysis, testing, research, statistical and survey purposes;
- to allow you to participate in interactive features of our Website, if you choose to do so;
- to measure or understand the effectiveness of advertising we serve to you and others, and to deliver relevant advertising to you if you consent to it in accordance with Data Protection Legislation (including the European Directive 2002/58/EC);

DISCLOSURE OF PERSONAL DATA

We will disclose your personal data to:

- other members of our group, which means our subsidiaries, holding companies and any subsidiaries of those holding companies (as each is defined in section 1159 of the Companies Act 2006);
- Our partners, agents and contractors who are helping us to provide the Service, such as the bank which is holding our account, cargo processing agents and the local partners - the list of which is available online - who have accepted to act as agents;
- Credit reference or fraud prevent agencies to verify your identity or the identities of recipients;
- Law enforcement authorities and courts;
- Our professional advisers including our lawyers, auditors and consultants, as well as our insurers.

We may also disclose your personal information to third parties:

- In the event that we sell or buy any business or assets, in which case we may disclose your personal data to the prospective seller or buyer of such business or assets;
- If Lontex Cargo Ltd or substantially all of its assets are acquired by a third party, in which case personal data held by it about its customers will be one of the transferred assets;
- If we are under a duty to disclose or share your personal data in order to comply with any legal obligation, or in order to enforce or apply our **terms of use** or **Online Terms and Conditions** and other agreements
- Any other third parties with your prior consent.
- For more information about how we use personal data, please contact us.

WHERE WE STORE YOUR PERSONAL DATA

By definition, the Service is a transfer of goods from the United Kingdom (UK) to countries situated outside the UK, and so your personal data will be transferred out of the UK in connection with any use of the Service.

It may also be processed by staff operating outside the UK who work for us or for one of our suppliers. Such staff maybe engaged in, among other things, the fulfilment of your order, the processing of your payment details and the provision of support services. By submitting your personal data, you agree to this transfer, storing or processing. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy.

All information you provide to us is stored on our secure servers in. Any payment transactions will be encrypted using SSL technology. Where we have given you (or where you have chosen) a password which enables you to access certain parts of our site, you are responsible for keeping this password confidential. We ask you not to share a password with anyone.

Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our site; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

HOW LONG WILL WE KEEP YOUR INFORMATION

The length of period we retain your information would depend on the information and the purpose for which it was obtained. Information would only be kept for as long as it is required or as required to comply with any legal obligations to which we are subject. We would normally keep records for up to 6 years after terminating a business relationship.

MARKETING

With your permission we may use your personal details to give you information about our products and services which may be of interest to you.

You will always have the option to opt out of receiving marketing information each time you provide us with personal information.

We will not share your personal information with third parties except where outlined in this Privacy Policy. If we intend to use your data for any marketing purposes outside of this policy, we will inform you and you will have the right to prevent this by “opting out” through check boxes.

If you need any further information, please do not hesitate to contact us.

ACCESS TO YOUR INFORMATION AND CORRECTION

You have the right at any time, to request a copy of the information that we hold about you, subject to applicable laws. If you would like a copy of some or all of your personal data, please contact us by email or by post.

If the information we have about you is wrong, incomplete, or otherwise inaccurate, you have the right to require us to correct it. You could also request us to delete information about you if you consider that we do not have the right to hold it

You have the right to ask us not to process your personal data for marketing purposes. You can exercise your right to prevent such processing by checking certain boxes on the forms we use to collect your data. You can also exercise the right at any time by contacting us by email or by post.

COOKIES AND OTHER TRACKING TECHNOLOGIES

When using our website or mobile applications we may collect information about your computer and about your visits. We may obtain information about your general internet usage by using a cookies file which is stored on the hard drive of your computer or mobile device. By using our Website or mobile application, you accept we may collect and use this information as outlined below:

A cookie is a small data file which contains information that is transferred to the hard drive of the device from which you access our site. Cookies are widely used in order to make websites work, or work more efficiently, as well as to provide information to the owners of the site.

In order to comply with legislation, we have reviewed the use of cookies on our site and have implemented measures to ensure that you are aware of these cookies and give your consent for placing of some or all of these cookies, except for those which are necessary for the service you have requested.

In summary, we use the following types of cookies:

- Cookies that help us to improve our site and to deliver a better and more personalised service to you.
- Cookies that enable us to link to our group companies' websites.
- Some cookies are not related to us or our group companies. When you visit a page with content embedded from, for example, YouTube or Twitter, you may be presented with cookies from these websites. We do not control the dissemination of these cookies: you should check the third party websites for more information about these cookies.

Blocking cookies

You can block cookies by activating the setting on your browser which allows you to refuse the setting of all or some cookies. However, if you use your browser settings to block all cookies (including essential cookies) you may not be able to access all or parts of our site. Our system will issue cookies as soon as you visit our site unless you have adjusted your browser setting so that it will refuse cookies.

TESTIMONIALS

We display personal testimonials of satisfied customers on our website in addition to other endorsements, where you have agreed with a third-party review site that we may do so. If you wish to update or delete your testimonial, please contact us.

OTHER WEBSITES

Our website may contains links to other websites. Please note that this Privacy Policy only applies to this Website, i.e., when you link to other websites make sure you read and understand their own privacy policies.

CHANGES TO OUR PRIVACY POLICY

We keep our Privacy Policy under regular review and we will place any updates on this webpage. Please check back regularly and before using the Service to see any updates or changes.