

## **Privacy Policy:**

Agile Global Logistics is part of the Agile Global Logistics Group Ltd, mentioned as 'AGL' through the document. We are pleased that you have visited our website and are interested in our company and services. It is important to us to protect personal data during handling throughout the entire business. This privacy policy will explain how our organisation uses the personal data we collect from you (and your customers) when you use our services and website. Please be aware that the national legal requirements for data protection and the handling of personal data may vary from country to country.

If you have any queries about this policy, please email us at [hello@agilegloballogistics.com](mailto:hello@agilegloballogistics.com).

### **What is personal data?**

Personal data is any information which is related to an identified or identifiable natural living persons.

### **How do we collect your data?**

- Registering online
- Requesting information on or placing an order for any of our products or services
- Contacting us through the online 'contact us' form
- Contacting us directly, either individually or as a company
- Voluntarily complete a customer survey or provide feedback on any of our websites, online or via telephone or email
- Use or view our website via your browser's cookies

Our company also receives data indirectly from our customers and suppliers, relating to fulfilment of their customers' orders. Please speak with your supplier regarding their privacy policy.

### **Personal information collected:**

- Name, username and password
- Email address, postal address, telephone number, order number
- Shipment and tracking data: including but not limited to reference numbers, tracking numbers and order history, name of sender, name of recipient, address of sender, address of recipient, name and address of substitute recipient (if applicable), customer data of sender (ESP number/ billing number), product and service name, shipment progress, signature and GPS of recipient, confirmation of minimum age verification
- Company numbers and VAT registration numbers
- Date of birth when provided, where delivery requires age identification
- Credit and financial information including bank details, where provided, relating to payment of services provided
- Log files / IP address when you visit our site

### **Purposes of data processing:**

Including, but not limited to

- To fulfil our contract with you or the sender and manage your account
- Administer your account with AGL and our suppliers
- Process orders and applications
- Feedback for website and give you, where permitted, advertising
- Send you any information about AGL's products and services
- Carry out a credit check where necessary and verify identity
- Handle requests and queries
- Fulfil security requirements
- Compile statistics
- For the purpose of quality assurance
- Obtain your views on our service

- Shipment tracking and customer services

### **Performance:**

For contractual reasons, we need personal data to comply with obligations outlined in contractual agreements. For example, performing a shipment contract, handling payments and managing customer data. Shipment data can also be used to comply with authorities of the country of transit, customs and tax reasons or for security clearance.

### **Using and Sharing your information:**

AGL will use your data as set out above, 'purposes of data processing'. In order for certain services to be provided, your data will have to be passed over to our third parties, partners and suppliers (Parcelhub, Spring Global, Clearview, DHL Parcel UK, DHL, DPD, UPS, Yodel, Hermes, DX, and various same day couriers where required). AGL never sell your information, and use it only in capacity to fulfil your order / delivery.

Please note that by working with us, you are agreeing to the privacy policies and terms and conditions of our suppliers and couriers. Please refer to their websites for more information. AGL cannot be responsible to the privacy policies and practices of other sites even if you access them through the site and recommend you check the policies of each site.

### **Cookies**

This website uses cookies – small text files that are placed on your machine to help the site provide a better user experience. In general, cookies are used to retain user preferences, store information for things like shopping carts, and provide anonymised tracking data to third party applications like Google Analytics. As a rule, cookies will make your browsing experience better. However, you may prefer to disable cookies on this site and on others. The most effective way to do this is to disable cookies in your browser. We suggest consulting the Help section of your browser or taking a look at [the About Cookies website](#) which offers guidance for all modern browsers.

### **Data rights:**

- You have the right to request our company copies for your personal data in writing. We may charge a small fee for this service
- You have the right to request AGL correct any information you believe to be inaccurate or incomplete
- You can request AGL erase your personal data, under certain conditions
- You can request that AGL restrict or object to the processing of your personal data, under certain conditions
- You have the right to request that AGL transfer the data that we have collected to another organisation, or directly to you, under certain conditions

### **Registered Office Address**

Office 43, Pure Offices, One Port Way, Portsmouth, Hampshire, England, PO6 4TY  
Agile Global Logistics Group Ltd is registered in England and Wales with company number 11082514.

This privacy policy was last updated on 25<sup>th</sup> October 2019. We may update this privacy policy from time to time to reflect, for example, changes to our practices or for other operational, legal or regulatory reasons.

## Privacy Policy Relating to Integrations:

Shopify "the App" provides "the Service" to merchants who use Shopify to power their stores. This Privacy Policy describes how personal information is collected, used, and shared when you install or use the App in connection with your Shopify-supported store.

When you install the App, we are automatically able to access certain types of information from your Shopify account.

Additionally, we collect the following types of personal information from you and/or your customers once you have installed the App: Information about you and others who may access the App on behalf of your store, such as your name, address, email address, phone number, and billing information; Information about individuals who visit our store, such as their IP address, web browser details, time zone, and information about the cookies installed on the particular device. Likewise, information mentioned on our main privacy policy.

We collect personal information directly from the relevant individual, through your Shopify account or using the following technologies: "Cookies" are data files that are placed on your device or computer and often include an anonymous unique identifier. For more information about cookies, and how to disable cookies, visit <http://www.allaboutcookies.org>. "Log files" track actions occurring on the Site, and collect data including your IP address, browser type, Internet service provider, referring/exit pages, and date/time stamps. "Web beacons," "tags," and "pixels" are electronic files used to record information about how you browse the Site.

We use the personal information we collect from you and your customers in order to provide the Service and to operate the App. Additionally, we use this personal information to: Communicate with you; Optimize or improve the App; and Provide you with information or advertising relating to our products or services.

We may pass on your data to companies, suppliers and couriers that are required to fulfil your order and / or delivery, aforementioned in our main privacy policy. Finally, we may also share your Personal Information to comply with applicable laws and regulations, to respond to a subpoena, search warrant or other lawful request for information we receive, or to otherwise protect our rights.

We may use your Personal Information to provide you with targeted advertisements or marketing communications we believe may be of interest to you. For more information about how targeted advertising works, you can visit the Network Advertising Initiative's ("NAI") educational page at <http://www.networkadvertising.org/understanding-online-advertising/how-does-it-work>.

You can opt out of targeted advertising by visiting the Digital Advertising Alliance's opt-out portal at: <http://optout.aboutads.info/>.

**Your Rights** If you are a European resident, you have the right to access personal information we hold about you and to ask that your personal information be corrected, updated, or deleted. If you would like to exercise this right, please contact us at [hello@agilegloballogistics.com](mailto:hello@agilegloballogistics.com).

Additionally, if you are a European resident we note that we are processing your information in order to fulfil contracts we might have with you (for example if you make an order through the Site), or otherwise to pursue our legitimate business interests listed above. Additionally, please note that your information will be transferred outside of Europe, including to Canada and the United States.

When you place an order through the Site, we will maintain your Order Information for our records unless and until you ask us to delete this information.

We may update this privacy policy from time to time in order to reflect, for example, changes to our practices or for other operational, legal or regulatory reasons.