

DropX

PRIVACY POLICY

We take your privacy very seriously. Please read this Privacy Policy carefully as it contains important information on who we are and how and why we collect, store, use, and share any information relating to you (your personal data) in connection with your use of our website and parcel delivery services. It also explains your rights in relation to your personal data and how to contact us or a relevant regulator in the event you have a complaint.

1. Scope of This Policy

This Privacy Policy applies to DropX's website, mobile application, and parcel delivery services. If you link to or access third-party websites, platforms, or applications ('Third-Party Sites'), those sites may have their own privacy policies and terms and conditions, which DropX encourages all parties to review before engaging. We do not control the content or links that appear on third-party sites and are not responsible for the practices employed by websites linked to or from our platform. Third-party sites may be constantly changing.

This policy applies to all personal data collected from:

- Retailers and merchants who ship parcels through DropX
- End consumers who receive deliveries facilitated by DropX
- Drivers and delivery partners who work with us
- Visitors to our website and users of our mobile application

2. Personal Data We Collect

The personal data we collect about you depends on the particular activities carried out through our website and services. We will collect and use the following personal data about you:

Personal Data: Personally identifiable information, such as your name, shipping address, email address, telephone number, and delivery preferences, that you voluntarily provide when you register on our platform, ship or receive parcels, or otherwise interact with our services.

Delivery & Transaction Data: Information about parcels shipped or received through DropX, including tracking numbers, delivery addresses, package dimensions, weight, delivery instructions, and delivery confirmation details (including photographs where applicable).

Derivative Data: Information our servers automatically collect when you access our website or app, such as your IP address, browser type, operating system, access times, and pages viewed before and after accessing our platform.

Location Data: With your consent, we may collect precise or approximate location data from your device to facilitate delivery tracking and driver routing.

Account Data: Your account details, such as username and login credentials, should you choose to create an account on our platform.

Payment Data: Payment processing information necessary to bill for our services. Note that full payment card details are handled by our secure third-party payment processors and are not stored directly by DropX.

Providing this personal data is generally necessary to access and use our services, except in cases where we indicate that submission is optional.

3. How We Collect Your Personal Data

We collect personal data from you:

- Directly, when you enter or send us information — for example, when you register for an account, place a shipment, fill out a contact form, contact our customer service, or book a call with our team.
- Indirectly, through your use of our website and app — including browsing activity, which we typically collect using technologies described in the Cookies section below.
- From our retail and merchant partners — when a retailer uses DropX to fulfil a delivery order, they may share your name and delivery address with us.
- From delivery confirmation — including recipient signatures or photographs taken at the point of delivery, where permitted and required by the service.

4. How and Why We Use Your Personal Data

Under applicable data protection law, we can only use your personal data if we have a proper reason. The reasons include:

- Where you have given your consent
- To fulfil and manage parcel deliveries and our contractual obligations to you
- To comply with our legal and regulatory obligations
- For our legitimate business interests, or those of a third party, where these are not overridden by your rights and interests

Specifically, we use your personal data to:

- Process, track, and complete parcel delivery orders
- Send delivery notifications, tracking updates, and proof-of-delivery confirmations
- Improve our products, services, and your experience on our platform
- Communicate with retailers and recipients about shipments
- Contact potential clients regarding products and services which may be of interest
- Facilitate contractual negotiations and identify contractual responsibilities
- Detect and prevent fraud and ensure the safety and security of our operations
- Comply with legal obligations and enforce our terms of service

Legitimate interest: We have a business or commercial reason to use your personal data so long as this is not overridden by your own rights and interests. We carry out assessments when relying on legitimate interests to balance our interests against your own.

5. Marketing

We may use your personal data to send you updates (by email, text message, telephone, or post) about our products and/or services, including new delivery solutions, promotions, and platform features.

We have a legitimate interest in using your personal data for marketing purposes. This means we do not always need your consent to send you marketing information. If we change our marketing approach so that consent is required, we will ask for it separately and clearly.

You have the right to opt out of receiving marketing communications at any time by:

- Contacting us at privacy@dropx.com
- Using the 'unsubscribe' link in emails or replying 'STOP' to text messages

We will always treat your personal data with the utmost respect and will never sell it to other organizations outside the DropX group for marketing purposes.

6. Who We May Share Your Personal Data With

We may share information we have collected about you in certain situations. Your information may be disclosed as follows:

Delivery Partners and Drivers: We share necessary shipment and recipient information (such as delivery address, contact number, and delivery instructions) with our delivery drivers and logistics partners to facilitate the completion of deliveries.

Retail and Merchant Partners: We may share delivery status and confirmation information with the retailer or merchant who initiated a shipment on your behalf.

Third-Party Service Providers: We may share your information with third parties that perform services for us or on our behalf, including payment processing, data analysis, email delivery, hosting services, customer service, and marketing assistance.

By Law or to Protect Rights: If we believe the release of information about you is necessary to respond to legal process, to investigate or remedy potential violations of our policies, or to protect the rights, property, and safety of others, we may share your information as permitted or required by any applicable law, rule, or regulation.

Business Transfers: In connection with a significant corporate transaction or restructuring — including a merger, acquisition, asset sale, or insolvency — personal data may be transferred to the new entity. Recipients will be bound by appropriate confidentiality obligations.

Professional Advisors and Auditors: We may occasionally share personal data with our external auditors or professional advisors (such as lawyers), who will be bound by confidentiality obligations.

We do not sell, trade, or rent your personal identification information to third parties. We may share generic, aggregated demographic information not linked to any personal identification with our business partners or advertisers.

7. Cookies

We may use cookies, web beacons, tracking pixels, and other tracking technologies on our website and app to help customize your experience and improve our services. When you access our site, personal information is not automatically collected through tracking technology beyond what is described in this policy.

Most browsers are set to accept cookies by default. You can remove or reject cookies, but be aware that such action could affect the availability and functionality of our website. For more detail on the cookies we use and how to manage your preferences, please refer to our Cookie Settings.

8. Data Retention

We retain your personal data only for as long as necessary to fulfill the purposes for which it was collected, including to satisfy legal, accounting, or reporting requirements. The appropriate retention period depends on the amount, nature, and sensitivity of the data, the potential risk of harm from unauthorized use or disclosure, and applicable legal requirements.

In general, delivery records are retained for a period consistent with standard business and legal requirements in the United States. When we no longer need to use your personal data, we will securely delete or anonymize it.

9. Your Rights

You generally have the following rights in relation to your personal data, which you can usually exercise free of charge:

- The right to be informed about our collection and use of your personal data — this Privacy Policy provides that information, but you can always contact us with questions.
- The right to access the personal data we hold about you.
- The right to have your personal data corrected or updated if any information we hold is inaccurate or incomplete.
- The right to erasure (the 'right to be forgotten') — to ask us to delete personal data we hold about you, subject to certain legal obligations.
- The right to restrict our processing of your personal data in certain circumstances.
- The right to object to us using your personal data for particular purposes, including direct marketing.
- The right to data portability — to receive your personal data in a structured, machine-readable format.
- The right to withdraw consent — if we rely on your consent as the legal basis for using your personal data, you are free to withdraw that consent at any time.

Residents of certain U.S. states may have additional rights under their state privacy laws including, for example, the right to know the specific categories of personal data we collect and share, the right to opt out of the sale or sharing of your personal data (DropX does not sell your personal data), the right to limit our use of sensitive personal information such as precise geolocation data, the right to submit a verifiable request for deletion or correction, and the right to appeal any decision we make in response to a privacy request. Where required by applicable law, we also honor opt-out signals such as the Global Privacy Control (GPC).

To exercise any of these rights, please contact us using the details in the 'How to Contact Us' section. We will respond within the timeframe required by applicable law and will not discriminate against you for exercising your privacy rights.

10. Keeping Your Personal Data Secure

We have appropriate technical and organizational security measures in place to prevent personal data from being accidentally lost, or used, accessed, altered, or disclosed in an unauthorized way. We limit access to your personal data to those who have a genuine business need to access it.

We also have procedures to deal with any suspected data security breach. We will notify you and any applicable regulator of a suspected breach where we are legally required to do so.

While we implement safeguards designed to protect your personal data, no security system is impenetrable and we cannot guarantee the security of our systems 100%.

11. Children's Privacy

Our services are not directed to children under the age of 13. We do not knowingly collect personal data from children under 13. If you believe we have inadvertently collected information from a child under 13, please contact us immediately and we will take steps to delete such information.

12. Changes to This Privacy Policy

We may change this Privacy Policy from time to time. This may be necessary, for example, if the law changes or if we change our business in a way that affects personal data protection.

Any changes will be posted on our site, and we will update the Effective Date at the top of this policy. We recommend that you check this page regularly to stay up to date. Your continued use of our services following any changes constitutes your acceptance of the revised policy.

13. How to Contact Us

To contact us about anything to do with your personal data and data protection including to make a subject access request then please use the following details:

Email: privacy@drop-x.io

Support Email: support@drop-x.io

Postal Address: Drop Xpress Inc., 3333 New Hyde Park Road, Suite 316, New Hyde Park, NY 11042, USA