

# Privacy Policy

**Last Updated:** 29-11-2025

## 1. Introduction

CargoLink (“CargoLink”, “we”, “our”, or “us”) values your privacy. This Privacy Policy explains how we collect, use, disclose, and protect information when you access or use our online logistics-provider matching platform (the “Platform”).

By using CargoLink, you agree to the collection and use of information in accordance with this Policy. If you do not agree, please discontinue use of the Platform.

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## 2. Information We Collect

### 2.1 Information You Provide to Us

We collect information you voluntarily provide when creating an account, using the Platform, or communicating with us. This may include:

- **Personal Information:** Name, email address, phone number, business name, address, and identification details.
- **Account Information:** Login credentials, profile details, preferences.
- **Transaction Information:** Bookings, service requests, quotes, payments, and related documents.
- **Communication Content:** Messages exchanged through the Platform, customer support inquiries, reviews, or feedback.

### 2.2 Information We Automatically Collect

When you use the Platform, we may automatically collect:

- **Device Information:** IP address, browser type, operating system, mobile device identifiers.
- **Usage Data:** Pages viewed, clicks, search queries, access times, referring websites.
- **Cookies & Tracking Technologies:** Used for authentication, analytics, personalization, and improving platform performance.

You can manage cookies through your browser settings, though some features may not work properly if disabled.

### 2.3 Information from Third Parties

We may receive information from:

- Payment processors,
- Identity verification providers,
- Logistics partners or service providers,
- Public databases or marketing partners.

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### 3. How We Use Your Information

We use your information for the following purposes:

- **Platform Operations:** To create and manage user accounts, enable logistics matching, facilitate communication, and process transactions.
- **Service Improvement:** To customize user experience, analyze usage patterns, improve functionality, and develop new features.
- **Safety & Compliance:** To verify identities, prevent fraud, enforce our Terms of Use, and comply with legal requirements.
- **Customer Support:** To respond to inquiries, provide assistance, and resolve disputes.
- **Marketing & Communication:** To send notifications, updates, promotional content, and service-related messages. (You may opt out.)

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### 4. How We Share Your Information

We may share your information with:

#### 4.1 Other Users

- **Clients and Providers** may see relevant profile details necessary to facilitate service delivery (e.g., contact info, company name, reviews).

#### 4.2 Service Providers

Trusted third parties who support our operations, such as:

- Hosting providers,
- Payment processors,
- Data analytics tools,
- Verification partners,
- Customer support platforms.

These parties are bound by confidentiality and data protection agreements.

## 4.3 Legal & Compliance

We may disclose information if required to:

- Comply with applicable laws, court orders, or government requests,
- Protect our rights, users, or the public,
- Detect and prevent fraud or security issues.

## 4.4 Business Transfers

If CargoLink undergoes a merger, acquisition, reorganization, or asset sale, your information may be transferred as part of the transaction.

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## 5. Data Security

We implement industry-standard measures to protect your information, including:

- Encryption,
- Secure servers,
- Access controls,
- Regular security assessments.

However, no online platform is completely secure. You share information at your own risk.

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## 6. Data Retention

We retain personal data as long as necessary to:

- Operate the Platform,
- Fulfill contractual obligations,
- Comply with legal requirements,
- Resolve disputes.

We may anonymize data for analytics or operational purposes.

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## 7. Your Rights and Choices

Depending on your jurisdiction, you may have rights to:

- Access your personal information,

- Correct inaccurate data,
- Request deletion (“right to be forgotten”),
- Restrict or object to processing,
- Withdraw consent (where applicable),
- Request data portability.

To exercise these rights, contact us at [privacy@cargolink.com](mailto:privacy@cargolink.com).

You may also:

- Update account information through your dashboard,
- Opt out of promotional emails via unsubscribe links.

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## 8. Children's Privacy

CargoLink is not intended for individuals under 18.

We do not knowingly collect data from minors. If we learn that a minor has provided information, we will delete it promptly.

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## 9. International Data Transfers

Your information may be stored or processed in countries other than your own.

Where required by law, we implement safeguards (e.g., Standard Contractual Clauses) to protect your information during cross-border transfers.

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## 10. Third-Party Links

The Platform may contain links to external websites. We are not responsible for the content, privacy practices, or security of third-party sites.

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## 11. Changes to This Privacy Policy

CargoLink may update this Policy occasionally.

We will post the updated version on the Platform with a revised “Last Updated” date. Continued use of the Platform constitutes acceptance of the updated Policy.

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## 12. Contact Information

If you have questions or concerns about this Privacy Policy, you may contact us at:

**Email:** [privacy@cargolink.com](mailto:privacy@cargolink.com)

**Phone:** [Insert Number]

**Address:** [Insert Address]