

## **PRIVACY POLICY**

Continental Carriers Pvt Ltd is committed to protecting the privacy of our website users. This Privacy Policy outlines how we collect, use, maintain, and disclose information collected from visitors to our website. This Privacy Policy outlines how we collect, use, maintain, and protect the information collected from individuals and businesses in the course of providing freight forwarding services, including services related to import, and export activities and 3<sup>rd</sup> Party logistical support.

### **Information Collection**

We may collect personal information from visitors to our website through contact forms or email inquiries. The information collected may include name, email address, phone number, and any other details provided voluntarily by the user. We may collect personal information from our clients and partners when they engage our services for import, export activities and services incidental 3<sup>rd</sup> Party Logistics such as

1. Name, contact details, and address
2. Identification documents
3. Financial information
4. Shipping and logistics details (e.g., cargo descriptions, shipping routes)
5. Customs and regulatory documentation (e.g., import/export permits, customs declarations)

### **Use Information**

The information collected is used solely for the purpose of responding to inquiries, providing requested services, and improving our customer service. We do not share this information with third parties unless required by law or with your explicit consent. This may include sharing information with shipping carriers, customs authorities, regulatory agencies, financial institutions, and other service providers involved in the import/export process or in 3<sup>rd</sup> party logistical services. The information collected is used for the following purposes:

1. Facilitating import and export transactions and providing freight forwarding services
2. Complying with customs, trade, and regulatory requirements
3. Communicating with clients and partners regarding shipment status, documentation, and logistics updates
4. Processing payments and invoices related to our services
5. Improving our services and customer experience

### **Data Security**

We implement appropriate security measures to protect the personal information collected from unauthorized access, alteration, disclosure, or destruction

### **Cookies**

Our website may use cookies to enhance user experience. Cookies are small files stored on the user's computer that track usage patterns and preferences. Users may choose to set their web browser to refuse cookies or to alert them when cookies are being sent.

### **Third-Party Link**

Our website may contain links to third-party websites. We are not responsible for the privacy practices or content of these third-party sites. We encourage users to review the privacy policies of these websites before providing any personal information.

### **Change to This Privacy policy**

We reserve the right to update or change our Privacy Policy at any time. Any changes will be posted on this page with an updated date

### **Your acceptance of the terms**

By using our website, you signify your acceptance of this Privacy Policy. If you do not agree with this policy, please do not use our website

### **Contact**

If you have any questions or concerns about this Privacy Policy, please contact us at Continental House 76-77, Kapashera, Bijwasan Road, New Delhi.