

TARA COURIER SERVICES LIMITED

Privacy Notice

Date of last update: 2022 April 11

Tara Courier Services Limited (TARA) along with TARA USA and any other designated Subsidiaries and Affiliates respect your privacy.

This Privacy Notice details the types of personal information we collect about our Customers and Clients, how we may use that information and how it is stored. This notice also describes the measures we employ to safeguard the personal information. This notice does not apply to any affiliate that maintains their own Privacy Notice.

Our Data Protection Principles

TARA utilizes the industry standard principles with regards to personal data. We ensure that:

- We only collect what is required.
- We ensure that your data is not kept for longer than is necessary.
- We process the data in accordance with the relevant laws and in a manner that is appropriate.
- We take all the necessary measures to protect that data against unlawful appropriation, unauthorized access, and against accidental loss, destruction, or damage.
- We utilize industry standard encryption protocols to secure your data during transmission.

Although we mitigate access to our facilities and vehicles, information printed on the outside of package may be visible to others.

Information we Obtain

We may obtain customer personal information in connection to the following activities:

- Use of the TARA Website and the Online Portal
- Pickup and Delivery information
- Requests to track packages
- Calls placed through our Call Centre that might be recorded
- Queries and information sent via email

Types of information collected may include the following:

- Personal Information

- Full Name
- Telephone number
- Email address
- Physical address
- Signatures provided for Proof of Delivery
- Information pertaining to the contents of packages
- Scans/Copies of Government Issued IDs
- Usernames and Passwords to access the TARA Online Portal
- Tax Identification information (e.g. TRN Number, Tax Compliance Certificate, etc.)
- Payment information including card details
- Financial Information

How the Information is Used

The information we obtain may be used to:

- Pickup, deliver and track jobs
- Process payments
- Provide tracking information on jobs
- Contact third party entities on your behalf
- Provide other logistic services (such as, but not limited to, Logistics, Brokerage and Customs Clearance)
- Provide customer support responses
- Provide access to our Online Portal
- Opening and maintaining Charge Account
- Communicate with you in regards to new products and services being offered, as well as providing critical notifications
- Data analysis for the continued operation and improvement of our services

Information we Share

We may share your personal data with third party entities, collectively referred to as “TARA Business Partners”. These may include, but not limited to the following:

- UPS – for International Imports and Exports
- Professional Advisors – including:
 - Auditors
 - Attorneys
 - Insurers
 - Bankers
 - Brokers

Access and Correction

Subject to applicable law, you may obtain a copy of certain personal information we maintain about you or update or correct inaccuracies in that information either through the Online Portal at <https://taracan.com> or by contacting us using the “Contact” tab on our website.

To ensure your privacy and to maintain security, we may take steps to verify your identity and/or ask you to provide additional details before granting you access or accepting data from you.

Additionally, if you feel that the information we maintain about you is inaccurate, subject to applicable law, you may have the right to request that we correct or amend that information by contacting us.

Transfer of Data

We, may at times, transfer personal information we collect about you to countries other than the country in which the information was originally collected. Be aware that those countries may not have the same data protection laws as the country in which it was originally collected. We will protect that information as described in this Privacy Notice in accordance with the applicable laws.

Updates to our Privacy Notice

We may update this Privacy Notice from time to time without prior notice. Any changes will take effect once the revised notice is available and posted on our website. It is the responsibility of our clients to read and become acquainted with any changes or modifications. Notice of changes will be indicated at the top of this notice when it was last updated.