



**Effective: January 1, 2023**

Gls-us.com (the “Site”) is a website owned and operated by GLS. This Privacy Policy informs you how your information is collected and used by us when you access our Site and/or services offered by us through our Site (the “Services”). By accessing our Site and/or using our Services, you acknowledge you have read and understand this Privacy Policy and agree that we may collect and use your information in accordance with this Privacy Policy. If you do not agree with the terms of this Privacy Policy, please do not access our Site, and do not use our Services.

Your use of the Site and Services is also subject to our [Terms of Use](http://www.gls-us.com) at [www.gls-us.com](http://www.gls-us.com).

If you are a California resident, see the “Your California Privacy Rights” section below for information provided pursuant to the California Consumer Privacy Act, as amended by the California Privacy Rights Act (collectively, the “CPRA”), including how to request that we not “sell” or “share” your personal information by clicking Do Not Sell or Share My Personal Information.

This Privacy Policy only applies to the information collected and used by GLS from the Site and the Services and does not apply to information collected through third parties. GLS is not responsible for such third-party services, privacy policies, privacy practices or the content of such third-party sites, even if such third party is a GLS related entity.

### **Definitions**

“GLS,” “we,” “us,” and “our”: General Logistics Systems US, Inc. (“GLS US”) and its affiliated companies in the United States, including, but not limited to GLS US Freight, Inc. (“GLS US Freight”) and GLS US Solutions, Inc. (“GLS US Solutions”), any of which may exercise the rights and privileges afforded GLS under this Privacy Policy.

### **The Data We Collect**

In performance of the Services or if you used the Site, GLS collects information that identifies, relates to, describes, references, is reasonably capable of being associated with, or could reasonably be linked or linkable, directly, or indirectly, with a particular consumer or household (“personal information”). As used in this Privacy Policy, “personal information” does not include information that is considered publicly available, aggregated, or deidentified under applicable law. In particular, we may have collected the following categories of personal information from you within the last twelve (12) months.

<b>Category</b>	<b>Examples of Personal Information</b>
Personal identifiers and personal details	Name, address, email, phone number, and other contact information.

Personal information categories listed in the California Customer Records statute (Cal. Civ. Code § 1798.80(e))	Signature, and credit or debit card number.
Protected classification characteristics under California or federal law and that is not considered sensitive personal information as described below	Age, veteran or military status, marital status, and citizenship/immigration information.
Commercial information	Purchase history, shipment tracking number, status of shipment, delivery location and picture of shipment.
Geolocation information	City, state, or address.
Internet or other similar network activity	Browsing history, search history, information on your interaction with the Site or advertisements.
Professional or employment-related information and education information	Current or past employment history, qualifications, education history, and other relevant skills, training, and certifications.
Audio and visual information	Monitoring and recordings of surveillance and security cameras in stores; we may monitor and record other communications for training and quality assurance, such as when you chat with one of our experts online or call our customer service team.
Inferences drawn from any of the above	Profiles reflecting your preferences and behavior.
Sensitive personal information	Social Security Number, drivers' license number, or other government-issued identification number, precise geolocation, and contents of emails and text messages. We do not use this information

We collect certain information from you when you open an account with us or otherwise use our Site and Services. We collect personal information directly from you, directly from third parties who provide us with your information in order to allow us to deliver a package to you, and indirectly from you when you browse and otherwise use the Site.

We also collect aggregate data for internal reporting, and we count, track, and aggregate visitor's activity for the purpose of analysis of general traffic flow and feature usage related to our Site.

## **Cookies and Other Similar Technologies**

We, and third parties we allow, may use cookies or other automatic technologies to collect information about your online activities while using our Site. We may use session cookies or persistent cookies. Some features allow data to remain only for the time that your browser is open, for example a session cookie. A persistent cookie is an example of functionality that your browser provides that allows the data to persist on your device/computer even after the browser is closed. The information we collect automatically may include the name of your internet service provider, the Internet protocol ("IP") address you are using, the date and time you accessed the Site, and other similar information. An IP address is a number that automatically identifies the computer or device you use to access the Internet. The IP address enables our server to send you the web pages that you want to visit, and it may disclose the server owned by your Internet service provider. We may use IP addresses to conduct analyses and performance reviews and to administer the Site.

Cookies and similar technologies within a web browser also allow persistent storage of data as you navigate the website. This functionality does not personally identify users, although it does allow the web server to differentiate one user from another. Many websites use cookies and similar technologies to provide website and application features when a user visits the website, and most web browsers are set up to accept cookies. We use cookies to: allow our Site to function and improve delivery of your online experience; remind us of who you are and to access your account information to deliver better Services; estimate our audience size and usage of our Site, including measuring repeat usage of the Site; deliver advertisements that are more relevant to you based on your interests and to help measure the effectiveness of those advertising campaigns; and measure and track certain traffic patterns, including information like the areas of the Site you have visited to better personalize content, banners, and promotions.

You can set your browser to refuse cookies, but some functionality of your experience may not work properly, and you may be required to re-enter certain information each time you use our Site.

We use cookies provided by **Google Analytics** to better understand and personalize your use of the Site and Services. Google Analytics collects information like demographic data, how often users visit our website, what pages they visit when they do so, and what website they used prior to coming to our website. To process analytics data when you visit our Site, Google Analytics may use various technologies, including cookies or similar technologies to identify your browser or computer device. Google does not receive your user account information, your email address, or other personally identifiable information through the use of Google Analytics cookies. Where we use Google Analytics, we have set up the service to anonymize your IP address as soon as data is received by the Analytics Collection Network before any storage or processing takes place. You can learn more about Google Analytics and/or **opt out of Google Analytics** on this website: [How Google Uses Data When You Use Partner Sites or Apps](#).

We use Google Ads remarketing service to advertise on third-party websites. Remarketing could be, for example, in the form of an advertisement on the Google search results page or on any website in the Google display network. Third-party vendors, including Google, use cookies to

serve ads based on a user's browsing history. You can set preferences for how Google advertises to you using the [Google Ad Preferences page](#), and you may opt out of interest-based advertising by, for example, manipulating cookie settings or permanently using a browser plugin.

You may opt out of interest-based advertising by entering your preferences in cookie settings or permanently using a browser plugin. The Network Advertising Initiative also offers a means to opt-out of a number of advertising cookies. Please visit [www.networkadvertising.org](http://www.networkadvertising.org) to learn more. Note that opting-out does not mean you will no longer receive online advertising. It does mean that the company or companies from which you opted-out will no longer deliver ads tailored to your preferences and usage patterns.

## **How We Use Your Personal Information**

We use your personal information to provide our Site and Services, and to engage in the activity and related activities for which we collect it. Specifically, we use your personal information to:

- Set up your account
- Perform our Services, including shipping services, tracking services, communications with consumers regarding our Services and preparing agreements
- Provide support and resolve questions or issues relating to the Services and/or our Site, or otherwise in connection with the Services
- Improve our Sites and Services and for statistical analysis, such as, to estimate our audience size and usage patterns
- Improve, develop, promote and expand our brand name
- Internal research for technological development and demonstration
- Advertise on third party websites if you have previously visited the Site
- Send communications regarding special offers, promotions, coupons, newsletters, enhancements, or contests to our Site via email, when you choose to receive such communications
- Manage internal affairs such as finance and accounting, implementing business controls, and drafting management reports and analysis
- Maintain the safety, security, authentication and integrity of our customers, vendors, business partners, Site, Services, databases and other technology assets
- Comply with applicable laws, court orders and regulations, including responding to law enforcement requests

## **Categories of Personal Information Sold or Shared to Third Parties**

For purposes of this Privacy Policy, “**sell**” means the sale or transfer of your personal information to a third party for monetary or other valuable consideration, subject to certain exceptions in applicable law. For purposes of this Privacy Notice, “**share**” means transferring, making available or otherwise disclosing your employee personal information to another party for purposes of sending advertising to you based on your personal information obtained from your activities across distinctly-branded sites. “Share” and “sharing” as used in this section, does not include transfers of personal information described in this Privacy Policy as part of a corporate business transaction, such as a merger, acquisition, or joint venture, or in the event of insolvency, bankruptcy, or receivership. Should such an event occur, we will use reasonable efforts to direct the transferee to

use employee personal information you have provided to us in a manner that is consistent with this Privacy Policy.

In the preceding 12 months, we have sold or shared the following categories of personal information with the following third parties:

- *Identifiers.* Data analytics providers, operating systems and platforms, digital advertising platforms, government entities, health & safety providers, internet service providers, financial services providers, insurance providers, social networks, and technology providers.
- *Personal Information categories listed in the California Customer Records statute.* Data analytics providers, operating systems and platforms, digital advertising platforms, government entities, health & safety providers, insurance providers, internet service providers, social networks, technology providers, cybersecurity providers, and supply chain management providers.
- *Protected classification characteristics.* Data analytics providers, operating systems and platforms, digital advertising platforms, government entities, health & safety providers, internet service providers, financial services providers, insurance providers, social networks, and technology providers.
- *Commercial information.* Data analytics providers, operating systems and platforms, digital advertising platforms, government entities, health & safety providers, insurance providers, internet service providers, social networks, technology providers, cybersecurity providers, and supply chain management providers.
- *Internet or other similar network activity.* Data analytics providers, operating systems and platforms, digital advertising platforms, government entities, health & safety providers, insurance providers, and financial services providers.
- *Audio and visual information.* Data analytics providers, operating systems and platforms, digital advertising platforms, government entities, health & safety providers, insurance providers, and financial services providers.
- *Geolocation data.* Data analytics providers, operating systems and platforms, digital advertising platforms, government entities, health & safety providers, internet service providers, financial services providers, insurance providers, social networks, and technology providers.
- *Inferences.* Data analytics providers, operating systems and platforms, digital advertising platforms internet service providers, social networks, and technology providers.
- *Sensitive personal information.* Data analytics providers, operating systems and platforms, digital advertising platforms, government entities, health & safety providers, insurance providers, and financial services providers.

The personal information provided to our third parties is limited to that personal information which is necessary for them to fulfill the purposes described in the “How We Use Your Personal Information” section above and in accordance with applicable law.

## How We Disclose Your Personal Information

We disclose personal information to certain third parties to enable them to fulfill the purposes described in the “How We Use Your Personal Information” section of the Privacy Policy above. The personal information provided to our service providers is limited to that personal information which is necessary for them to fulfill these purposes. Our service providers have contractually agreed not to use your personal information other than as necessary to fulfill the applicable purposes and in accordance with applicable law. In the preceding 12 months, we have disclosed the following categories of personal information with the following categories of service providers:

- *Identifiers.* Data analytics providers, operating systems and platforms, government entities, health & safety providers, insurance providers, internet service providers, social networks, technology providers, cybersecurity providers, and supply chain management providers.
- *Personal Information categories listed in the California Customer Records statute.* Data analytics providers, operating systems and platforms, government entities, health & safety providers, insurance providers, internet service providers, social networks, technology providers, cybersecurity providers, and supply chain management providers.
- *Protected classification characteristics.* Data analytics providers, operating systems and platforms, government entities, health & safety providers, insurance providers, internet service providers, social networks, technology providers, cybersecurity providers, and supply chain management providers.
- *Internet or other similar network activity.* Data analytics providers, operating systems and platforms, government entities, health & safety providers, insurance providers, internet service providers, social networks, technology providers, cybersecurity providers, and supply chain management providers.
- *Geolocation data.* Data analytics providers, operating systems and platforms, government entities, health & safety providers, insurance providers, internet service providers, social networks, technology providers, cybersecurity providers, and supply chain management providers.
- *Inferences.* Data analytics providers, operating systems and platforms, government entities, health & safety providers, insurance providers, internet service providers, social networks, technology providers, cybersecurity providers, and supply chain management providers.
- *Sensitive personal information.* Data analytics providers, operating systems and platforms, government entities, health & safety providers, insurance providers, internet service providers, social networks, technology providers, cybersecurity providers, and supply chain management providers.

## Opt-out

We provide you the opportunity to opt-out of marketing communications by clicking the [“Unsubscribe”](#) link in email communications. In certain circumstances, when you create an account, you can choose not to receive information and offers by email. We will process your

request as soon as possible in accordance with applicable law, but please be aware that in some circumstances you may receive a few more messages until the unsubscribe request is processed.

Additionally, we may send you information regarding our Site and Services, such as information about changes to our policies and other notices and disclosures required by law. Generally, users cannot opt out of these communications, but they will be primarily informational in nature, rather than promotional.

## **Security**

We implement reasonable security measures to ensure the security of your personal information. Please understand, however, that no data transmissions over the Internet can be guaranteed to be 100% secure. Consequently, we cannot ensure or warrant the security of any information you transmit to us and you understand that any information that you transfer to us is done at your own risk. If we learn of security systems breach we may attempt to notify you electronically so that you can take appropriate protective steps. By using the Site or Services or providing your personal information to us, you agree that we can communicate with you electronically regarding security, privacy and administrative issues relating to your use of the Site and Services. We may post a notice via our Site if a security breach occurs. We may also send an email to you at the email address you have provided to us in these circumstances. Depending on where you live, you may have a legal right to receive notice of a security breach in writing.

Customers are responsible for maintaining the confidentiality and security of their user registration and password.

## **Collection of Data from Children**

Our Site is not intended for children under 18 years of age, and we do not intend to collect any personal information from such children. In the event that we learn that a person under the age of 18 has provided personal information to us, we will delete such personal data as soon as possible. We do not sell or share the personal information of children under 18 years of age.

## **How Long We Keep Your Personal Information**

We keep your personal information for as long as necessary or advisable with regard to the purpose for which it as collected, and we reserve the right to retain it to the full extent not prohibited by law.

## **Your California Privacy Rights**

California residents have the following data rights:

- Right to Know - Subject to certain exceptions, and legal obligations, you have the right to request that we disclose certain information to you about our collection and use of your personal information over the past 12 months, including whether we sell or share such information. You also have the right to request access to personal information collected about you and information regarding the following:
  - The categories of personal information we collected about you;

- The categories of sources of that information;
- The business or commercial purposes for which we collect, sell or share personal information about you;
- The categories of personal information about you that we have disclosed about you and the categories of persons or vendors to whom it was disclosed for a business purpose; and
- The specific pieces of personal information we have collected about you.

This information is disclosed above in the “The Data We Collect” and “How We Use Your Personal Information” sections. You may also submit a request for this information as described below. To protect your personal information, we may request additional information to verify your identity before we act on your request. To the extent legally required, we will provide a copy of the personal information we have collected about you, in a portable and, to the extent technically feasible, readily usable format that allows you to transmit the data to another entity without hindrance. We may provide this data to you through your account with us, or via email to the email address you have provided with your request.

- Right to Correct – You have the right to request that we correct any inaccurate personal information we maintain about you. In response to your request, we may request additional information showing that the information you want to correct is inaccurate.
- Right to Delete - You have the right to request deletion of your personal information, subject to certain exceptions as permitted by law. We will delete or deidentify personal information not subject to one of these exceptions from our records and will direct our service providers to take similar action.
- Right to Opt-Out of Sale or Sharing of Personal Information to Third Parties – You have the right to opt out of the sale or sharing of your personal information by GLS to third parties. You can exercise this right through the “Do Not Sell or Share My Personal Information” link [here](#) and in the footer of our Sites. Please note we do not sell the personal information of minors under 18 years of age without affirmative authorization.
- Right to Limit Use and Disclosure of Sensitive Personal Information – You have the right to direct us to limit our use of your sensitive personal information to that use which is necessary to fulfill the purposes reasonably expected by an average consumer who requests those goods or services. California law considers the following pieces of personal information to be “sensitive:” social security number, driver’s license number or other government-issued identification number, financial account number, any health insurance or medical identification number, an account password, security questions and answers, or unique biometric data. We use sensitive personal information only as it is necessary to fulfill the purposes for which it was collected, and we do not use it to infer characteristics about you.
- Right to Non-Discrimination - You have the right to not be discriminated against for exercising any of these rights.

If you or an authorized agent would like to exercise one or more of the above rights, you can do so through one of the following means:

- (1) By filling out a CPRA Privacy Rights Request Form available at [Privacy Policy](#) page.

(2) By emailing [privacy@gls-us.com](mailto:privacy@gls-us.com).

(3) By calling toll-free at (800) 322-5555, extension #15310.

We may need you to provide additional information to verify your request, such as providing data elements so that we can confirm they match the information already maintained by us. We will not use this additional information for anything other than handling your request. Similarly, we will not require you to create an account of any sort, solely for the purpose of exercising your rights under applicable data protection laws.

Please note that you may authorize another individual or a business registered with the California Secretary of State, called an authorized agent, to make requests on your behalf. We may ask the individual to submit documentation or proof supporting their authority to represent you, and we may ask you to either verify your own identity or confirm that you provided the authorized individual to act on your behalf. Parents of minor children may submit a birth certificate of the child in lieu of an affidavit, in order to make requests on the child's behalf.

We endeavor to respond to all such requests within forty-five (45) days, although there may be a brief delay in processing a request while we verify that the request is valid and originates from you as opposed to an unauthorized third party. If we require more time, we will inform you of the reason and extension period in writing.

Additionally, California Civil Code Section 1798.83 (the "Shine the Light" law) permits visitors to the Sites who are California residents to request certain information regarding our disclosure of personal information to third parties for their direct marketing purposes. We do not share personal information with third parties for their direct marketing purposes.

### **How We Respond to Do Not Track Signals**

At this time, our Site does not recognize automated browser signals regarding tracking mechanisms, which may include "Do Not Track" instructions.

### **Cross-border Transfers**

If you use our Site or Services outside of the United States, you understand that we may collect, process, and store your personal information in the United States and other countries. The laws in the U.S. regarding personal information may be different from the laws of your state or country. Any such transfers will comply with safeguards as required by relevant law. By using our Site or Services, you consent to the collection, international transfer, storage, and processing of your data.

### **Changes to this Privacy Policy**

GLS may, from time to time, revise the terms and conditions of this Privacy Policy. GLS will provide notice of such modifications by publishing them on our Site and revising the "Effective Date" above. Material revisions to the terms shall be effective no sooner than thirty (30) days after posting on the Site. Your continued use of the Site and Services following the posting of changes to this Privacy Policy will mean that you accept those changes.

**Contact us**

You may write to us at [privacy@glis-us.com](mailto:privacy@glis-us.com) for any privacy concerns and requests relating to this Privacy Policy, or our Site, our Services or any other aspects of our Site.