



Transportr's Privacy Policy

Transportr respects your privacy and commits to protecting your personal, professional and relevant data and information (Personal Data). This privacy policy illustrates the way **Transportr** uses your Personal Data when the website is visited, your privacy right and in what way the law is protecting you.

All capitalized words used in this Privacy Policy shall have the same meaning as defined in the user agreements unless otherwise expressly stated herein.

Purpose of this Privacy Policy

The purpose of this privacy policy is to show you how **Transportr** collects, processes, and stores your Personal Data through **Transportr's** platform.

It is necessary to read this privacy policy along with any other privacy policy that **Transportr** may provide on specific events once we collect or process Personal Data related to you to keep you fully aware of how and why **Transportr** needs your Personal Data.

Transportr's privacy policy supplements other privacy policies and notices and is not planned to override them.

Contact Details

For any inquiries about **Transportr's** privacy policy or practices, please reach us through the following contact details:

Email address: help@Transportr.com

Telephone: +971 2 491 7990

Privacy Policy Updates and Your Duty to Update

Transportr updates its privacy policy regularly. This version was last updated in June 2022.

It is necessary for **Transportr** to store precise and up to date data of the Shipper and Carrier. Please keep **Transportr** updated of any data changes of your Personal Data during the period with **Transportr**.

Third-Party Links

There are data of third-party providers, application, plug-ins in **Transportr's** platform. Clicking on the links will enable the connections which might allow third-party to access general data about you.

Transportr does not have any control over the third parties, and it is not responsible for their privacy policy.

When engaging with third-party websites, **Transportr** encourages you to go through the privacy policies on their website after leaving **Transportr's** website.

Data Collected

Personal Data: Any data concerning an individual that reveals the identity of the person.

Transportr might collect, analyze, save and transfer various kinds of Personal Data about you which **Transportr** has grouped together as follows:

- **Identity Data:** First and last names, company name, username or equivalent fields. For some services, **Transportr** might request you to submit the following information: nationality, passport details such as number and expiry date, and National ID details.
- **Contact Data:** Pickup and delivery addresses, billing address, email address and phone numbers.
- **Financial Data:** Details related to bank account and card payment.



- **Transaction Data:** payment details to and from you and other information of services you have purchased from *Transportr*.
- **Technical Data:** Shipper's internet protocol (IP) address, login data, type of browser and version used, location and time zone, browser plug-in types and versions, operating system and platform, and other technology on the devices you use to access this website.
- **Profile Data:** Shipper's username and password, purchases or orders, interests, preferences, survey results and feedback if any.
- **Usage Data:** information about how you use this website, products and services.
- **Marketing and Communications Data:** your preferences in receiving marketing from *Transportr* and any involved third parties and your communication preferences.

Transportr collects and uses aggregated data such as demographic or statistical data for visualization and study purposes. Aggregated data is derived from the information taken from the website and it is not considered as Personal Data as it should not directly or indirectly reveal your identity. For instance, *Transportr* may aggregate your usage data to calculate the time spent using the website.

Failing to Provide Personal Data

By the law or under the agreed contract, *Transportr* is required to collect accurate and up to date Personal Data about you and failing to provide and share the requested data, *Transportr* may not be able to achieve the terms agreed upon (for instance, to provide you with the platform portal services such as submitting a request).

For Shippers, this means that *Transportr* may not be able to offer access to creating a shipment or to receive/create quotation from Carriers. If you are a Carrier on *Transportr's* platform, this could mean that you are unable to market or supply your services to Shippers using this portal.

Process of Collecting Personal Data

Transportr follows different methods to collect information about its Shippers and Carriers.

One of the ways to share data is by direct interactions. You may share your information such as name and VAT number by filling up a form or by responding to *Transportr* by phone call, email or post. This contains Personal Data you provide by:

- Apply or register for an Account on the platform.
- Subscribe to *Transportr's* services or publications
- Request marketing to be sent to you
- Give feedback or contact *Transportr*
- Automated messages or interactions. As you sign in this website, *Transportr* will automatically save your information about your device and browsing actions. *Transportr* might store the information through cookies, server logs and similar technologies.
- Through third parties or public websites and social media pages. *Transportr* may save Personal Data about you from different third parties and public social media sources

Use of Personal Data

Transportr will not use your Personal Data without your consent. By using *Transportr's* website and/or platform, you consent and agree to your Personal Data being collected in the following scenarios:

- To make an agreement contract between you and *Transportr*.
- Business purposes in order to improve and further develop the platform and services offered by *Transportr*.



- To update you on new services, alerts, information offered by **Transportr**.
- To comply with a legal obligation.

Marketing

Transportr strives to provide you with choices concerning certain Personal Data usages, mostly in advertising and marketing as explained below.

Transportr Promotional Offers

Transportr may use your identity, contact, technical, usage and profile data and order history to form a view on what you may want or need, or what may be of interest to you. This is how **Transportr** establishes which services and offers may be related to you.

You may receive marketing communications from **Transportr** if you have requested or purchased services through **Transportr's** platform.

Third-party Marketing

Transportr will not share your Personal Data with any third party for marketing purposes but please note that if you opt to receive services by a third party on this website, **Transportr** does not control how they utilize your data. Please refer to your agreement with any such third party for further information.

Opt-Out Links

You can ask **Transportr** to stop sending you marketing messages at any time by following the opt-out links on any marketing message sent to you. **Transportr** will use reasonable endeavors to ensure that no further marketing material is sent to you.

Cookies

By using this website, you expressly agree and consent to **Transportr's** use of cookies.

Cookies are used to collect browsing information. The cookies track information such as the number of visits, duration of visit, destination page, bounce rate and other general information.

Transportr uses the information collected by the cookies to measure how you use the website so it can be updated and improved.

Change of Purpose

Transportr will only use your Personal Data for the purposes for which it was collected for, unless **Transportr** reasonably considers that there is a need to use it for another reason and that reason is compatible with the original purpose. If you wish to get an explanation as to how the processing for the new purpose is compatible with the original purpose, please contact **Transportr**.

Please note that **Transportr** may process your Personal Data without your knowledge or consent, in compliance with the above rules, where this is required or permitted by law.

Disclosures of Personal Data

If necessary, **Transportr** may have to share your Personal Data with the parties set out below:

- Internal third parties: entities that are under the umbrella group of the companies.
- External third parties: parties that provide professional services to **Transportr** such as IT, design, auditing



and legal services.

- Shippers and Carriers: for both Shippers and Carriers, **Transportr** may share your Personal Data with actual or prospective counterparties on the platform in order to provide the platform services to you.
- Third parties to whom **Transportr** may choose to sell, transfer or merge parts of its business or assets. If a change of ownership occurs, then the new owners may use the Personal Data in the same way as set out in this privacy policy.
- At the request of law enforcement, regulators or governments departments and agencies, or if required to bring or defend legal proceedings.
- **Transportr** requires all recipients to respect the security of your Personal Data and to treat it in accordance with the law.

International Transfers

Transportr does not frequently share your Personal Data outside the United Arab Emirates but may transfer the required data when needed. For example, if the shipment is categorized as cross-border movement, your general Personal Data might be shared. By using the platform, opening an Account, requesting, providing or ordering specific services through **Transportr**, you specifically acknowledge and agree on such transfers.

Data Security

Transportr has taken into consideration security measures to protect your Personal Data from accidentally being lost or accessed by an unauthorized or illegal way. **Transportr** limits the access to your Personal Data to its employees, contractors, agents and other third parties that were agreed on to perform a specific transaction or business need and they are subject to confidentiality. Unfortunately, the transmission of data through the internet is not completely safe. Therefore, with the necessary steps taken by **Transportr**, **Transportr** cannot guarantee the full security of the data transmitted to this website and any transmission is at your own risk. **Transportr** planned on how to deal with any suspected Personal Data breach and notify you once any suspected activity of stealing Personal Data is approached.

Data Retaining

Transportr will hold your Personal Data for as long as it is necessary to fulfil the purposes for which the data was collected for, and in compliance with tending to any legal, tax, accounting regulatory, or reporting requirements. **Transportr** may require holding your Personal Data for a longer period in the event of a complaint or if **Transportr** reasonably believe there is a prospect of litigation in respect thereto.

Transportr studies the amount, nature and sensitivity of the Personal Data, the potential risk of harm from unauthorized use or disclosure of your Personal Data, the purposes for which **Transportr** processes your Personal Data and whether **Transportr** can achieve those purposes through other means, and the applicable legal, regulatory, tax, accounting or other requirements in order to determine the appropriate retention period for Personal Data.