

DOTS – Privacy Policy

DOTS Inc. (“DOTS”, “we”, “us”, or “our”) is committed to protecting your privacy and the security of your personal information. This Privacy Policy explains how we collect, use, share, retain, and protect personal data when you:

- Use the DOTS website and applications;
- Create an account or place a shipment;
- Use tracking, logistics, or platform services (“Services”).

By accessing or using our Services, you agree to the terms of this Privacy Policy.

1.

Information We Collect

We collect personal information that you provide directly and information collected automatically from your use of our Services.

1.1

Information You Provide

When you use our Services, you may provide:

- Full name, company name
- Postal address and shipment addresses
- Email address and phone number
- Billing and payment details
- Government-issued identification numbers (where required)
- Shipment details (weight, contents, declared value)

This may be collected when you create an account, place a shipment, request tracking, or contact us for support.

1.2

Automatically Collected Information

We and our service providers may collect certain information automatically when you use our Services, including:

- IP address
- Browser or device information
- Usage data and system logs
- Cookies, web beacons, and similar tracking technologies

This helps improve functionality, performance, and security.

2.

How We Use Your Information

We use your personal data for purposes including:

- To provide transportation and logistics services
 - To process shipments and handle claims
 - To manage your account and customer support
 - To send notifications, tracking updates, and delivery alerts
 - To comply with legal and regulatory requirements
 - To improve our Services and Service offerings
 - To prevent fraud and ensure security
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3.

Legal Bases for Processing (Where Required)

Where required by law, we process personal data only where:

- It is necessary to perform a contract with you;
 - It is required by law or regulation;
 - We have your consent;
 - It is necessary for our legitimate business interests (e.g., fraud prevention, service improvement), provided your rights are not overridden.
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4.

Cookies and Tracking Technologies

We and our partners use cookies and similar technologies to:

- Enable Service functionality
- Analyze usage patterns
- Deliver personalized content and advertising
- Improve user experience

You can control cookie preferences through your browser settings, though disabling cookies may affect Service functionality.

5.

Sharing Your Information

We may share personal data:

- With DOTS affiliates and subsidiaries;
- With service providers who help us provide Services (e.g., payment processors, carriers, IT providers);
- With insurers, claims adjusters, and risk partners;
- With law enforcement or regulatory authorities when required by law;
- In connection with corporate transactions (e.g., acquisition, merger, asset sale).

We do **not sell your personal information** to third-party marketers.

6.

Cross-Border Transfers

DOTS is a U.S. company, and your personal data may be transferred to and stored in countries outside your residence, including the United States. Where required by applicable law, we use appropriate safeguards for international data transfers.

7.

Security of Your Information

We implement technical and organizational security safeguards designed to protect personal data from unauthorized access, loss, alteration, or misuse. However, no system is completely secure, and we cannot guarantee absolute protection.

8.

Data Retention

We retain personal information only as long as necessary to:

- Provide the Services you request;
- Comply with legal and regulatory requirements;
- Resolve disputes and enforce agreements.

Once personal data is no longer needed, we delete or anonymize it.

9.

Your Rights and Choices

Where applicable, you may have the right to:

- Access the personal data we hold about you
- Correct or update inaccurate information
- Delete data (subject to legal or contractual restrictions)
- Object to certain processing activities
- Withdraw consent where applicable

To exercise your rights, please contact us using the information below.

10.

Children's Privacy

Our Services are not intended for children under the age of 16. We do not knowingly collect personal data from minors. If we learn that we have collected data from a child under 16, we will take steps to delete it.

11.

Third-Party Websites and Services

Our Services may contain links to third-party websites. We are not responsible for the privacy practices of third parties. You should review the privacy policies of any third party you interact with.

12.

Changes to This Privacy Policy

We may update this Privacy Policy as our business or legal requirements change. The “Last Updated” date will reflect the revision date. Continued use of the Services after changes are made means you accept the new Privacy Policy.