

PRIVACY POLICY

Ontour Logistic Service UK Ltd (the “Company”) is committed to protecting the privacy of its users. This Privacy Policy (“Privacy Policy”) is designed to help you understand what information we gather, how we use it, what we do to protect it, and to assist you in making informed decisions when using Our Services. Unless otherwise indicated below, this Privacy Policy applies to any data the Company may collect about you. For purposes of this Agreement, “Our Services” refers to the Company’s services which can be accessed via email addresses ending @ontour-lhr.com or telephone +44 (0)1753 314 326. The terms “we,” “us,” and “our” refer to the Company. “You” refers to you, as a user of Our Services.

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1. CONSENT

Ontour Logistic Service UK Ltd.

Unit 3 McKay Trading Estate, Blackthorne Road, GB-SL3 0AH Colnbrook

Tel: +44 (0)1753 314 326, e-mail: mail@ontour-lhr.com

By accessing Our Services, you accept our Privacy Policy and Terms of Use, and you consent to our collection, storage, use and disclosure of your personal information as described in this Privacy Policy. In addition, by using Our Services you are accepting the policies and practices described in this Privacy Policy. Each time you use Our Services, and any time you voluntarily provide us with information, you agree that you are consenting to our collection, use and disclosure of the information that you provide, and you are consenting to receive emails or otherwise be contacted, as described in this Privacy Policy. Whether or not you register or create any kind of account with us, this Privacy Policy applies to all users of Our Services.

2. INFORMATION WE COLLECT

We may collect both “Non-Personal Information” and “Personal Information” about you. “Non-Personal Information” includes information that cannot be used to personally identify you i.e. generic email address and telephone numbers. “Personal Information” includes information that can be used to personally identify you, such as your name, address and personal email address. We use this information for, among other things, the operation of Our Services, to maintain the quality of Our Services, to provide general statistics regarding Our Services and for other business purposes.

3. HOW WE USE AND SHARE INFORMATION

Personal Information: In general, we do not sell, trade, rent or otherwise share your Personal Information with third parties without your consent. We may share your Personal Information with vendors and other third-party providers who are performing services for the Company. In general, the vendors and third-party providers used by us will only collect, use and disclose your information to the extent necessary to allow them to perform the services they provide for the Company. For example, when you provide us with personal information to complete a transaction, arrange for a collection/delivery etc, you consent to our collecting and using such personal information for that specific purpose, including by transmitting such information to our vendors (and their service providers) performing these services for the Company. However, certain third-party service providers, such as data processors, have their own privacy policies in respect of the information that we are required to provide to them in order to use their services. For these third-party service providers, we

recommend that you read their privacy policies so that you can understand the manner in which your Personal Information will be handled by such providers. In addition, we may disclose your Personal Information if required to do so by law or if you violate our Terms of Use. Non-Personal Information: In general, we use Non-Personal Information to help us improve the Service and customise the user experience. This Privacy Policy does not limit in any way our use or disclosure of Non-Personal Information and we reserve the right to use and disclose such Non-Personal Information to our partners, advertisers and other third parties at our sole discretion.

4. HOW WE PROTECT INFORMATION

We implement reasonable precautions and follow industry best practices in order to protect your Personal Information and ensure that such Personal Information is not accessed, disclosed, altered or destroyed. However, these measures do not guarantee that your information will not be accessed, disclosed, altered or destroyed by breach of such precautions. By using Our Services, you acknowledge that you understand and agree to assume these risks.

5. YOUR RIGHTS REGARDING THE USE OF YOUR PERSONAL INFORMATION

You have the right at any time to prevent us from contacting you for marketing purposes. We may continue to send you administrative emails including, for example, periodic updates to our Privacy Policy.

6. AGE OF CONSENT

By using Our Services, you represent that you are at least 18 years of age.

7. CHANGES TO OUR PRIVACY POLICY

The Company reserves the right to change this Privacy Policy and our Terms of Use at any time. If we decide to change this Privacy Policy, we will notify you of these changes so that you are always aware of what information we collect, how we use it, and under what circumstances we disclose it. If you do not agree to any changes, if and when such changes may be made to this Privacy Policy, you must cease using Our Services. If you have provided your email address to us, you give us permission to email you for the purpose of notification as described in this Privacy Policy.

8. MERGER OR ACQUISITION

In the event we undergo a business transaction such as a merger, acquisition by another company, or sale of all or a portion of our assets, your Personal Information may be among the assets transferred. You acknowledge and consent that such transfers may occur and are permitted by this Privacy Policy, and that any acquirer of our assets may continue to process your Personal Information as set forth in this Privacy Policy. If our information practices change at any time in the future, we will notify you of policy changes so that you may opt out of the new information practices.

We suggest that you check this Privacy Policy periodically if you are concerned about how your information is used.

9. EMAIL COMMUNICATIONS & OPTING OUT

We will send you Service-related announcements on occasions when it is necessary to do so. For instance, if Our Services are temporarily suspended for maintenance, which will affect the way you use Our Services, we might send you an email. Generally, you may not opt-out of these communications, which are not promotional in nature. Based upon the Personal Information that you provide us, we may communicate with you in response to your enquiries to provide the services you request and to manage your account. We will communicate with you by email or telephone, in accordance with your wishes. We may also use your Personal Information to send you updates and other promotional communications. If you no longer wish to receive those email updates, you may opt-out of receiving them by following the instructions included in each update or communication.

10. CONTACT US & WITHDRAWING CONSENT

If you have any questions regarding this Privacy Policy or the practices of this Our Services, or wish to withdraw your consent for the continued collection, use or disclosure of your Personal Information, please contact us by sending an email to accounts@ontour-lhr.com