

Privacy Policy

Last modified: July 18, 2018

Introduction

PACKAGE SOLUTIONS, INC. ("**Company**" or "**We**") respects the privacy of our users ("you") and are committed to protecting it through our compliance with this policy.

This policy describes the types of information we may collect from you or that you may provide in several ways when you access or use our websites, mobile applications, and package delivery management services (collectively, our "**Service**") and our practices for collecting, using, maintaining, protecting, and disclosing that information.

This policy applies to information we collect:

- On our websites.
- Through mobile and desktop applications we make available via the websites or third-party services.
- In email, text, and other electronic messages between you and us, including those sent via the Service.
- From third-party business partners such as your property management company, website operators, app store providers, e-commerce retailers, and package delivery service providers.

Except as stated explicitly, this policy does not apply to information collected by:

- Us offline; or
- Any third party in any way, including through any website, application, or content that may link to or be accessible from the Service but that is not operated by us.

Please read this policy carefully to understand our policies and practices regarding your information and how we will treat it. If you do not agree with our policies and practices, your choice is not to use our Service. By accessing or using the Service in any way, you agree to this privacy policy. This policy may change from time to time (see Changes to Our Privacy Policy). Your continued use of the Service after we make changes is

deemed to be acceptance of those changes, so please check the policy periodically for updates.

Information We Collect About You and How We Collect It

We collect several types of information from and about users of our Service, including information:

- By which you may be personally identified, such as name, postal address, e-mail address, telephone number, credit card number, or any other identifier by which you may be contacted online or offline ("**personal information**");
- That is about other people in your household, such as your spouse or children, and that may personally identify them;
- That is about you but individually does not identify you, such as about your internet connection, the equipment you use to access our Service and usage details.

We collect this information:

- Directly from you when you provide it to us.
- Automatically as you navigate through the websites or applications. Information collected automatically may include usage details, IP addresses, and information collected through cookies, web beacons, or mobile applications, and other tracking technologies.
- From third parties, for example, our business partners.

Information You Provide to Us. The information we collect on or through our Service may include:

- Information that you provide by filling in forms on our Service. This includes information provided at the time of registering to use our Service or requesting further services. We may also ask you for information when you enter a contest or promotion sponsored by us, and when you report a problem with our Service.
- Records and copies of your correspondence (including email addresses and/or mobile numbers), if you contact us.
- Your responses to surveys that we might ask you to complete for research purposes.

- Details of package delivery and shipment management transactions you carry out through our Service and of the disposition of those requests.
- Information identifying and relating to third parties that ship you packages or to which you ship packages.
- Information about your household and its members.
- Your search queries on the websites or within the applications.

Information We Collect Through Automatic Data Collection Technologies. As you navigate through and interact with the websites and applications, we may use automatic data collection technologies to collect certain information about your equipment, browsing actions, and patterns, including:

- Details of your visits to our Service, including traffic data, location data, logs, and other communication data and the resources that you access and use on the Service.
- Information about your computer and internet connection, including your IP address, operating system, and browser type.

The information we collect automatically may include personal information, or we may maintain it or associate it with personal information we collect in other ways or receive from third parties. It helps us to improve our Service and to deliver a better and more personalized service, including by enabling us to:

- Estimate our website and application audience size and usage patterns.
- Store information about your preferences, allowing us to customize our Service according to your individual interests.
- Speed up your searches or interactions with the system.
- Recognize you when you return to our Service.

The technologies we use for this automatic data collection may include:

- **Cookies (or browser cookies).** A cookie is a small file placed on the hard drive of your computer. You may refuse to accept browser cookies by activating the appropriate setting on your browser. However, if you select this setting you may be unable to access certain

parts of our Service. Unless you have adjusted your browser setting so that it will refuse cookies, our system will issue cookies when you direct your browser to our Service.

- **Flash Cookies.** Certain features of our Service may use local stored objects (or Flash cookies) to collect and store information about your preferences and navigation to, from, and on our Service. Flash cookies are not managed by the same browser settings as are used for browser cookies. For information about managing your privacy and security settings for Flash cookies, see Choices About How We Use and Disclose Your Information.
- **Web Beacons.** Pages of our the Service and our e-mails may contain small electronic files known as web beacons (also referred to as clear gifs, pixel tags, and single-pixel gifs) that permit the Company, for example, to count users who have visited those pages or opened an email and for other related website statistics (for example, recording the popularity of certain website content and verifying system and server integrity).

How We Use Your Information

We may use information that we collect about you or that you provide to us, including any personal information:

- To present our Service and its contents to you.
- To provide you with information, products, or services that you request from us.
- To fulfill any other purpose for which you provide it.
- To provide you with notices about your account, including package delivery notices, package pick-up authorizations, credit card charge receipts or notices, expiration and renewal notices or notices of legal actions.
- To carry out our obligations and enforce our rights arising from any contracts entered into between you and us, including for billing and collection.
- To notify you about changes to our Service or any products or services we offer or provide through it.
- To make improvements and updates to the Service.
- In any other way we may describe when you provide the information.
- For any other purpose with your consent.

We may also use your information to contact you about our own and third-parties' goods and services that may be of interest to you. If you do not want us to use your information in this way, you will be able to opt out or unsubscribe.

We may use the information we have collected from you to enable us to display advertisements to our advertisers' target audiences. Even though we do not disclose your personal information for these purposes without your consent, if you click on or otherwise interact with an advertisement, the advertiser may assume that you meet its target criteria.

Disclosure of Your Information

We may disclose aggregated information about our users, and information that does not identify any individual, without restriction.

We may disclose personal information that we collect or you provide as described in this privacy policy:

- To our business partners, subsidiaries and affiliates.
- To contractors, service providers, and other third parties we use to support our business.
- To a buyer or other successor in the event of a merger, divestiture, restructuring, reorganization, dissolution, or other sale or transfer of some or all of Package Solutions, Inc.'s assets, whether as a going concern or as part of bankruptcy, liquidation, or similar proceeding, in which personal information held by Package Solutions, Inc. about our Service users is among the assets transferred.
- To third parties to market their products or services to you if you have not opted out of these disclosures.
- To third parties for purposes of analysis and marketing.
- To fulfill the purpose for which you provide it.
- For any other purpose disclosed by us when you provide the information.
- With your consent.

We may also disclose your personal information:

- To comply with any court order, law, or legal process, including to respond to any government or regulatory request or to conduct any investigation or audit.
- To enforce or apply our Terms of Use at <http://www.packagesolutions.com/terms>, our Resident Agreement at <http://www.packagesolutions.com/residentagreement>, and other agreements, including for billing and collection purposes.
- If we believe disclosure is necessary or appropriate to protect the rights, property, or safety of Package Solutions, Inc., our customers, or others. This includes exchanging information with other companies and organizations for the purposes of fraud protection and credit risk reduction.

Choices About How We Use and Disclose Your Information

We strive to provide you with choices regarding the personal information you provide to us. We have created mechanisms to provide you with the following control over your information:

- **Tracking Technologies.** You can set your browser to refuse all or some browser cookies, or to alert you when cookies are being sent. To learn how you can manage your Flash cookie settings, visit the Flash player settings page on Adobe's [website](#). If you disable or refuse cookies, please note that some parts of this site may then be inaccessible or not function properly.

Accessing and Correcting Your Information

You can review and change your personal information by logging into the Service and visiting your account profile page.

You may also send us an email at support@packagesolutions.com to request access to, correct or delete any personal information that you have provided to us. We cannot delete your personal information except by also deleting your user account. We may not accommodate a request to change information if we believe the change would violate any law or legal requirement or cause the information to be incorrect.

Data Security

We have implemented measures designed to secure your personal information from accidental loss and from unauthorized access, use, alteration, and disclosure. All information you provide to us is stored on our secure servers behind firewalls. Any payment transactions will be encrypted using SSL technology.

The safety and security of your information also depends on you. Where we have given you (or where you have chosen) a password for access to certain parts of our Service, you are responsible for keeping this password confidential, and for all activity within the Service that uses your password or other credentials. We ask you not to share your password with anyone. We urge you to be careful about accessing the Service using shared or public computers, and to log out of the Service after any session.

Unfortunately, the transmission of information via the internet is not completely secure. Although we do our best to protect your personal information, we cannot guarantee the security of your personal information transmitted to our Service. Any transmission of personal information is at your own risk. We are not responsible for circumvention of any privacy settings or security measures contained on the Service.

Children Under the Age of 13

Our Service is not intended for children under 13 years of age. No one under age 13 may provide any information to or through the Service. We do not knowingly collect personal information from children under 13. If you are under 13, do not use the Service in any way or provide any information on or through the Service. If we learn we have collected or received personal information from a child under 13 without verification of parental consent, we will delete that information. If you believe we might have any information from a child under 13 or any unauthorized information about a child under 13, please contact us at support@packagesolutions.com.

Changes to Our Privacy Policy

It is our policy to post any changes we make to our privacy policy on this page. If we make material changes to how we treat our users' personal information, we will notify you through a notice on the home pages of the websites or other means. The date the privacy policy was last revised is identified at the top of the page. You are responsible for ensuring we have an up-to-date active and deliverable email address for you, and for

periodically visiting our Service and this privacy policy to check for any changes.

Contact Information

To ask questions or comment about this privacy policy and our privacy practices, contact us at:

Package Solutions, Inc.

P.O. Box 190653

Atlanta, GA 31119

or via our toll-free number: 866-931-5567

Or local/international: 404-382-5805