



Approved By : Cecilia Barriault & Nicole Earle

January 2, 2020

At Velocity Express we are committed to protecting your privacy. The purpose of this Privacy Statement is to inform you about Velocity Express's practices relating to the collection, use and disclosure of personal information that may be provided through access to or use of our websites or shipping services and related products or that may otherwise be collected by us.

## Personal Information

For the purpose of this Privacy Statement, "Personal Information" means information about an identifiable individual, but does not include the name, title or business address or telephone number of an employee of an organization.

## What Personal Information We Collect and How We Use It

Velocity Express collects and retains information about every shipment we make so that we can better provide you with the services and information necessary to make shipping even easier. Examples of personal information collected by Velocity Express are:

- Contact information ( such as name, address, email address and telephone number in a non-business capacity );
- Proof of identity (such as signature and driver's license number);
- Financial and billing information (such as credit card details and credit history); and on an optional basis, demographic information (such as age, education and occupation).

Velocity Express uses your personal information for the following purposes:

- To provide you with timely and reliable services, including shipping, tracing packages, communicating with you and the intended recipient of your packages about the status of the shipment, customer support, account management and billing, verifying credit, customer authentication and related services;
- To develop and maintain our relationship with you and to communicate with you;

- To develop and improve our products, services and websites and to advise you about new products and services that may be of interest to you;
- To satisfy Velocity Express's legitimate business interests (for example, conducting market studies and trend analysis and generating aggregate data and reports which record customer behaviour as a whole); and to assist law enforcement agencies, to collect outstanding debts, to protect our business interests and the interests of our customers, and to generally meet requirements imposed by law.

### **When We Disclose Your Personal Information**

Except with your consent, we will not sell, share, license, trade or rent your personal information to others. Velocity Express may disclose personal information to third parties engaged to assist us in providing services to you or to carry out one or more of the purposes described above. Velocity Express reserves the right to co-operate fully with local, provincial, state and federal officials (whether or not we are court ordered to do so) in any (formal or informal civil or criminal) investigation (or proceeding whether administrative or judicial in nature) relating to any personal information (including private electronic communications transmitted on any Velocity Express website) or any purported unlawful activities. Velocity Express reserves the right to disclose and/or transfer personal information to a third party in the event of a proposed or actual sale, merger or other transfer of the assets provided that the third party agrees to adhere to the principles expressed in this Privacy Statement and the information does not constitute all or substantially all of the assets being transferred.

### **Knowledge and Consent**

Velocity Express collects personal information about our customers only when our customers voluntarily provide it. When personal information is provided to us about the intended recipient of a shipment, we use that information solely for the purposes of processing the shipment and, in some cases, to communicate with the intended recipient to provide information pertaining to the status of the shipment. We rely on our customers to obtain the intended recipient's consent to our use of their personal information for these limited purposes. The form of consent provided by an individual, including whether it is express or implied, will largely depend on the sensitivity of the personal information and the reasonable expectations of the individual in the circumstances. You may withdraw consent at any time, subject to legal or contractual restrictions and reasonable notice. If you wish to withdraw your consent, please contact us at : [privacy@velocityex.com](mailto:privacy@velocityex.com). Velocity Express will inform you of the implications of withdrawing consent. We will not, as a condition of the supply of a product or service, require you to consent to the collection, use or disclosure of information beyond that required to fulfill the explicitly specified and legitimate purposes.

**How We Protect Your Personal Information**

Velocity Express makes all commercially reasonable efforts to ensure that personal information collected from you is protected against loss and unauthorized access. Access to your personal information is restricted to selected Velocity Express employees or representatives. In addition, Velocity Express employs generally accepted information security techniques, such as firewalls, access control procedures and cryptography, to protect personal information against loss and unauthorized access. While Velocity Express uses commercially reasonable efforts to limit access to its vehicles and premises to authorized personnel, Velocity Express cannot guarantee the confidentiality of information that is displayed on any shipment package or shipment label.

**Retention of Your Personal Information**

Velocity Express retains your personal information for as long as necessary to fulfill the purpose for which it was collected and to comply with applicable laws.

**Changes to this Privacy Statement**

Velocity Express reserves the right to modify this Privacy Statement at anytime without notice. The Privacy Statement posted at any time or from time to time via our website and shall be deemed to be the Privacy Statement then in effect.

**Access**

You may visit our website and or email us at : [privacy@velocityex.com](mailto:privacy@velocityex.com) to request access to or correction or update of your personal information.

**Contact Us**

In the event that you have any questions about Velocity Express's Privacy Statement or if you have reason to believe that Velocity Express may have failed to adhere to this Privacy Statement, you may Contact Us.

## PRIVACY POLICY

Please note that any comments, suggestions or materials provided to Velocity Express shall be deemed to be of a non-confidential and non-proprietary nature (becoming the property of Velocity Express upon Velocity Express's receipt of same) and Velocity Express shall be entitled to use and distribute such comments, suggestions or materials to any other parties and for any other purposes, including, but not limited to, developing and marketing products and/or services incorporating or based on any such comments, suggestions or materials.