

## PackageHawk Privacy Policy

**Last Updated:** October 18, 2025

PackageHawk (“we,” “us,” or “our”) respects your privacy and is committed to protecting your personal information. This Privacy Policy explains how we collect, use, disclose, and protect the information you provide when using our web application and related services (collectively, the “Service”).

By using PackageHawk, you agree to the terms of this Privacy Policy. If you do not agree, please do not use the Service.

---

### 1. Information We Collect

We collect the following types of information when you use the Service:

- **Account Information:** Name, email address, organization name, and login credentials.
- **Subscription and Payment Information:** Billing address, payment details (processed securely through third-party payment providers).
- **Usage Information:** Log data such as IP address, browser type, and device information.
- **Package and Delivery Data:** Information you or your organization input into the system, such as recipient names, tracking numbers, and delivery records.

If you use PackageHawk’s SMS notification features, please review the dedicated **SMS Notification Policy** section below.

---

### 2. How We Collect Information

We collect information in the following ways:

- When you register for an account or subscribe to our Service.
- When you or your organization input delivery or tracking data.
- When you contact us for support or interact with our website.
- Automatically, through cookies and server logs that record interactions with our platform.

---

### 3. How We Use Information

We use the information we collect to:

- Provide, operate, and improve our Service.
- Manage user accounts and authentication.
- Process payments and manage subscriptions.
- Send administrative or transactional communications.
- Maintain security and prevent unauthorized access or misuse.

We do **not** sell, rent, or trade your personal information for marketing purposes.

---

### 4. Data Retention and Deletion

PackageHawk retains package and delivery records for **up to one (1) year** from the date each record is created.

After one year:

- Records may be automatically deleted or archived from our systems.
- Deleted data cannot be recovered.

You are responsible for exporting or backing up your data prior to deletion. We may retain minimal metadata or backup copies as required by law, for security, or for auditing purposes.

---

### 5. Sharing of Information

We may share your information only in the following cases:

- With **trusted service providers** who help us operate the Service (e.g., hosting, data storage, and customer support).
- To comply with **legal obligations**, such as responding to lawful requests or court orders.
- To protect the **rights, property, or safety** of PackageHawk, our users, or the public.

We do **not** share or sell your data for advertising or marketing purposes.

---

## 6. Third-Party Services and Integrations

PackageHawk uses third-party services (for example, AWS S3 for data storage and email delivery systems) to support core functionality.

These third-party providers may process limited user information as required to perform their contractual obligations.

While we choose reputable vendors, we do not control and are not responsible for their privacy practices.

Use of these services is subject to their own terms and privacy policies.

---

## 7. Security

We implement reasonable administrative, technical, and physical safeguards designed to protect your data from unauthorized access, loss, misuse, or alteration.

Despite these efforts, no method of transmission over the Internet or electronic storage is completely secure, and we cannot guarantee absolute security.

---

## 8. Your Rights and Choices

Depending on your jurisdiction, you may have the right to:

- Access, correct, or delete your personal data.
- Request a copy of your data in a portable format.
- Object to or restrict certain types of processing.

You can make such requests by contacting us at **admin@packagehawk.com**.

We will respond within a reasonable time in accordance with applicable laws.

---

## 9. SMS Notification Policy

### PACKAGEHAWK SMS NOTIFICATION POLICY VERSION 1.0

**Effective Date:** September 3, 2025

### Information We Collect

- Your mobile number
- Your name (if provided)
- Any information you submit in a pre-arrival notification form

### **How We Collect Your Information**

We collect this information only when you complete a pre-arrival notification form.

### **How We Use SMS Information**

We use your SMS data to send a **one-time notification** that a package you are tracking has arrived.

### **Sharing Your Information**

PackageHawk does not sell or share your SMS data with third parties for marketing purposes.

We may share your information only with trusted service providers who help us deliver our SMS messaging services, such as:

- SMS gateway providers
- Phone carriers
- Customer support platforms

These vendors are contractually obligated to keep your information secure and only use it to provide services to PackageHawk.

### **Your Choices and Rights**

There is no need to opt out of our service, as it is a one-time message sent by your request. You will not receive any messages after your initial notification.

To request access to or deletion of your SMS-related data, please contact us at **slbell47@gmail.com**.

### **Data Security and Retention**

We implement reasonable technical and organizational measures to protect your personal data.

SMS data is retained only as long as necessary to fulfill the purposes outlined above or to comply with legal requirements.

### **Changes to This Policy**

We may update this SMS Privacy Policy periodically.

If we make material changes, they can be viewed through the Privacy Policy link before making a pre-arrival notification request.

### **Contact Information**

If you have any questions about this policy or your SMS data, please contact us at:

**PackageHawk**

**Email:** [admin@packagehawk.com](mailto:admin@packagehawk.com)

---

### **10. Changes to This Privacy Policy**

We may update this Privacy Policy periodically.

When we do, we will revise the “Last Updated” date at the top of this page.

We encourage you to review this policy regularly for updates.

---

### **11. Contact Us**

If you have any questions about this Privacy Policy or your personal data, please contact us:

**PackageHawk**

**Email:** [admin@packagehawk.com](mailto:admin@packagehawk.com)

**Website:** <https://packagehawk.com>