

# DATA PROTECTION AND PRIVACY POLICY

UPDATED AS OF DECEMBER 2023

As a key service provider in the moving sector in Peru, EXPRESS TRANSPORTS S.A. is committed to maintaining total confidentiality of the information provided by our clients. This document defines, communicates, and assigns responsibilities regarding the management of our clients' information.

In order to ensure the best possible attention and safeguard the security and privacy of our clients' personal data, we adhere to the following principles:

## 1. COLLECTION OF PERSONAL DATA (DEFINITIONS):

EXPRESS TRANSPORTS S.A. requests information from its clients through emails, phone calls, WhatsApp chats or surveys prior to the move, including the following:

- Personal Data Bank: Group of personal data, physical or digital, or others created, regardless of the form or mode of creation, formation, storage, organization, and access.
- Personal Data: name, address, phone number, email, occupation, number of family members traveling with the client.
- Moving Data: volume and weight of shipped goods, list of items to be transported, pick-up and delivery addresses, storage dates and locations.
- Legal Data: copies of passports and visas, customs declarations, insurance documents, import and/or export documents.
- Sensitive Data: personal data constituted by biometric data that can identify a person, data related to racial and ethnic origin; economic income, political, religious, philosophical, or moral opinions or convictions; union membership; and information related to health or sexual life.
- Processing of Personal Data: any operation or procedure that allows the collection, recording, organization, storage, preservation, processing, modification, extraction, consultation, use, blocking, deletion, communication by transfer or dissemination, or any other form of processing that facilitates access, correlation, or interconnection of personal data.
- The personal information of our clients will only be requested to provide them with efficient service.

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## 2. COMMUNICATION:

Our Privacy and Data Protection Policy is public for all our clients, agents and providers. We share the policy with our clients and have it linked in our signature and posted on our website. Furthermore, we personally send it to our providers and staff and have them sign it to ensure their understanding.

## 3. CHOICE AND CONSENT:

For the processing of personal data, consent will be requested from the data subject, and in the case of minors, only the consent of the legal guardian or guardian of the minor will be necessary, which will be given with the client's conformity via email, requested by the traffic area staff at the beginning of the service.

## 4. COLLECTION OF PERSONAL DATA:

Our staff is trained to request only the personal data necessary for the handling of the shipment.

## 5. USE, RETENTION, AND DISPOSAL:

The information provided by our clients will be used, with their consent, only to assist them in the services that EXPRESS TRANSPORTS S.A. provides, and it will be retained as long as necessary to fulfill the agreed-upon services or for the period stipulated by applicable regulations. Likewise, the provided information will be disposed of appropriately after the agreed-upon service has concluded.

## 6. ACCESS:

We are available to our clients to provide access to their information and modify it if necessary.

## 7. DISCLOSURE:

If necessary, during the provision of our services, we may share our clients' information with third parties (transporters, packers, warehouses, etc.) solely for the purpose of carrying out the agreed-upon services and related activities, whether administrative, operational, or commercial. All those involved in the provision of our services, whether third parties or internal staff, are obligated to follow the principles defined in this document to guarantee the confidentiality of our clients.

#### 8. PRIVACY SECURITY:

The information requested from our clients is stored on a secure and inaccessible server, except for personnel authorized by EXPRESS TRANSPORTS S.A. In the event that the client is required to change or delete their personal data from our database or revoke the company's permission to use them, access to the information will only be provided once the identity of the client is confirmed.

#### 9. QUALITY:

We commit to maintaining only relevant and legal information for the purposes described in this document. Therefore, our personnel will limit requests to only the information necessary to fulfill the services agreed upon with our clients.

#### 10. MONITORING AND IMPLEMENTATION:

This document is subject to periodic review to ensure that the corresponding security measures are applied and to assess the need for additional security measures. Our personnel are trained in the principles mentioned in this document to ensure a quality service that guarantees the security of our clients' personal information. Additionally, we have the necessary procedures to handle claims and discrepancies related to the privacy of our clients that may arise during the provision of our services.