

# PAC Ocean Solutions Privacy Policy

**Last Updated:** October 2025

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## 1. INTRODUCTION

PAC Ocean Solutions (“PAC”, “we”, “us”, or “our”) is committed to protecting the privacy and security of your personal data. This Privacy Policy explains how we collect, use, disclose, process, protect, and retain your personal information in accordance with applicable data protection laws and regulations.

By engaging our services, using our website, or otherwise providing us with your personal data, you acknowledge that you have read, understood, and agree to the practices described in this Privacy Policy.

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## 2. SCOPE OF THIS POLICY

This Privacy Policy applies to all personal data collected by PAC Ocean Solutions through:

- Use of our freight forwarding and logistics services
  - Interactions with our website and digital platforms
  - Business correspondence and communications
  - Employment applications and recruitment processes
  - Supplier and vendor relationships
  - Any other business interactions with our organization
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## 3. INFORMATION WE COLLECT

### 3.1 Categories of Personal Data

We may collect and process the following categories of personal data:

**Contact Information:**

- Full name
- Email address
- Postal address and mailing address
- Telephone and mobile numbers
- Company name and business address

**Business Information:**

- Job title and position
- Department and organizational details
- Business contact preferences

**Shipment and Transaction Data:**

- Cargo descriptions and specifications
- Shipping instructions and documentation
- Customs declarations and import/export documentation
- Bills of lading and airway bills
- Delivery and collection addresses
- Container and tracking numbers

**Financial Information:**

- Billing and payment information
- Credit arrangements and payment terms
- Banking details for transactions
- Invoice and payment history

**Technical Information:**

- IP addresses
- Browser type and version
- Device information
- Website usage data and analytics
- Cookie data

**Employment and Recruitment Data:**

- Curriculum vitae (CV) or resume
- Educational qualifications
- Professional certifications and licences
- Employment history and references
- Personal and professional profile information

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## 4. HOW WE COLLECT YOUR INFORMATION

We collect personal data through the following methods:

- **Direct Interactions:** When you request quotations, book shipments, engage our services, enter into contracts, provide shipping instructions, or communicate with us via email, telephone, or in person.
- **Business Transactions:** Through the course of providing freight forwarding, customs clearance, warehousing, transportation, and other marine related services.
- **Website and Digital Platforms:** When you visit our website, subscribe to newsletters, submit inquiries through online forms, or use our digital tracking and booking systems.
- **Employment Applications:** When you apply for positions with our company or submit your CV for consideration.
- **Third-Party Sources:** From carriers, agents, customs authorities, shipping lines, airlines, port authorities, and other service providers involved in the logistics chain.
- **Business Partners:** From suppliers, vendors, contractors, and other business partners with whom we collaborate.

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## 5. PURPOSES FOR WHICH WE USE YOUR INFORMATION

We process your personal data for one or more of the following legitimate business purposes:

### 5.1 Service Delivery

- To provide freight forwarding, transportation, customs clearance, warehousing, and other marine related services
- To arrange shipments and coordinate with carriers, agents, and service providers
- To prepare shipping documentation, bills of lading, customs declarations, and related paperwork
- To track and trace shipments and provide status updates
- To manage delivery, collection, and warehousing operations

## **5.2 Contract Performance**

- To fulfil our contractual obligations to clients, shippers, and consignees
- To process bookings, quotations, and service requests
- To verify cargo details, weight, dimensions, and specifications
- To ensure compliance with carrier requirements and shipping regulations

## **5.3 Customer Relationship Management**

- To respond to inquiries, requests, and feedback
- To provide customer care and support services
- To manage client accounts and relationships
- To communicate regarding shipment status, delays, or issues
- To process and resolve claims and disputes

## **5.4 Financial and Billing Operations**

- To process payments, issue invoices, and manage accounts receivable
- To verify credit arrangements and payment terms
- To collect freight charges, duties, taxes, and ancillary fees
- To manage detention, demurrage, storage, and other applicable charges

## **5.5 Legal and Regulatory Compliance**

- To comply with customs regulations, import/export controls, and trade compliance requirements
- To adhere to maritime safety regulations (including SOLAS and other international conventions)
- To comply with sanctions, embargoes, and counter-terrorism laws of the European Union, United Nations, United States, and individual countries
- To respond to requests from governmental authorities, regulatory bodies, and law enforcement agencies
- To maintain required records and documentation as mandated by law

## **5.6 Security and Risk Management**

- To verify the legitimacy of cargo and prevent prohibited or dangerous goods from entering the supply chain
- To conduct screening for trade compliance and sanctions violations
- To prevent fraud, unauthorized access, and unlawful activities
- To protect our rights, property, and safety, as well as those of our clients and third parties

## **5.7 Business Operations and Improvement**

- To analyse business performance and operational efficiency
- To improve our services, processes, and customer experience

- To conduct internal audits and quality assurance
- To maintain business records and archives

## 5.8 Marketing and Communications

- To send newsletters, service updates, and promotional materials (where you have consented or where permitted by law)
- To inform you of new services, industry developments, or relevant information
- To conduct customer surveys and gather feedback

## 5.9 Employment and Recruitment

- To assess suitability and process employment applications
  - To conduct background checks and verify qualifications
  - To manage recruitment processes and communicate with candidates
  - To maintain records of applicants and potential future opportunities
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# 6. LEGAL BASIS FOR PROCESSING

We process your personal data based on one or more of the following legal grounds:

- **Contractual Necessity:** Processing is necessary to perform our contractual obligations under service agreements, bills of lading, and other transport documents.
  - **Legal Obligation:** Processing is required to comply with applicable laws, regulations, and legal obligations, including customs, trade compliance, and maritime regulations.
  - **Legitimate Interests:** Processing is necessary for our legitimate business interests, including providing logistics services, managing customer relationships, preventing fraud, and ensuring security, provided such interests are not overridden by your data protection rights.
  - **Consent:** Where you have provided explicit consent for specific processing activities, such as receiving marketing communications.
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## **7. DISCLOSURE OF PERSONAL DATA**

### **7.1 Third Parties to Whom We Disclose Data**

In order to provide our services and fulfil our business obligations, we may disclose your personal data to the following categories of third parties:

#### **Service Providers and Business Partners:**

- Shipping lines, airlines, and other carriers
- Port authorities, terminal operators, and airport authorities
- Customs brokers and clearance agents
- Trucking companies, rail operators, and inland transportation providers
- Warehousing and storage facilities
- Insurance providers and underwriters
- Freight forwarders and co-loaders
- Cargo handling and port management companies

#### **Professional Service Providers:**

- Legal advisors, attorneys, and law firms
- Accountants and auditors
- IT service providers and data hosting companies
- Payment processors and financial institutions
- Consultants and business advisors

#### **Governmental and Regulatory Authorities:**

- Customs and border protection agencies
- Immigration and port authorities
- Trade compliance and sanctions enforcement agencies
- Tax authorities and revenue services
- Maritime and aviation regulatory bodies
- Law enforcement and security agencies

#### **Other Parties:**

- Shippers, consignees, and notify parties as designated in shipping instructions
- Banks and financial institutions for payment and credit verification
- Insurers and claims adjusters
- Arbitration panels and dispute resolution forums, in case of a dispute

## 7.2 Principles Governing Disclosure

When disclosing personal data to third parties, we:

- Disclose only the information necessary for the specific purpose
  - Require third parties to maintain appropriate security measures and confidentiality
  - Ensure compliance with applicable data protection laws
  - Enter into data processing agreements where required by law
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## 8. INTERNATIONAL TRANSFERS OF PERSONAL DATA

Given the international nature of freight forwarding and logistics services, your personal data may be transferred to, processed, or stored in countries outside your country of operation, including countries that may have different data protection standards.

When transferring personal data internationally, we ensure that:

- Transfers are necessary for the performance of our contract with you or for the provision of logistics services
  - Appropriate safeguards are in place, such as standard contractual clauses, adequacy decisions, or other legally recognized transfer mechanisms
  - The recipient country provides an adequate level of data protection or comparable safeguards are implemented
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## 9. DATA SECURITY

### 9.1 Security Measures

We implement appropriate technical and organizational security measures to protect your personal data against:

- Unauthorized access, use, or disclosure
- Accidental or unlawful destruction
- Loss, alteration, or damage
- Misuse or unlawful processing

### 9.2 Specific Safeguards

Our security measures include:

- Secure electronic storage and transmission systems with encryption technologies
- Access controls and authentication mechanisms
- Regular security assessments and vulnerability testing
- Employee training on data protection and confidentiality obligations
- Physical security measures for facilities and document storage
- Business continuity and disaster recovery plans
- Incident response and breach notification procedures

### **9.3 Third-Party Security**

We engage third-party service providers with access to personal data to maintain equivalent security standards through contractual obligations and regular compliance monitoring.

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## **10. DATA ACCURACY AND QUALITY**

We take reasonable steps to ensure that the personal data we collect and process is:

- Accurate, complete, and up-to-date
- Relevant and not excessive for the purposes for which it is processed
- Maintained and corrected as necessary

You are responsible for providing accurate information and promptly notifying us of any changes to your personal data.

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## **11. DATA RETENTION**

### **11.1 Retention Principles**

We retain personal data only for as long as necessary to:

- Fulfil the purposes for which it was collected
- Comply with legal, regulatory, contractual, and accounting obligations
- Resolve disputes and enforce our agreements
- Protect our legal rights and defend against potential claims

## 11.2 Retention Periods

Typical retention periods include:

- **Shipment and Transaction Records:** Retained for a minimum period as required by maritime, customs, and commercial laws (typically 5–10 years from completion of the transaction)
- **Financial and Accounting Records:** Retained in accordance with applicable tax and financial regulations (typically 7–10 years)
- **Contract Documentation:** Retained for the duration of the contractual relationship plus the applicable statute of limitations period
- **Employment Records:** Retained for the duration of employment plus the period required by employment and tax laws
- **Website and Cookie Data:** Retained for the duration specified in our Cookie Policy or as required by law

## 11.3 Secure Disposal

When personal data is no longer required, we securely delete, destroy, or anonymize it in accordance with our document retention and data disposal policies.

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# 12. YOUR RIGHTS AND CHOICES

## 12.1 Data Subject Rights

Subject to applicable law, you may have the following rights regarding your personal data:

### Right of Access:

- Request confirmation of whether we process your personal data
- Obtain a copy of your personal data in our possession

### Right to Rectification:

- Request correction of inaccurate or incomplete personal data

**Right to Erasure (“Right to be Forgotten”):**

- Request deletion of your personal data in certain circumstances

**Right to Restriction of Processing:**

- Request that we limit the processing of your personal data in certain situations

**Right to Data Portability:**

- Receive your personal data in a structured, commonly used, and machine-readable format
- Request transmission of your data directly to another controller where technically feasible

**Right to Object:**

- Object to processing based on legitimate interests or for direct marketing purposes

**Right to Withdraw Consent:**

- Withdraw consent at any time when processing is based on consent (without affecting the lawfulness of processing prior to withdrawal)

**Right to Lodge a Complaint:**

- Lodge a complaint with a supervisory data protection authority if you believe your rights have been violated

**12.2 Exercising Your Rights**

To exercise any of these rights, please contact us using the details provided in Section 16 below. We will respond to your request in accordance with the requirements of applicable data protection laws.

**12.3 Limitations**

Certain rights may be limited or unavailable where:

- We have a legal or regulatory obligation to retain or process the data
  - Processing is necessary for the establishment, exercise, or defence of legal claims
  - Processing is necessary for the performance of a contract
  - Other legal exceptions or limitations apply
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## 13. COOKIES AND TRACKING TECHNOLOGIES

### 13.1 Use of Cookies

Our website uses cookies and similar tracking technologies. Cookies are small text files that are placed on your device's hard drive by your web browser when you visit our website.

### 13.2 Types of Cookies We Use

- **Essential Cookies:** Necessary for the website to function properly and enable core functionality
- **Analytics Cookies:** Help us understand how visitors interact with our website by collecting and reporting information anonymously
- **Functional Cookies:** Enable personalized features and remember your preferences
- **Performance Cookies:** Collect information about how you use our website to help us improve its performance

### 13.3 Cookie Management

You may control or disable cookies through your browser settings. Please note that:

- Most web browsers automatically accept cookies, but you can modify your browser settings to decline cookies
  - Disabling cookies may prevent you from accessing certain features or functionality of our website
  - Blocking all cookies may impact your user experience
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## 14. WEBSITE BROWSING

If you are only browsing our website without submitting any forms or registering for services, we do not capture data that allows us to individually identify you, except through the use of cookies and similar technologies as described above.

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## 15. CHANGES TO THIS PRIVACY POLICY

We reserve the right to update, modify, or amend this Privacy Policy from time to time to reflect changes in our practices, legal requirements, or business operations.

Any changes will be effective when the updated Privacy Policy is posted on our website. We will indicate the "Last Updated" date at the top of this policy.

We encourage you to review this Privacy Policy periodically to stay informed about how we protect your personal data. Continued use of our services following the posting of changes constitutes your acceptance of such changes.

For material changes that significantly affect your rights or how we process your personal data, we will provide additional notice through appropriate channels, such as email notification or prominent website notices.

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## **16. CONTACT INFORMATION**

If you have any questions, concerns, or requests regarding this Privacy Policy or our data protection practices, please contact us at [jalal@pacdistricentre.com](mailto:jalal@pacdistricentre.com) .

We will respond to your inquiry within a reasonable timeframe and in accordance with applicable data protection laws.

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## **17. GOVERNING LAW AND JURISDICTION**

This Privacy Policy and all matters relating to the processing of personal data shall be governed by and construed in accordance with the laws of [Insert Jurisdiction - e.g., United Kingdom, Singapore, etc.], without regard to its conflict of law provisions.

Any disputes arising from or relating to this Privacy Policy shall be subject to the exclusive jurisdiction of the courts of [Insert Jurisdiction] or resolved through arbitration as provided in our Standard Trading Conditions.

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## **18. SPECIFIC REGIONAL PROVISIONS**

### **18.1 European Union / European Economic Area (EU/EEA)**

For individuals located in the EU/EEA, additional rights and protections apply under the General Data Protection Regulation (GDPR). You have the specific rights outlined in Section 12 above, and we process your data in accordance with GDPR requirements.

### **18.2 United Kingdom**

For individuals located in the UK, your personal data is protected under the UK GDPR and the Data Protection Act 2018. You have the rights outlined in Section 12 above.

### **18.3 Other Jurisdictions**

If you are located in other jurisdictions with specific data protection laws (such as Singapore's Personal Data Protection Act, California Consumer Privacy Act, etc.), additional rights may apply. Please contact us for jurisdiction-specific information.

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**END OF PRIVACY POLICY**

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*This Privacy Policy was prepared for PAC Ocean Solutions and should be reviewed by legal counsel to ensure compliance with all applicable laws and regulations in the jurisdictions where the company operates.*