## **Privacy Policy for Chandra Surya Express**

Welcome to the Privacy Policy for Chandra Surya Express Website. This policy aims to inform users of the scope and purpose of the privacy policy, highlighting the importance of protecting personal information. As a trusted online platform dedicated to providing users with seamless experiences, maintaining the privacy and security of our users' information is of utmost importance to us. This policy outlines the type of information we collect, how it is used, and the steps we take to safeguard this information. By establishing and following this policy, we aim to build trust and confidence among our users regarding the handling of their personal information.

# **Privacy and Policy: Information Collection**

At Chandra Surya Express Website, we collect personal information such as name, email address, and phone number when users voluntarily submit it through our contact forms or when they sign up for our services. Additionally, we may automatically collect certain information about the user's device, including IP address, web browser, and operating system, through the use of cookies and similar technologies. The information collected is used to personalize user experience, improve customer service, and send periodic emails regarding their inquiries or other requests.

## **Privacy and Policy: Use of Information**

Chandra Surya Express are committed to protecting your privacy and the confidentiality of the information you provide us. The information collected will be used to personalize your experience on our website, provide the products or services you have requested, and to improve our platform. Only authorized personnel will have access to your information, and it will not be sold, exchanged, or shared with any third party without your consent, unless required by law. In cases where third-party services are utilized, we ensure they adhere to the same privacy standards to safeguard your personal information.

## **Privacy and Security Policy**

Chandra Surya Express take the security of your information very seriously. Our website utilizes industry-standard encryption methods to protect your personal data from unauthorized access, use, or disclosure. User information is securely stored on our servers and is protected by robust security measures to prevent any unauthorized access. In the event of a data breach, we have established procedures in place to promptly assess and address the situation, notify affected users, and work to prevent similar incidents in the future.

## **Privacy and Cookie Policy**

Chandra Surya Express use cookies to enhance the user experience and analyze website usage. Cookies are small text files that are placed on your device by websites that you visit. They are widely used in order to make websites work, or work more efficiently, as well as to provide information to the owners of the site. Customers can manage their cookie preferences through their browser settings. This allows you to either accept all cookies, be notified when a cookie is

being used, or reject all cookies. By using our website, you consent to the use of cookies in accordance with our Privacy and Cookie Policy.

#### How we use collected information

Chandra Surya Express may collect and use users personal information for the following purposes:

- to improve customer service
- to personalize user experience
- to improve our site
- to send periodic emails
- find and prevent fraudulent activities

## **Privacy and Policy Form for Our Website**

## **Third-Party Links**

Our website or app may contain links to third-party sites. However, it is important to note that we are not responsible for the privacy practices or content of these sites. Therefore, we encourage our users to be aware when they leave our site and to read the privacy statements of each and every website that collects personal information. This privacy policy applies solely to information collected by our website or app. Chandra Surya Express do not accept any liability for the actions of third-party websites or their use of your information.

# **Privacy and Policy: Sharing of Information**

At our courier company, we prioritize the protection of your personal information. We do not sell or share personal information with third parties for their marketing purposes. However, in order to fulfill our services, we may share information with service providers or business partners. Rest assured that any sharing of information will be done in compliance with all relevant data protection laws and with the utmost respect for your privacy. Third-Party Links

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are committed to maintaining the confidentiality and security of your personal information throughout all our operations and interactions.

#### **Data Security**

At our courier company, we take data security seriously. We have implemented stringent security measures to safeguard personal information from unauthorized access, disclosure, alteration, or destruction. This includes regular internal reviews of our data collection, storage, and processing

practices to ensure that your information is handled in a secure and responsible manner. We are committed to maintaining the confidentiality and integrity of the personal data entrusted to us by our customers.

# Privacy and Policy: Children's Information

Our website is not intended for children under the age of 13. If we become aware that personal information has been collected from children under 13 without verification of parental consent, we will take steps to remove that information from our servers. If you are a parent or guardian and you are aware that your child has provided us with personal information, please contact us so that we can take the necessary actions. We recognize the importance of protecting the privacy and safety of children online and understand the concerns surrounding children's information in the digital age.

# Changes to this privacy policy

Chandra Surya Express may update our privacy policy from time to time to reflect any changes in our operations or to comply with legal requirements. Any changes will be posted on our website along with the effective date, so we encourage you to review our privacy policy periodically for any updates. By continuing to use our courier services after any changes to the privacy policy, you are indicating your consent to the updated terms. If you have any concerns or questions about the changes, feel free to contact us for further clarification. Thank you for entrusting us with your delivery needs.

#### **Contact Information**

Customers can contact us with any questions or concerns about our privacy policy through our customer service hotline or by email at <a href="mailto:suport@chandrasuryaexpress.com">suport@chandrasuryaexpress.com</a> We will respond to inquiries regarding the use of personal information within 24-48 hours, providing clarification and resolution as needed. Our customer service team is dedicated to addressing any privacy-related issues or inquiries in a timely and professional manner.