

## CLIENT & CONSIGNEE PRIVACY POLICY

### Important information and who we are

Starlinks Global Limited ("Starlinks"/"we"/"us") provides delivery solutions globally to retail and wholesale companies on behalf of their customers. We refer to the retail and wholesale companies as our "clients" and the customers as "consignees" in this privacy notice.

Starlinks is an aggregator which means that it brings together a variety of different logistics services and offers them to its clients as a single solution. Many of the services are carried out on our behalf by our partners.

Starlinks respects your privacy and is committed to protecting your personal data. This privacy notice provides information on how Starlinks collects and processes your personal data. It is important that you read this privacy notice so that you are fully aware of how and why we are using your data.

Starlinks is the data controller and is responsible for your personal data. Starlinks is registered with the UK Information Commissioner's Office and its registration number is C1331277.

If you have any questions about this privacy notice or our privacy practices, please contact our Head of Legal, Lucy Barron using the details below:

Email address: [dataprotectionofficer@starlinks-global.com](mailto:dataprotectionofficer@starlinks-global.com)

Telephone: +44203 004 7987

Postal address: James House, Stonecross Business Park, Yew Tree Way, Warrington, Cheshire, England, WA3 3JD

### How to make a complaint about the use of your personal data by us

If you have any concerns or would like to make a complaint about our processing of your personal data, you may do so via your local data protection authority directly (in the UK this is the ICO contactable at <https://ico.org.uk/global/contact-us/>) however we would encourage you to contact us on the details above in the first instance as we aim to promptly and satisfactorily resolve any concerns or complaints you may have in relation to our processing of your personal data.

If you do not live in the UK or European Economic Area ("EEA"), please see the Addendum at the end of this privacy notice which confirms the local data protection authority ("Supervisory Authority") for your territory and their contact details.

### Changes to the privacy notice

This privacy notice may be updated from time to time so you may wish to check this page from time to time to ensure that you understand how your personal data will be used and to see any minor updates. If material changes are made to this privacy notice, we will provide a more prominent notice. This notice is effective from 7 January 2025.

### Data protection laws and regulations

Starlinks processes personal data of clients and consignees globally and is subject to the different data protection laws and regulations that are in place in each territory, in addition to the UK GDPR. Where there is a conflict between the local law and regulations in a territory and the UK GDPR, Starlinks will always uphold the most stringent standard so that data subjects receive the best protection and most favourable rights.

### Consignees based outside of the UK or EEA

For consignees that do not live in the UK or EEA, please review this privacy notice together with the information in the Addendum for the territory in which you reside. The Addendum provides supplemental information by territory.

### How do we collect your personal information?

We collect personal information from our clients and consignees in the following ways:

- following requests or instructions to complete deliveries;
- use of our services and website;
- contact made with us for any reason including any enquiries or complaints;
- completed forms and receipts (including proof of delivery receipts);
- completed customer satisfaction surveys;
- reviews left on third party websites;
- information entered or submitted via the Starlinks website;
- for entrance to Starlinks' sites.

### What types of information do we collect?

We may collect, use, store and transfer different types of personal data. This includes information provided from our clients and consignees and information we create when providing the services.

Our services and website are not intended for children and we do not knowingly collect data relating to children.

For more details on the personal data we process, and how this data is collected or obtained, please see the table below.

Types of data	Description	Source
<b>Contact information</b>	<p>This includes your full name, address, email address and telephone number(s).</p> <p>If you work for one of our clients we will record your business's name, your position in the business and the business's address, email address and telephone number(s).</p> <p>If you visit one of our sites, we will request your name, job role and vehicle registration.</p>	<p>This information is collected from you if you use our services directly or from our clients or other consignees when you are a recipient of services from one of our clients or another customer.</p> <p>Alternatively, we may obtain personal details from third parties. For example, where we acquire third party data or information to verify delivery addresses and or delivery locations.</p> <p>When we take information on a site visit this is to confirm your identity for security purposes.</p>

<b>Information for customs clearance</b>	Your national ID number (where applicable).	Customs regulations in certain countries require you to provide ID for customs clearance. We safely & securely store the ID information in order to transmit the information to the carrier and Customs officials.
<b>Financial Details</b>	Records of payments and payment information such as payments for loss or damage.	You provide this information yourself if we need to make a payment to you.
<b>Client records</b>	Records of services that you have used. This includes records of deliveries you have requested and details of consignee details provided.	You provide much of this information yourself when you use our services. We will also generate information in the course of providing our services.
<b>Consignee records</b>	Records of services and deliveries that have been received by you and all interactions with us.	Information will be provided from our clients you have placed orders with, yourself, interactions with you and records created by us when providing the service.
<b>Address and Address history</b>	We will hold records of addresses, for example, billing, delivery, previous and rearranged delivery addresses and locations used.	Information will be provided from clients, information you provide if you changed or rearranged delivery services or third party address verification services.
<b>Address data</b>	A building or delivery point address including latitude and longitude data may also include personal data (for example, where a delivery point/property is identified by personal data being processed).	Information provided by clients, you or third parties used to verify address details to improve delivery accuracy.

<b>Contact history, including enquiries and complaints</b>	These are details of any enquiry, complaint or claim you have made to us and may include copies of correspondence and call recordings.	You will provide this information to us when you contact us to make an enquiry or complaint. We will also create records relating to this contact. This will include any information you provide including any sensitive information provided.
<b>Call recordings</b>	Records of calls for training, quality purposes or to investigate complaints or for the detection, investigation and prevention of crime (including fraud).	You will be advised when calling us if a call is being recorded. We will record inbound calls for delivery bookings and enquiries. We will also create records relating to telephone calls.
<b>Proof of delivery information</b>	Records of delivery including the signature, name and address of people who sign for or accept delivery of items.	You provide this information if you accept delivery of an item, including when you accept delivery of an item for another person, such as a neighbour.
<b>Recipient information</b>	If a recipient is different from the consignee (for example, if a delivery has been arranged or ordered for a third party). Recipients name and address are used to collect, sort, track and deliver an item. A client or consignee may also provide us with contact information, such as your phone number or email address, so that we can provide delivery updates.	We receive this information from clients arranging deliveries or consignees requesting alternative delivery or placing orders on another person's behalf.
<b>Recordings of you</b>	Images recorded on CCTV and other equipment used to protect our consignees, employees and property.	We will record images of you if you visit a location where CCTV is in operation, such as our warehouses, receptions, transport areas or depots. Vehicles may be fitted with reversing cameras as well as forward-facing / cab cameras.
<b>'Safe Place' Images</b>	Digital images of parcels left in situ and delivery exceptions. These may contain location or other information that links	We create this information when digital images are taken of parcels left in situ ,

	the image to a consignee or otherwise identifies an individual.	images of property and delivery exceptions are taken.
<b>Customer satisfaction survey data</b>	Completed customer surveys used to review and improve our services.	You provide this information if you agree to complete a survey or questionnaire about the service you received.
<b>Reviews on third party websites</b>	Reviews on third party websites used to evaluate and improve our services.	If you include personal identifiers or order details in your review, we will use this to identify your order to evaluate and improve our services.
<b>Cookie data</b>	A cookie is a piece of information in the form of a very small text file, which is transferred to an end user's device when a website or internet based service/application is accessed by a user.	For details of Cookies used by Starlinks, please see the Cookies section below.

### How do we use your personal data?

We use the information that we collect for a number of different purposes in order to:

- provide our logistics services to our clients and to improve that service;
- process orders and to provide after sales services;
- enhance or improve consignees' experience of our services via customer satisfaction surveys or reviews on third party websites;
- analyse consignees' delivery preferences or how they interact with or use our websites and applications;
- record and monitor outbound and inbound telephone conversations to ensure consistent service levels, prevent or detect fraud, resolve queries and complaints and for performance management and training purposes; and
- undertake research for analytical and statistical purposes.

Subject to applicable laws, we use your personal data in the following circumstances:

- **Contract:** the processing is necessary for a contract or agreement with you;
- **Legal Obligation:** the processing is necessary to comply with the law; or
- **Legitimate Interests:** the processing is necessary for legitimate interests pursued by Starlinks or another party providing that your fundamental rights do not override such interests.

The purposes for which we process personal data and the legal bases for doing so in each case are:

Purpose	Lawful bases for processing
Providing delivery services to the consignee on behalf of our client.	<u>Legitimate interests</u> – we need to process your data to provide the delivery services to you on behalf of the client.
Providing delivery services to a third party recipient, such as when someone sends you a delivery for a third party and we use your data to deliver it or provide delivery updates.	<u>Legitimate interests</u> – we need to process the third party recipient’s data to provide the delivery services to you on behalf of the client.
Where we provide a service which informs both the sender and recipient of services about the delivery status and timing of that service.	<u>Legitimate interests</u> – we need to monitor the delivery status of items to keep senders and recipients informed and to improve our service delivery and provide better information to our clients and consignees.
Customer services – dealing with enquiries, complaints or claims relating to our services.	<u>Legitimate interests</u> – we may need to process your data so we can handle and resolve any enquiry, complaint or claim raised by the client, consignee or another person related to a delivery and/or other issue.
Administering the contract with the client	<u>Contract</u> – we will process our client’s employee and representatives’ contact details for the purposes of performing the contract with the client.
Providing data services to our clients, to help them run their businesses better and fulfil their contracts with you. For example, we provide services for the delivery of items ordered from our clients and for the purposes of maintaining and updating accurate address data used for delivery, to process order status information.	<u>Legitimate Interests</u> – our clients may have contractual obligations with the consignee to be fulfilled and have a legitimate interest to process data in these ways, and we have a legitimate interest to process consignee personal data to support them to do so.

Enhancing our client and consignees' experience of our services and websites. For example, we use information on your visits to our websites to evaluate and understand how different people navigate our websites and how long they spend on particular pages.	<u>Legitimate Interests</u> – we sometimes need to process personal data to understand how you use our services so we can enhance and improve them.
Customer and market research and analysis, and the development of new services. For example, we may use customer satisfaction surveys and reviews left with third parties to evaluate and understand how our services are working, how they can be improved and for the purposes of developing new delivery services or new enhanced services. We may contact you to discuss a survey or review.	<u>Legitimate Interests</u> – we sometimes need to process personal data to evaluate and improve our services and to develop new service offerings.
Security, preventing fraud and money laundering, and taking action against fraudsters or people who commit an offence.	<u>Legitimate Interests and Legal Obligation</u> – we sometimes need to process personal data to protect rights, property and peoples' safety.
Tax.	<u>Legal Obligation</u> – we need to process personal data to comply with revenue and customs regulations.
Prevention and detection of crime – including the use of CCTV to protect our client, consignees, employees, the public and property.	<u>Legitimate Interests and Legal Obligation</u> – we sometimes need to process personal data to protect the rights, property and the safety of people.
Complying with the law, including regulatory requirements.	<u>Legal Obligation and Legitimate Interests</u> – to comply with our legal obligations, including regulatory conditions relevant to our services, and health and safety legislation, we sometimes have to process personal data.

#### Who do we share your personal data with?

Our employees, contractors or agents may access information:

- to provide delivery of goods to consignees, or management of a service;
- to process, deal or respond to any enquiry, complaint or other contact you have made with us;
- to contact you regarding reviews left on third party websites;
- to evaluate customer satisfaction surveys and reviews and improve service delivery; and
- for troubleshooting and maintenance purposes.

#### Our Clients:

We share consignee personal data with our clients for the purposes of providing services to them, for example the provision of proof of delivery and status of delivery information for items we are delivering to consignees on their behalf.

#### **Other Third Parties:**

We use data processors who are third parties providing elements of services for us, these may be our partners who we sub-contract parts of the services to, our suppliers or other parties related to the services. We have contracts in place with our data processors. This means that they cannot do anything with your personal information unless we have instructed them to do it. They will not share your personal information with any organisation apart from us. They will hold it securely and retain it for the period we instruct.

We may share your data with other third parties (including the police, law enforcement agencies, credit reference and fraud prevention agencies and other bodies) to protect our or another person's rights, property, or safety, in connection with the prevention and detection of crime.

In some circumstances we are legally obliged to share information. For example, under a court order or where we cooperate with a regulator undertaking an investigation into complaints or criminal conduct. We might also share information with other regulatory bodies in order to further their, or our, objectives. In any scenario, we'll satisfy ourselves that we have a lawful basis on which to share the information and document our decision making and satisfy ourselves we have a legal basis on which to share the information.

We may transfer your personal data to the following third parties:

- Logistics and warehousing sub-contractors – our partners who may transport or store goods on our behalf;
- Processing and export partners – our partners who facilitate customs clearance when exporting and importing goods;
- Technology service providers – our partners who provide IT, applications and website services including tracking services and parcel processing software;
- Verification service providers – our partners who provide address verification and address location data to improve the speed and accuracy of our delivery service;
- Customer service providers – our partners who work with us to administer your delivery and provide you with any help you may need;
- Telephony providers – our partners who provide telephone services and functionality;
- Regulators, lawyers, courts and or other governmental agencies or law enforcement agencies. Starlinks may be required to disclose certain personal information because it is required to by law or for the purposes of legal proceedings.
- Third parties to whom we may choose to sell, transfer or merge parts of our business or our assets. Alternatively, we may seek to acquire other businesses or merge with them. If a change happens to our business, then the new owners may use your personal data in the same way as set out in this privacy notice.

We require all third parties to respect the security of your personal data and to treat it in accordance with the law.

#### **Transfer of Information**

We are a UK based business with data centres in Europe.

We operate globally; our clients and consignees are based all over the world. To provide the services, we will often be transferring the data that we collect from you to third parties and partners who are located in a different country (this may be outside the EEA and/or United Kingdom) for support, processing or maintenance of the purposes. Any such transfer of information will only be in connection with the services that Starlinks provides and for a purpose that is stated in this privacy policy.



Whenever we transfer your personal data out of the EEA and/or the United Kingdom or the territory in which you reside, we ensure a similar degree of protection is afforded to it by ensuring at least one of the following safeguards is implemented:

- we will only transfer your personal data to countries that have been deemed to provide an adequate level of protection for personal data by the European Commission (in the case of transfers out of the EEA) or the United Kingdom Government (in the case of transfers out of the United Kingdom) or the country in which you reside; and/or
- where we use certain service providers, we may use specific contracts approved by the European Commission (in the case of transfers out of the EEA) and/or the United Kingdom Government (in the case of transfers out of the United Kingdom) or the country in which you reside, in both cases which give personal data the same protection it has within the EEA and/or United Kingdom and/or the country in which you reside, as applicable.

#### **Will you be contacted for marketing purposes?**

We send commercial e-mails to individuals at our clients or other companies with whom we want to develop or maintain a business relationship in accordance with applicable laws. Individuals at our clients can opt out of receiving marketing emails at any time by using the contact details at the end of this notice.

We do not conduct any form of direct marketing targeted at consignees and we will not share personal data with any third parties for the purposes of direct marketing.

#### **How do we keep your data safe?**

Taking into account the state of the art, the costs of implementation and the nature, scope, context and purposes of processing as well as the risk of varying likelihood and severity for the rights and freedoms of natural persons, we implement appropriate technical and organisational measures to ensure a level of security appropriate to the risk of processing, including:

- the pseudonymisation and encryption of personal data;
- the ability to ensure the ongoing confidentiality, integrity, availability and resilience of processing systems and services;
- the ability to restore the availability and access to personal data in a timely manner in the event of a physical or technical incident; and
- a process for regularly testing, assessing and evaluating the effectiveness of technical and organisational measures for ensuring the security of the processing.

We ensure that those who have permanent or regular access to personal data, or that are involved in the processing of personal data, or in the development of tools used to process personal data, are trained and informed of their rights and responsibilities in when processing personal data.

In addition, we limit access to your personal data to those employees, agents, contractors and other third parties who have a business need to know. They will only process your personal data on our instructions and they are subject to a duty of confidentiality.

We have put in place procedures to deal with any suspected personal data breach and will notify you and any applicable supervisory authority of a breach where we are legally required to do so.

#### **How long do we keep your information for?**

We will hold your personal information securely for as long as is necessary to provide our services. Once the services are completed, we will determine how long to retain the different types of information about you based on our Retention Policy and the following requirements:

- How long the information is needed for the specific purpose or purposes it is used for;
- Legal and regulatory requirements – For example, if Starlinks is required to retain client and or consignee records for an additional period of time in order to comply with a legal (including regulatory) requirement; and
- To maintain records in the event of any potential or actual legal claims or regulatory investigations.

In the case of consignees, to prove export of the goods, we will need to hold your personal information for 7 years pursuant to legal requirements.

In some circumstances you can ask us to delete your data: see 'What are your legal rights' below for further information.

In some circumstances we will anonymise your personal data (so that it can no longer be associated with you) for research or statistical purposes, in which case we may use this information indefinitely without further notice to you.

### **Cookies**

You can set your browser to refuse all or some browser cookies, or to alert you when websites set or access cookies. If you disable or refuse cookies, please note that some parts of this website may become inaccessible or not function properly. For more information about the cookies we use, please see our cookie policy.

### **What are your legal rights?**

Under certain circumstances, you have rights under data protection laws in relation to your personal data:

- Request access to your personal data (commonly known as a "data subject access request"). This enables you to receive a copy of the personal data we hold about you and to check that we are lawfully processing it.
- Request correction of the personal data that we hold about you. This enables you to have any incomplete or inaccurate data we hold about you corrected, though we may need to verify the accuracy of the new data you provide to us.
- Request erasure of your personal data. This enables you to ask us to delete or remove personal data where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal data where you have successfully exercised your right to object to processing (see below), where we may have processed your information unlawfully or where we are required to erase your personal data to comply with local law. Note, however, that we may not always be able to comply with your request of erasure for specific legal reasons which will be notified to you, if applicable, at the time of your request.
- Object to processing of your personal data where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground as you feel it impacts on your fundamental rights and freedoms. You also have the right to object where we are processing your personal data for direct marketing purposes. In some cases, Starlinks may demonstrate that we have compelling legitimate grounds to process your information which override your rights and freedoms.
- Request restriction of processing of your personal data. This enables you to ask us to suspend the processing of your personal data in the following scenarios:
  - If you want us to establish the data's accuracy.
  - Where our use of the data is unlawful but you do not want us to erase it.
  - Where you need us to hold the data even if we no longer require it as you need it to establish, exercise or defend legal claims.
  - You have objected to our use of your data but we need to verify whether we have overriding legitimate grounds to use it.
- Request the transfer of your personal data to you or to a third party. We will provide to you, or a third party you have chosen, your personal data in a structured, commonly used, machine-readable format. Note that this right only applies to automated information which you initially provided consent for us to use or where we used the information to perform a contract with you.

- Withdraw consent at any time where we are relying on consent to process your personal data. However, this will not affect the lawfulness of any processing carried out before you withdraw your consent. If you withdraw your consent, we may not be able to provide certain products or services to you. We will advise you if this is the case at the time you withdraw your consent.
- Right not to be subject to automated decisions where the decision produces a legal effect or a similarly significant effect on you.

If you wish to exercise any of the rights set out above, please contact us on the contact details above.

Please see the Addendum for additional rights that you may have due to the territory in which you reside.

#### **No fee usually required**

You will not have to pay a fee to access your personal data (or to exercise any of the other rights). However, we may charge a reasonable fee if your request is clearly unfounded, repetitive or excessive. Alternatively, we could refuse to comply with your request in these circumstances.

#### **What we may need from you**

We may need to request specific information from you to help it confirm your identity and ensure your right to access your personal data (or to exercise any of your other rights). This is a security measure to ensure that personal data is not disclosed to any person who has no right to receive it. We may also contact you to ask you for further information in relation to your request to speed up our response.

#### **Time limit to respond**

We try to respond to all legitimate requests within one month. Occasionally it could take us longer than a month if your request is particularly complex or you have made a number of requests. In this case, we will notify you and keep you updated.

#### **How can you exercise your legal rights?**

If you wish to exercise any of your legal rights, please contact us on the details above.

#### **Version control**

This privacy notice was last updated on 7 January 2025.

## **ADDENDUM**

### **Argentina**

#### **Exercise of rights**

To exercise your rights (see '[What are your legal rights?](#)'), please contact Starlinks using the contact details stated at the start of this privacy policy (see '[Important Information and who we are](#)').

#### **Supervisory Authority**

The Agency For Access To Public Information, in its capacity as the supervisory authority of Law No. 25,326, has the power to deal with complaints and claims filed by those affected in their rights for breach of the current regulations on the protection of personal data.

#### **Agency for Access to Public Information**

Address: Av. Pte. General Julio A. Roca 710, 3rd floor - Autonomous City of Buenos Aires (C1067ABP)

Telephone: [54-11\) 3988-3969](tel:54-11-3988-3969) / [3988-3968](tel:3988-3968)

Website: <https://www.argentina.gob.ar/aaip>

Email: [info@aaip.gob.ar](mailto:info@aaip.gob.ar)

#### **Complaints**

For complaints, please see '[How to make a complaint about the use of your personal data by us](#)'.

For the applicable local data protection authority, please see '[Supervisory Authority](#)' above.

#### **Existence of a database**

Consignee personal data that is collected for the purpose of delivering the parcel constitutes a database. Starlinks is the data controller and is based in England at the address stated at the start of this privacy policy (see '[Important Information and who we are](#)').

#### **Voluntary provision of data and consequences of not providing it**

Any personal data requested by Starlinks or its carriers is voluntary but without it Starlinks may not be able to provide the delivery services. As above, refusing to provide the personal data or providing inaccurate personal data may mean Starlinks is unable to deliver the parcel. (Providing feedback on the services is not necessary for the services to be carried out).

### **Australia**

#### **Exercise of rights**

To exercise your rights (see '[What are your legal rights?](#)') please contact Starlinks using the contact details stated at the start of this privacy policy (see '[Important Information and who we are](#)').

#### **Supervisory Authority**

Office of the Australian Information Commissioner ("Commissioner")  
GPO Box 5218  
Sydney  
NSW 2001  
[www.oaic.gov.au](http://www.oaic.gov.au)

#### **Complaints**

For complaints about a breach of the Australian Privacy Principles, please see '[How to make a complaint about the use of your personal data by us](#)'.

For the applicable local data protection authority, please see '[Supervisory Authority](#)' above.

#### **Australian Data Privacy Legislation**

Starlinks is bound by the *Privacy Act 1988* (Cth) and the Australian Privacy Principles.

#### **Consequences of not providing the personal information**

If you do not provide personal information requested by Starlinks or its carriers, we may not be able to deliver the parcel. (Providing feedback on the services is not necessary for the services to be carried out).

### **Bahrain**

#### **Exercise of your rights**

To exercise your rights (see '[What are your legal rights?](#)') please contact Starlinks using the contact details stated at the start of this privacy policy (see '[Important Information and who we are](#)').

#### **Supervisory Authority**

Personal Data Protection Authority  
[Contact Us | Kingdom Of Bahrain](#)  
(+973) 175 133 51  
(+973) 175 132 76

#### **Complaints**

For complaints, please see '[How to make a complaint about the use of your personal data by us](#)'.

For the applicable local data protection authority, please see '[Supervisory Authority](#)' above.

## Voluntary provision of data and consequences of not providing it

Any personal data requested by Starlinks or its carriers is voluntary but without it Starlinks may not be able to provide the delivery services. Therefore, failing to provide personal data may mean Starlinks is unable to deliver the parcel. (Providing feedback on the services is not necessary for the services to be carried out).

### Brazil

#### Exercise of rights

In compliance with the Brazilian LGPD, Starlinks respects and guarantees you the ability to submit requests based on the following rights:

- Confirmation of treatment;
- Access to data;
- Correction of incomplete, inaccurate or outdated data;
- Anonymization, blocking, or deletion of unnecessary and excessive data;
- Portability of data to another service or product provider, upon express request, as provided for in the relevant legislation;
- Deletion of data processed with your consent;
- Obtaining information about the public or private entities with which Starlinks has shared your data;
- Information about the possibility of you not providing consent, as well as being informed of the consequences if consent is not given;
- Revocation of consent.

To exercise your rights to access, rectify and have your personal information deleted, please contact Starlinks using the contact details stated at the start of this privacy policy (see '[Important Information and who we are](#)').

#### Supervisory Authority

The National Data Protection Authority  
 Autoridade Nacional de Proteção de Dados ("ANPD").  
 Shopping ID - Setor Comercial Norte, Quadra 06, Conjunto A, Bloco A, 9º Andar, CEP 70297-400 - Brasília – DF

#### Complaints

For complaints, please see '[How to make a complaint about the use of your personal data by us](#)'.

For the applicable local data protection authority, please see '[Supervisory Authority](#)' above.

### California

This addendum supplements the information and disclosures in the main privacy notice above. It applies to individuals residing in California from whom we collect Personal Information as a business under California law.

#### Personal information collection, disclosure, and sale

For the purposes of this notice, Personal Information means information that identifies, relates to, describes, is reasonably capable of being associated with, or could reasonably be linked, directly or indirectly, with a particular consumer or household, or as otherwise defined by the California Consumer Privacy Act as amended by the California Privacy Rights Act (California Civil Code 798.100 to 1798.199) and its implementing regulations, as amended or superseded from time to time (“CCPA/CPRA”).

Personal Information does not include information that is:

- Lawfully made available from government records.
- Deidentified or aggregated.
- Otherwise excluded from the scope of the CCPA/CPRA.

The chart below provides the categories of Personal Information (as defined by the CCPA/CPRA) we have collected, disclosed for a business purpose, sold, or used for business or commercial purposes in the preceding twelve months since this notice was last updated, as well as the categories of sources from which that information was collected, and the categories of third parties with whom we shared Personal Information. We have not and will not sell your Personal Information in the preceding 12 months or otherwise.

The examples of Personal Information provided for each category reflect each category’s statutory definition and may not reflect all the specific types of Personal Information associated with each category.

Category	We Collect	We Disclose	We Sell	Categories of Third Parties with Whom We Share Personal Information
A. Technological Identifiers <i>Examples:</i> Name, alias, internet protocol address, email address, or other similar identifiers.	Yes	Yes	No	Service Providers
B. Categories of Personal Information in Cal. Civ. Code Section 1798.14(e) <i>Examples:</i> Name, signature, address, telephone number, bank account number, credit	Yes - name, address and telephone number.	Yes - name, address and telephone number.	No	Service Providers

card number, debit card number, or any other financial information.					
<p>C. Sensitive Personal Information in Cal. Civ. Code Section 1798.140(ae)(1)</p> <p>Personal information that reveals: (A) A consumer's social security, driver's license, state identification card, or passport number.</p> <p>(B) A consumer's account log-in, financial account, debit card, or credit card number in combination with any required security or access code, password, or credentials allowing access to an account.</p> <p>(C) A consumer's precise geolocation.</p> <p>(D) A consumer's racial or ethnic origin, religious or philosophical beliefs, or union membership.</p> <p>(E) The contents of a consumer's mail, email, and text messages unless the business is the intended recipient of the communication.</p> <p>(F) A consumer's genetic data.</p> <p>(2)(A) The processing of biometric information for the</p>	No	N/A	N/A	N/A	



purpose of uniquely identifying a consumer.  (B) Personal information collected and analyzed concerning a consumer's health.  (C) Personal information collected and analyzed concerning a consumer's sex life or sexual orientation.					
D. Commercial Information <i>Examples:</i> Records of personal property, products or services purchased, obtained, or considered, or other purchasing or consuming histories or tendencies.	Yes – deliveries previously provided	No	No	N/A	
F. Internet or Other Electronic Network Activity Information <i>Examples:</i> Browsing history, search history, and information regarding a consumer's interaction with an internet website, application or advertisement.	Yes	Yes	No	Service Providers	
H. Sensory Information	No	N/A	N/A	N/A	
I. Professional or employment-related information	No	N/A	N/A	N/A	
J. Non-Public Education Information (as defined in 20	No	N/A	N/A	N/A	

U.S.C. 1232g; 34 C.F.R. Part 99)					
K. Inferences Drawn from Personal Information <i>Examples:</i> Consumer profiles reflecting a consumer's preferences, characteristics, psychological trends, predispositions, behavior, attitudes, intelligence, abilities, and aptitudes.	No	No	No	N/A	

#### Use of personal information:

We collect, use, and disclose your Personal Information in accordance with the specific business and commercial purposes below:

*Providing Services:* Providing our services.

*Communicating:* Communicating with you, providing information that you request, responding to comments and questions, and otherwise providing customer support.

*Deidentification and Aggregation:* De-identifying and aggregating information collected through our services and using it for any lawful purpose.

*Safety Issues:* Responding to trust and safety issues that may arise.

*Compliance:* For compliance purposes, including enforcing our legal rights, or as may be required by applicable laws and regulations or requested by any judicial process or governmental agency.

*Fraud and Incident Prevention:* Detecting security incidents, protecting against malicious, deceptive, fraudulent, or illegal activity, and prosecuting those responsible for that activity.

*Debugging:* Debugging to identify and repair errors that impair existing intended functionality.

*Contracting Vendors:* Contracting with service providers to perform services on our behalf or on their behalf, including providing customer service, processing, or fulfilling orders and transactions, verifying customer information, providing analytic services, or providing similar services on behalf of the business or service provider.

*Improving Our Services:* Undertaking activities to verify or maintain the quality or safety of our services, and to improve, upgrade, or enhance our services.

#### Collection and disclosure of personal information

In the preceding twelve months since this notice was last updated, we have collected Personal Information from the following categories of sources:

1. You/Your Devices: You or your devices directly.
2. Our clients.

We share your Personal Information with the categories of third parties listed in the **Who do we share your personal data with?** section of the main privacy policy above.

#### **Your privacy rights:**

If you are a California resident, you may exercise the following rights.

- Right to Know and Access. You may submit a verifiable request for information regarding the: (1) categories of Personal Information collected, sold or disclosed by us; (2) purposes for which categories of Personal Information are collected or sold by us; (3) categories of sources from which we collect Personal Information; (4) categories of third parties with whom we disclosed or sold Personal Information; and (5) specific pieces of Personal Information we have collected about you during the past twelve months.
- Right to Delete. Subject to certain exceptions, you may submit a verifiable request that we delete Personal Information about you that we have collected from you.
- Right to Correct. If we have collected or recorded inaccurate Personal Information about you, you may submit a verifiable request that we correct that Personal Information.
- Verification. Requests for access to, correction or deletion of Personal Information are subject to our ability to reasonably verify your identity in light of the information requested and pursuant to relevant CCPA requirements, limitations, and regulations. To verify your access, correction or deletion request, please provide us with proof of your address, name, and email address registered with us.
- Right to Opt Out. In some circumstances, you have the right to opt out of the sale of your Personal Information however Starlinks does not sell your Personal Information.
- Right to Equal Service and Price. You have the right not to receive discriminatory treatment for the exercise of your CCPA privacy rights, subject to certain limitations.
- Shine the Light. We do not rent, sell, or share information about you with nonaffiliated companies for their direct marketing purposes.
- Submit Requests. To exercise your rights under the CCPA, please send an email via the details at the top of this privacy policy or fill out our contact us form at [Contact | Starlinks Global](#).
- Authorizing an Agent. To authorize an agent to make a request to know or delete on your behalf, please send a written authorization signed by you and the authorized agent to us at [dataprotectionofficer@starlinks-global.com](mailto:dataprotectionofficer@starlinks-global.com).

#### **Do not track and Opt-Out Requests:**

Some web browsers allow you to set a global “Do Not Track” flag that is visible to websites. We will treat these flags as valid opt-out requests under California law. However, note that these signals are associated with a specific device and will not

transfer when you switch web browsers, such as from a laptop to a mobile device. Additionally, Starlinks does not keep records that match users to their web browsers or IP addresses.

We do not sell your Personal Information or share it for cross-context behavioral advertising under the CCPA/CPRA.

#### **Accessibility Statement**

We are committed to making sure that our Site is accessible to everyone. To access this Privacy Policy in an alternative form, please email us at [info@starlinks-global.com](mailto:info@starlinks-global.com). For more information, please see our Accessibility Statement.

#### **Contact information:**

If you have any questions, comments, or concerns about our processing activities, or you would like to exercise your privacy rights please email or write to us at the details stated at the top of this privacy notice.

### **Canada**

#### **Exercise of Rights**

To exercise your rights (see below and '[What are your legal rights?](#)') please contact Starlinks using the contact details stated at the start of this privacy policy (see '[Important Information and who we are](#)').

Please note that under the Quebec Private Sector Act, as modified by Bill 64, you have the right to have your personal information deindexed if the dissemination of the information contravenes the law or a court order.

#### **Supervisory Authority**

Office of the Privacy Commissioner  
30 Victoria Street  
Gatineau, Quebec  
J8X 0A8  
[www.priv.gc.ca](http://www.priv.gc.ca)

#### **Personal data made available to third parties**

Please see '[Who do we share your personal data with?](#)' for the types of third parties with whom we may share your personal data. In terms of the types of personal information shared, this will be limited to the personal information they require access to in order to provide the services to Starlinks. This would potentially be your name, address, email address, telephone number, delivery preferences, details relating to delivery (including parcel loss or damage claims) or complaints or queries.

#### **Opting Out of Third Party Advertising**

You may be able to take advantage of the tool developed by the Digital Advertising Alliance of Canada to opt out of third party advertising. Where available, this tool provides a list of parties that may target advertisements based on your online web-browsing activities and the ability to opt out of their use of your information for that purpose. To access the tool,

visit <https://youradchoices.ca/>.

#### Complaints

For complaints, please see '[How to make a complaint about the use of your personal data by us](#)'.

For the applicable local data protection authority, please see '[Supervisory Authority](#)' above.

#### Mainland China

#### Exercise of rights

To exercise your rights (see below and '[What are your legal rights?](#)') please contact Starlinks using the contact details stated at the start of this privacy policy (see '[Important Information and who we are](#)').

Please note that you also have the right to require Starlinks to explain its rules for the processing of personal data. A deceased person's close relatives may also exercise certain rights which Starlinks will honour.

#### Supervisory Authority

Cyberspace Administration of China (CAC)  
225 Chaoyangmennei Da Jie, Beijing, China, 100010  
Phone: (010)88050686 | Website: <http://www.cac.gov.cn/>

#### Complaints

For complaints, please see '[How to make a complaint about the use of your personal data by us](#)'.

For the applicable local data protection authority, please see '[Supervisory Authority](#)' above.

#### Dubai International Financial Centre (DIFC)

#### Data Protection Law

The DIFC Data Protection Law 2020 (DIFC Law No. 5 of 2020)(the "Data Protection Law") and the DIFC Data Protection Regulations.

#### Exercise of rights

To exercise your rights (see below and '[What are your legal rights?](#)') please contact Starlinks using the contact details stated at the start of this privacy policy (see '[Important Information and who we are](#)').

Please note that you also have the right to request the restriction of the use of personal data where the processing does not comply with the provisions of the Data Protection Law.

**Supervisory Authority**

Dubai International Financial Centre Authority (the "DIFC Authority")  
Level 14, The Gate  
PO Box 74777  
Dubai  
United Arab Emirates

**Voluntary provision of data (required by contract with the retailer) and consequences of not providing it**

Any personal data requested by Starlinks or its carriers is voluntary but without it Starlinks may not be able to provide the delivery services. Therefore, failing to provide personal data may mean Starlinks is unable to deliver the parcel. (Providing feedback on the services is not necessary for the services to be carried out).

The personal data is required under the contract with the retailer that you bought the goods from, in order for Starlinks to deliver the goods to you.

**Complaints**

For complaints, please see '[How to make a complaint about the use of your personal data by us](#)'.

For the applicable local data protection authority, please see '[Supervisory Authority](#)' above.

**Hong Kong****General data protection laws**

The Personal Data (Privacy) Ordinance (the "PDPO") which contains the Data Protection Principles (the "DPP").

**Exercise of rights**

To exercise your rights (see below and '[What are your legal rights?](#)') please contact Starlinks using the contact details stated at the start of this privacy policy (see '[Important Information and who we are](#)').

Under DPP6, you are entitled to request the correction of personal data without charge but this must be preceded by a data access request.

**Supervisory Authority**

Office of the Privacy Commissioner for Personal Data (the "Privacy Commissioner")  
Unit1303, 13/F, Dah Sing Financial Centre, 248 Queen's Road East  
Wanchai, Hong Kong.  
Telephone: +852 2827 2827

**Voluntary provision of data and consequences of not providing it**

Any personal data requested by Starlinks or its carriers is voluntary but without it Starlinks may not be able to provide the delivery services. Therefore, failing to provide personal data may mean Starlinks is unable to deliver the parcel. (Providing feedback on the services is not necessary for the services to be carried out).

### Complaints

For complaints, please see [‘How to make a complaint about the use of your personal data by us’](#).

For the applicable local data protection authority, please see [‘Supervisory Authority’](#) above.

## India

### Exercise of rights

To exercise your rights (see [‘What are your legal rights?’](#)) please contact Starlinks using the contact details stated at the start of this privacy policy (see [‘Important Information and who we are’](#)).

### Supervisory Authority

India does not presently have a supervisory authority.

The Ministry of Electronics and Information Technology (the “Ministry”) is responsible for administering the Information Technology Act and issuing the rules and other clarifications under the Information Technology Act.

Ministry of Electronics & Information Technology (Government of India), Department of Electronics and Information Technology  
Electronics Niketan, 6,  
CGO Complex,  
Lodhi Road,  
New Delhi 110003

### Complaints

For complaints, please see [‘How to make a complaint about the use of your personal data by us’](#).

For the applicable local data protection authority, please see [‘Supervisory Authority’](#) above.

## Indonesia

### Exercise of rights

To exercise your rights (see below and [‘What are your legal rights?’](#)) please contact Starlinks using the contact details stated at the start of this privacy policy (see [‘Important Information and who we are’](#)).

You also have the right to request that the data processing is postponed or limited proportionally in accordance with the

purpose of the processing.

#### **Supervisory Authority**

The data protections laws pertaining to data held electronically are mainly enforced by the Ministry of Communication and Information ("Menkominfo").

Jl. Medan Merdeka Barat No. 9  
Jakarta 10110  
Indonesia  
<https://kominfo.go.id/>

#### **Complaints**

For complaints, please see '[How to make a complaint about the use of your personal data by us](#)'.

For the applicable local data protection authority, please see '[Supervisory Authority](#)' above.

### **Israel**

#### **Exercise of rights**

To exercise your rights (see '[What are your legal rights?](#)') please contact Starlinks using the contact details stated at the start of this privacy policy (see '[Important Information and who we are](#)').

#### **Supervisory Authority**

The Privacy Protection Authority ("PPA")  
125 Begin Road  
P.O. Box 7360  
Tel Aviv 61072  
[www.gov.il/he/Departments/the\\_privacy\\_protection\\_authority](http://www.gov.il/he/Departments/the_privacy_protection_authority)

#### **Voluntary provision of data and consequences of not providing it**

Any personal data requested by Starlinks or its carriers is voluntary (there is no legal duty to provide it) but without it Starlinks may not be able to provide the delivery services. Therefore, failing to provide personal data may mean Starlinks is unable to deliver the parcel. (Providing feedback on the services is not necessary for the services to be carried out).

#### **Complaints**

For complaints, please see '[How to make a complaint about the use of your personal data by us](#)'.

For the applicable local data protection authority, please see '[Supervisory Authority](#)' above.

### **Japan**



### Exercise of rights

To exercise your rights (see '[What are your legal rights?](#)') please contact Starlinks using the contact details stated at the start of this privacy policy (see '[Important Information and who we are](#)').

### Supervisory Authority

Personal Information Protection Commission  
Kasumigaseki Common Gate West Tower 32nd Floor  
3-2-1, Kasumigaseki  
Chiyoda-ku  
Tokyo, 100-0013  
Japan  
TEL: +81-(0)3-6457-9680  
<http://www.ppc.go.jp/en/>

### Complaints

For complaints, please see '[How to make a complaint about the use of your personal data by us](#)'.

For the applicable local data protection authority, please see '[Supervisory Authority](#)' above.

## Jordan

### Exercise of rights

To exercise your rights (see below and '[What are your legal rights?](#)') please contact Starlinks using the contact details stated at the start of this privacy policy (see '[Important Information and who we are](#)').

You also have the right to be informed of the right to be informed of any breach, infringement, or any data security and integrity breach.

### Supervisory Authority

Ministry of Digital Economy and Entrepreneurship.  
Further details to be confirmed.

### Complaints

For complaints, please see '[How to make a complaint about the use of your personal data by us](#)'.

For the applicable local data protection authority, please see '[Supervisory Authority](#)' above.

## KSA

The table below provides the information required by Article 13 of the PDPL and Article 4 of the Implementing Regulation.

Controller's identity	Starlinks Global Limited
Controller's contact details	<p>Email address: <a href="mailto:dataprotectionofficer@starlinks-global.com">dataprotectionofficer@starlinks-global.com</a></p> <p>Telephone: +44203 004 7987</p> <p>Postal address: James House, Stonecross Business Park, Yew Tree Way, Warrington, Cheshire, England, WA3 3JD</p> <p>Contact us via our website - <a href="https://starlinks-global.com/contact">https://starlinks-global.com/contact</a></p>
Contact details of the data protection officer appointed where applicable	Lucy Barron (Head of Legal) is responsible for data protection compliance
Source from which the personal data is collected	<ul style="list-style-type: none"> <li>Personal data collected indirectly</li> </ul> <p>In the case of consignees, most of the personal data will be collected by Starlinks from the retailer from which you purchased the goods – please see the privacy notice on their website for their contact details.</p> <p>In some circumstances, we may collect the personal data from a wholesaler who collected the personal data from the retailer. The retailer can provide this information to you.</p> <p>Information collected indirectly includes any data which is required to perform the services such as your name and address and also reviews left on third party websites.</p> <p>For data subjects other than consignees, we will be collecting your personal data directly.</p> <ul style="list-style-type: none"> <li>Personal data collected directly</li> </ul> <p>If you contact us directly, use our website, complete our customer satisfaction surveys or access our sites, we will be collecting this information directly.</p>
The legal basis for collecting personal data	To the extent that personal data is not collected from you directly, Starlinks relies on Article 10(7) of the PDPL which permits collection from a different source where the collection is necessary to achieve our legitimate interests, without prejudice to your rights and interests (provided no sensitive data is processed).
The legal basis for processing personal data	<p>Starlinks does not rely on consent for processing the personal data. Instead Starlinks relies on:</p> <ul style="list-style-type: none"> <li>Article 6(1) of the PDPL - where the processing serves your actual interests of but communicating with you is impossible or difficult;</li> <li>Article 6(2) of the PDPL - where the processing is pursuant to another law or in implementation of a previous agreement to which you are a party (ie</li> </ul>

	<p>in the case of consignees, the contract between you and the retailer for the purchase and delivery of the goods); and/or</p> <ul style="list-style-type: none"> <li>Article 6(4) of the PDPL - where the processing is necessary for the purposes of our legitimate interests, without prejudice to your rights and interests (provided no sensitive data is processed).</li> </ul>
The specific, clear and explicit purpose for collecting and processing personal data	<p>We use the information that we collect for a number of different purposes in order to:</p> <ul style="list-style-type: none"> <li>a) provide our logistics services to our clients and to improve that service;</li> <li>b) process orders and to provide after sales services;</li> <li>c) enhance or improve consignees' experience of our services via customer satisfaction surveys or reviews on third party websites;</li> <li>d) analyse consignees' delivery preferences or how they interact with or use our websites and applications;</li> <li>e) record and monitor outbound and inbound telephone conversations to ensure consistent service levels, prevent or detect fraud, resolve queries and complaints and for performance management and training purposes; and</li> <li>f) undertake research for analytical and statistical purposes.</li> </ul> <p>Your personal data will not subsequently be processed in a manner which is inconsistent with the purpose for which it was collected unless: you have given your consent, the personal data was publicly available or collected from a publicly available source or the processing is necessary in order to achieve our legitimate interests without prejudice to your rights and interests (providing no sensitive personal data is to be processed).</p>
Categories of personal data	<p>Please see 'What types of information do we collect?' Depending on the retailer/wholesaler, for KSA citizens, we may also process the following additional categories:</p> <ul style="list-style-type: none"> <li>ID valid number or Iqama number</li> <li>ID or Iqama expiry date</li> <li>Consignee date of birth</li> </ul>
The entities to which the personal data will be disclosed and their capacity	<p>Please see 'Who do we share your personal information with?'</p>
Whether the personal data will be transferred, disclosed or processed outside of the Kingdom	<p>Personal data will be transferred, disclosed and processed outside the Kingdom. In the case of consignees, our retail and wholesale clients will transfer your personal data from KSA to our data centres in Europe and we will transfer your personal data to the entities described in the row above. Any such transfer of information will only</p>

	<p>be in connection with the services that Starlinks provides and for a purpose that is stated in this privacy policy.</p> <p>Whenever we transfer your personal data outside of the Kingdom, wherever possible, we ensure that there is an adequate level of protection or that there are appropriate safeguards in the territory it is being transferred to.</p>
The period for which the personal data will be stored, or if that is not possible, the criteria used to determine that period	Please see 'How long do we keep your information for?'
The potential consequences and risks that may result from not collecting the personal data	<p>All personal data that we collect/process (with the exception of customer satisfaction surveys and information relating to how you interact with or use our websites and applications) is required to provide the services. If we do not collect this personal data, depending on what it is, we can't provide the services or all aspects of the services.</p> <p>If you do not complete customer satisfaction surveys, unless you have provided feedback by another means, we are unable to take your views and suggestions into account to improve the services. Similarly, if we do not collect and analyse how you interact with or use our websites and applications, we cannot use this information to improve these platforms.</p>
Data subjects rights and how to exercise them	Please see 'What are your legal rights?'
How data subjects can withdraw their consent	Not applicable - we do not rely on consent to process your personal data.
Whether collection of the personal data is mandatory or optional	<p>In the case of consignees, subject to the exceptions stated below, all collection of personal data is mandatory as it is required to provide the services.</p> <p>The exceptions to this are where we collect your personal data as part of customer satisfaction surveys or with regards to how you interact with or use our websites and applications, which are optional.</p>
<p style="text-align: center;"><b><u>Malaysia</u></b></p> <p><b>Exercise of rights</b></p> <p>To exercise your rights (see below and '<a href="#">What are your legal rights?</a>') please contact Starlinks using the contact details stated at the start of this privacy policy (see '<a href="#">Important Information and who we are</a>').</p>	

You have the right to have your request actioned within a shorter period, namely 21 days.

#### **Supervisory Authority**

Personal Data Protection Commissioner ("PDP Commissioner")  
Aras 6, Kompleks Kementerian Komunikasi dan Multimedia  
Lot 4G9, Persiaran Perdana, Presint 4  
Pusat Pentadbiran Kerajaan Persekutuan  
62100 Putrajaya  
Malaysia

[www.pdp.gov.my](http://www.pdp.gov.my)

#### **Complaints**

For complaints, please see '[How to make a complaint about the use of your personal data by us](#)'.

For the applicable local data protection authority, please see '[Supervisory Authority](#)' above.

### **Mexico**

#### **Exercise of rights**

To exercise your rights (see '[What are your legal rights?](#)') please contact Starlinks using the contact details stated at the start of this privacy policy (see '[Important Information and who we are](#)').

#### **Supervisory Authority**

National Institute of Transparency, Access to Information and Personal Data Protection (*Instituto Nacional de Transparencia, Acceso a la Información y Protección de Datos Personales*) (the "INAI").  
Av. Insurgentes Sur # 3211  
Col. Insurgentes Cuicuilco  
Coyoacán  
C.P. 04530  
Delegación Coyoacán  
Ciudad de México  
México

<https://home.inai.org.mx>

#### **Complaints**

For complaints, please see '[How to make a complaint about the use of your personal data by us](#)'.

For the applicable local data protection authority, please see '[Supervisory Authority](#)' above.

## **New Zealand**

### **Exercise of rights**

To exercise your rights (see below and '[What are your legal rights?](#)') please contact Starlinks using the contact details stated at the start of this privacy policy (see '[Important Information and who we are](#)').

When requesting the correction of your personal information, you can request that a statement is attached to your personal information noting the correction sought but not made.

### **Supervisory Authority**

Office of the Privacy Commissioner  
Level 8  
109-111 Featherston Street  
Wellington 6143

[www.privacy.org.nz](http://www.privacy.org.nz)

### **Voluntary provision of data and consequences of not providing it**

Any personal data requested by Starlinks or its carriers is voluntary (there is no legal duty to provide it) but without it Starlinks may not be able to provide the delivery services. Therefore, failing to provide personal data may mean Starlinks is unable to deliver the parcel. (Providing feedback on the services is not necessary for the services to be carried out).

### **Complaints**

For complaints, please see '[How to make a complaint about the use of your personal data by us](#)'.

For the applicable local data protection authority, please see '[Supervisory Authority](#)' above.

## **Nigeria**

### **Exercise of rights**

To exercise your rights (see '[What are your legal rights?](#)') please contact Starlinks using the contact details stated at the start of this privacy policy (see '[Important Information and who we are](#)').

### **Supervisory Authority**

Office of the Data Protection Commissioner  
[info@odpc.go.ke](mailto:info@odpc.go.ke)  
[Contact Us - Office of the Data Protection Commissioner \(ODPC\)](#)  
0207801800

### **Voluntary provision of data (required by contract with the retailer) and consequences of not providing it**

Any personal data requested by Starlinks or its carriers is voluntary but without it Starlinks may not be able to provide the delivery services. Therefore, failing to provide personal data may mean Starlinks is unable to deliver the parcel. (Providing feedback on the services is not necessary for the services to be carried out).

The personal data is required under the contract with the retailer that you bought the goods from, in order for Starlinks to deliver the goods to you.

#### **Consent**

Starlinks will ensure any consent obtained from you is informed, specific and freely given. Your silence will never be assumed to be consent.

If Starlinks relies at any time on your consent, this will be made clear to you in writing at the time it is needed.

#### **Data breaches**

Starlinks will promptly notify the Office of the Data Protection Commissioner and in any case within 72 upon becoming aware of any accidental or intentional damage, alteration, destruction, unauthorized disclosure, loss, misuse, inability to access, extraction or theft of personal information that is stored or processed by Starlinks, where there is a risk to your rights or freedoms. If the risks are significant, we will also communicate directly with you, providing details of the data exposed to risk, with advice and measures we take to mitigate any adverse effects.

#### **Complaints**

For complaints, please see '[How to make a complaint about the use of your personal data by us](#)'.

For the applicable local data protection authority, please see '[Supervisory Authority](#)' above.

### **Oman**

#### **Exercise of rights**

To exercise your rights (see '[What are your legal rights?](#)') please contact Starlinks using the contact details stated at the start of this privacy policy (see '[Important Information and who we are](#)').

#### **Supervisory Authority**

Ministry of Transport, Communications and Information Technology  
Muscat P.O. Box 684  
Zip Code : 100  
Fax : +96824685757  
Sultanate of Oman

[info@mtcit.gov.om](mailto:info@mtcit.gov.om)  
[MTC.gov.om](http://MTC.gov.om) | [Contact Us](#)

## Complaints

For complaints, please see '[How to make a complaint about the use of your personal data by us](#)'.

For the applicable local data protection authority, please see '[Supervisory Authority](#)' above.

### Qatar

## Exercise of rights

To exercise your rights (see '[What are your legal rights?](#)') please contact Starlinks using the contact details stated at the start of this privacy policy (see '[Important Information and who we are](#)').

## Supervisory Authority

National Cyber Governance and Assurance Affairs  
[National Cyber Security Agency \(NCSA\)](#),  
 P.O. Box 24100,  
 Wadi Al Sail Street,  
 Doha, Qatar

(+974) 2362220  
[privacy@ncsa.gov.qa](mailto:privacy@ncsa.gov.qa)

## Complaints

For complaints, please see '[How to make a complaint about the use of your personal data by us](#)'.

For the applicable local data protection authority, please see '[Supervisory Authority](#)' above.

### Qatar Financial Centre

## Exercise of rights

To exercise your rights (see '[What are your legal rights?](#)') please contact Starlinks using the contact details stated at the start of this privacy policy (see '[Important Information and who we are](#)').

## Supervisory Authority

The Data Protection Office  
[dataprotection@qfc.qa](mailto:dataprotection@qfc.qa)

## Voluntary provision of data and consequences of not providing it

Any personal data requested by Starlinks or its carriers is voluntary (there is no legal duty to provide it) but without it



Starlinks may not be able to provide the delivery services. Therefore, failing to provide personal data may mean Starlinks is unable to deliver the parcel. (Providing feedback on the services is not necessary for the services to be carried out).

#### Complaints

For complaints, please see '[How to make a complaint about the use of your personal data by us](#)'.

For the applicable local data protection authority, please see '[Supervisory Authority](#)' above.

#### Singapore

#### Exercise of rights

To exercise your rights (see '[What are your legal rights?](#)') please contact Starlinks using the contact details stated at the start of this privacy policy (see '[Important Information and who we are](#)').

#### Supervisory Authority

The Personal Data Protection Commission  
10 Pasir Panjang Road #03-01  
Mapletree Business City  
Singapore  
117438

[www.pdpc.gov.sg](http://www.pdpc.gov.sg)

#### Complaints

For complaints, please see '[How to make a complaint about the use of your personal data by us](#)'.

For the applicable local data protection authority, please see '[Supervisory Authority](#)' above.

#### South Africa

#### Exercise of rights

To exercise your rights (see '[What are your legal rights?](#)') please contact Starlinks using the contact details stated at the start of this privacy policy (see '[Important Information and who we are](#)').

#### Supervisory Authority

The Information Regulator  
JD House, 27 Stiemens Street, Braamfontein,  
Johannesburg, 2001.

<https://infoeregulator.org.za/>

#### **Voluntary provision of data and consequences of not providing it**

Any personal data requested by Starlinks or its carriers is voluntary (there is no legal duty to provide it) but without it Starlinks may not be able to provide the delivery services. Therefore, failing to provide personal data may mean Starlinks is unable to deliver the parcel. (Providing feedback on the services is not necessary for the services to be carried out).

#### **Complaints**

For complaints, please see '[How to make a complaint about the use of your personal data by us](#)'.

For the applicable local data protection authority, please see '[Supervisory Authority](#)' above.

### **South Korea**

#### **Exercise of rights**

To exercise your rights (see below and '[What are your legal rights?](#)') please contact Starlinks using the contact details stated at the start of this privacy policy (see '[Important Information and who we are](#)').

You may object to a transfer of your personal data to a third party as part of a transfer or merger of Starlinks' business.

#### **Destruction of personal data**

Following the expiry of the retention period, electronic copies of personal data will be permanently deleted and any hard copies will be destroyed.

#### **Supervisory Authority**

Personal Information Protection Commission (PIPC)

[PIPC, Korea, GPA, 2025 GPA, GPA Seoul, 2025 GPA Seoul, AI, Data, Privacy, GPA 서울, Global Privacy Assembly](#)

#### **Complaints**

For complaints, please see '[How to make a complaint about the use of your personal data by us](#)'.

For the applicable local data protection authority, please see '[Supervisory Authority](#)' above.

### **Switzerland**

#### **Exercise of rights**

To exercise your rights (see below and '[What are your legal rights?](#)') please contact Starlinks using the contact details stated at the start of this privacy policy (see '[Important Information and who we are](#)').

You may request that your personal data is rectified, marked as being disputed or deleted. You may also request that your personal data is not disclosed to third parties or processed further.

#### **Supervisory Authority**

The Swiss Federal Data Protection and Information Commissioner (the “FDPIC”)  
Feldeggweg 1  
CH-3003 Berne  
Switzerland

[www.edoeb.admin.ch](http://www.edoeb.admin.ch)

#### **Complaints**

For complaints, please see ‘[How to make a complaint about the use of your personal data by us](#)’.

For the applicable local data protection authority, please see ‘[Supervisory Authority](#)’ above.

### **Thailand**

#### **Exercise of rights**

To exercise your rights (see ‘[What are your legal rights?](#)’) please contact Starlinks using the contact details stated at the start of this privacy policy (see ‘[Important Information and who we are](#)’).

#### **Voluntary provision of data (required by contract with the retailer) and consequences of not providing it**

Any personal data requested by Starlinks or its carriers is voluntary but without it Starlinks may not be able to provide the delivery services. Therefore, failing to provide personal data may mean Starlinks is unable to deliver the parcel. (Providing feedback on the services is not necessary for the services to be carried out).

The personal data is required under the contract with the retailer that you bought the goods from, in order for Starlinks to deliver the goods to you.

#### **Supervisory Authority**

The Personal Data Protection Committee

Office of the Personal Data Protection Committee  
7<sup>th</sup> Floor, Rattaprasasanabhakti Building  
Government Complex  
Chaengwattana Road  
Thung Song Hong Sub-District, Lak Si District  
Bangkok, Thailand 10210  
<https://www.pdpc.or.th/>

E-mail: [saraban@pdpc.or.th](mailto:saraban@pdpc.or.th)

Tel: +662-142-1033 and +662-141-6993

### Complaints

For complaints, please see '[How to make a complaint about the use of your personal data by us](#)'.

For the applicable local data protection authority, please see '[Supervisory Authority](#)' above.

## Turkey

### Exercise of rights

To exercise your rights (see below and '[What are your legal rights?](#)') please contact Starlinks using the contact details stated at the start of this privacy policy (see '[Important Information and who we are](#)').

You have the right to ask Starlinks for details of the third parties to whom your personal data has been transferred.

### Supervisory Authority

Turkish Personal Data Protection Authority  
Nasuh Akar Mahallesi Ziyabey Caddesi  
1407 Sokak No:4 06520  
Çankaya  
Ankara Türkiye

[www.kvkk.gov.tr](http://www.kvkk.gov.tr)

### Complaints

For complaints, please see '[How to make a complaint about the use of your personal data by us](#)'.

For the applicable local data protection authority, please see '[Supervisory Authority](#)' above.

## Ukraine

### Exercise of rights

To exercise your rights (see below and '[What are your legal](#)  
[rights](#) (see below and '[What are your legal rights?](#)') please contact Starlinks using the contact details stated at the start of this privacy policy (see '[Important Information and who we are](#)').

You are also entitled to (i) have your personal data protected from illegal processing and accidental loss, destruction, damage due to deliberate concealment, failure to provide data or its untimely provision, as well as against the provision of

information that is unreliable or discredits your honour, dignity and business reputation; (ii) make reservations regarding the restriction of the right to process your personal data when providing consent; (iii) be protected from an automated solution that has legal consequences for the personal data subject; (iv) submit complaints about your personal data processing to the Ombudsman Office or to court; and (v) apply legal remedies in the case of violation of legislation on personal data protection.

#### **Supervisory Authority**

The Authorised Human Rights Representative of the Verkhovna Rada of Ukraine (the “Ombudsman Office”)  
21/8 Instytutska Str.,  
01008, Kyiv  
Ukraine

#### **Complaints**

For complaints, please see [‘How to make a complaint about the use of your personal data by us’](#).

For the applicable local data protection authority, please see [‘Supervisory Authority’](#) above.

### **UAE**

#### **Exercise of rights**

To exercise your rights (see below and [‘What are your legal rights?’](#)) please contact Starlinks using the contact details stated at the start of this privacy policy (see [‘Important Information and who we are’](#)).

You also have the right to request free of charge the following information:

- The types of personal data that is processed by Starlinks;
- Any decisions made based on automated processing, including profiling;
- The controls or standards Starlinks will use to store and preserve the your personal data.
- Any correction or protection measures taken for cross-border processing.
- How to submit complaints to the Data Office (details provided above).

#### **Data breaches**

Starlinks will promptly notify the UAE Data Office upon becoming aware of any accidental or intentional damage, alteration, destruction, unauthorized disclosure, loss, misuse, inability to access, extraction or theft of personal information that is stored or processed by Starlinks, where there is a risk to your rights or freedoms. If the risks are significant, we will also communicate directly with you, providing details of the data exposed to risk, with advice and measures we take to mitigate any adverse effects.

#### **Supervisory Authority**

UAE Data Office  
Phone: 80012  
Fax: +97126118229  
eMail: [egov@tra.gov.ae](mailto:egov@tra.gov.ae)  
P O Box: 116688.

#### **Complaints**

For complaints, please see '[How to make a complaint about the use of your personal data by us](#)'.

For the applicable local data protection authority, please see '[Supervisory Authority](#)' above.