

ICS LOGISTICS LTD. PRIVACY POLICY

At ICS Logistics Ltd. (“We” or the “Company”), we are committed to providing our customers with exceptional service. As providing our services involves the collection, use and disclosure of some personal information about our customers protecting their personal information is one of our highest priorities.

This Privacy Policy outlines the principles and practices we will follow in protecting the types of information we may collect from you or that you may provide when you request our services. Our privacy commitment includes ensuring the accuracy, confidentiality, and security of our customers’ personal information and allowing our customers to request access to, and correction of, their personal information.

Collecting Information

We collect several types of information from and about customers, including information by which you may be personally identified, such as name, postal address, e-mail address and telephone number (“personal information”) and other applicable financial and billing information.

Unless the purposes for collecting personal information are obvious and the customer voluntarily provides his or her personal information for those purposes, we will communicate the purposes for which personal information is being collected, either orally or in writing, before or at the time of collection.

We will only collect customer information that is necessary to fulfill the following purposes:

- To verify identity;
- To verify creditworthiness;
- To identify customer preferences;
- To understand the financial, banking and insurance needs of our customers;
- To open and manage an account;
- To deliver requested products and services; and
- To meet regulatory requirements.

Consent

We will obtain customer consent to collect, use or disclose personal information (except where, as noted below, we are authorized to do so without consent). Consent can be provided orally, in writing, electronically, through an authorized representative or it can be implied where the purpose for collecting using or disclosing the personal information would be considered obvious and the customer voluntarily provides personal information for that purpose.

Subject to certain exceptions, customers can withhold or withdraw their consent for the Company to use their personal information in certain ways. A customer’s decision to withhold or withdraw their consent to certain uses of personal information may restrict our ability to provide a particular service or product. If so, we will explain the situation to assist the customer in making the decision.

We may collect, use or disclose personal information without the customer’s knowledge or consent in accordance with applicable law.

Using and Disclosing Personal Information

We will only use or disclose customer personal information where necessary to fulfill the purposes identified at the time of collection. We will not use or disclose customer personal information for any additional purpose unless we obtain consent to do so or as may be required under applicable law. We will not sell customer lists or personal information to other parties, unless we have consent to do so.

Retaining Personal Information

If we use customer personal information to make a decision that directly affects the customer we will retain that personal information for at least one year so that the customer has a reasonable opportunity to request access to it. Subject to the foregoing, we will retain customer personal information only as long as necessary to fulfill the identified purposes or a legal or business purpose.

Ensuring Accuracy of Personal Information

We will make reasonable efforts to ensure that customer personal information is accurate and complete where it may be used to make a decision about the customer or disclosed to another organization. Customers may request correction to their personal information in order to ensure its accuracy and completeness. A request to correct personal information must be made in writing and include sufficient detail to identify the personal information and the correction being sought. If the personal information is demonstrated to be inaccurate or incomplete, we will correct the information as required and send the corrected information to any organization to which we disclosed the personal information in the previous year. If the correction is not made, we will note the customer's correction request in the file.

Securing Personal Information

We are committed to ensuring the security of customer personal information and have therefore made arrangements to secure your personal information against the unauthorized access, collection, use, disclosure, copying, modification or disposal or similar risks.

Links to Other Sites

This Privacy Policy applies only to information collected by our employees and staff when you request our services. Our website (<http://www.icsvcr.com/>) contains links to other sites that are not owned or controlled by the Company. Please be aware that we are not responsible for the privacy policies of such other sites. We encourage you to be aware when you leave our website and to read the privacy policies of each and every website that collects personal information.

Providing Customers Access to Personal Information

Customers have a right to access their personal information, subject to limited exceptions. A request to access personal information must be made in writing and include sufficient detail to identify the personal information being sought. Upon request, we will also tell customers how we use their personal information and to whom it has been disclosed, if applicable. We will make the requested information available within a reasonable period of time.

A minimal fee may be charged for providing access to personal information. Where a fee may apply, we will inform the customer of the cost and request further direction from the customer on whether or not we should proceed with the request.

If a request is refused in full or in part, we will notify the customer in writing, providing the reasons for refusal and the recourse available to the customer.

Changes to this Privacy Policy

The Company reserves the right to modify this Privacy Policy at any time without notice or liability to reflect changes in legal or regulatory obligations or changes in the manner in which we deal with personal information. The collection, use and disclosure of your personal information by the Company will be governed by the version of the Privacy Policy in effect at that time.

Contacting Us

In the event that you have any questions about this Privacy Policy, you may contact our Privacy Officer at 604-685-6221 or via mail at 1066 W Hastings St #1220, Vancouver, BC V6E 3X1.