

## PRIVACY POLICY

In order to ensure that your collaboration with the Aramex Group works smoothly and effectively, it is necessary for information related to you as an individual (your “**Personal Data**”) to be collected and processed. This Privacy Policy aims to explain to you why and how this will happen, and what your rights are as a data subject, in a concise and clear manner.

### Controller

The controller for all Personal Data collected via the Aramex Fleet Platform – meaning, the entity which decides why and how to use those Personal Data, and is primarily responsible for them – is Aramex International LLC, with registered offices at P.O. Box 95946, Dubai, United Arab Emirates (“**Aramex**”). If you would like to reach out to Aramex in order to ask any questions or make any requests related to your Personal Data, you can do so by sending an online [support request](#) or, alternatively, you can write to [privacy@aramex.com](mailto:privacy@aramex.com) (this address can also be used to contact Aramex’s Data Protection Officer).

### Personal Data collected

When you sign up on the Aramex Fleet Platform, you will be asked to provide your name, surname, driver’s license, vehicle registration and national ID. During the course of your collaboration with Aramex, data related to the tasks you take on will be collected (for instance, tasks assigned to you, completed or incomplete tasks, earnings generated, and any complaints received). You will also be assessed as a courier throughout your collaboration with Aramex, through a manual assessment of your performance of the tasks you take on.

### Purposes and legal grounds for use of Personal Data

Your Personal Data will be used to:

- **Allow you to register as a courier, and for management of all registered couriers.** This will allow you to create an account on the Aramex Fleet Platform and allow tasks to be assigned to you. This is necessary to allow you to collaborate with Aramex.
- **Manage tasks assigned to couriers.** This will allow Aramex to upload tasks to the Aramex Fleet Platform, assign them to couriers, monitor task progress and completion and assess whether any amounts are left outstanding after you log a task as completed (and managing any required fee deductions as a result). This is necessary to allow you to collaborate with Aramex, and also to protect Aramex’s legitimate interests in ensuring proper completion of tasks and payment of fees.
- **Performance assessment.** This will allow Aramex to assess your performance, through a manual process assessing different variables (including number of shipments taken and delivered, incomplete deliveries, complaints received, earnings, level of activity and so on). Couriers will be ranked in tiers, with higher-tiered couriers having higher priority and more tasks at their disposal. This is necessary to protect Aramex’s legitimate interests in assessing and ranking couriers based on performance, in order to assign higher-value tasks to couriers who have proven themselves as more reliable, effective and trustworthy.
- **Misuse and fraud prevention.** This will allow Aramex to monitor activities within the Aramex Fleet Platform at a high level, to ensure the Aramex Fleet Platform is not misused and that any fraudulent activities are prevented, and is therefore necessary to protect those legitimate interests of Aramex.
- **Compliance.** Aramex may use your Personal Data in order to comply with any legal obligations it may be subjected to.

### Recipients of your Personal Data

Aramex may share your Personal Data with persons authorised by Aramex to access it, who are subjected to obligations of confidentiality and to only use those Personal Data according to Aramex instructions, where required to ensure proper operation of the Aramex Fleet Platform (e.g., Aramex employees). Your Personal Data may also be shared with other entities engaged by Aramex to process those Personal Data on behalf of Aramex (e.g., the support and maintenance provider for the Aramex Fleet Platform, local Aramex Stations). Finally, Aramex may share your Personal Data with public entities and authorities, where required to comply with legal obligations or binding orders from those entities or authorities.

Where you register on the Aramex Fleet Platform from within the European Economic Area (“**EEA**”), the Personal Data you provide will be transferred to outside of the EEA (as Aramex is located outside of the EEA). This is necessary to allow you to collaborate with Aramex, and as such may reasonably be considered a lawful transfer

under Art. 49(1)(b) of the GDPR. In any case, any onward transfers of your Personal Data from Aramex to other entities outside of the EEA will be covered by appropriate safeguards, such as adequacy decisions from the EU Commission or standard contractual clauses approved by the EU Commission.

### **Data retention**

In general, your Personal Data will be stored for five (5) years from the date of your last activity on the Aramex Fleet Platform, or the date on which your account on the Aramex Fleet Platform is terminated. However, Aramex may retain those Personal Data for longer if strictly necessary for internal audit or security purposes (e.g., where they are included in periodic backups) or to protect Aramex's interests regarding legal claims which may arise.

### **Your rights**

As a data subject, you may be entitled to:

- Access your Personal Data being processed by Aramex (and/or a copy of that Personal Data), as well as information on the processing of your Personal Data;
- Correct or update your Personal Data processed by Aramex, where it may be inaccurate or incomplete;
- Request erasure of your Personal Data being processed by Aramex, where you feel that the processing is unnecessary or otherwise unlawful;
- Request the restriction of the processing of your Personal Data, where you feel that the Personal Data processed is inaccurate, unnecessary or unlawfully processed, or where you have objected to the processing;
- Exercise your right to portability: the right to obtain a copy of your Personal Data provided to Aramex, in a structured, commonly used and machine-readable format, as well as the transmission of that Personal Data to another data controller; and
- Object to the processing of your Personal Data, based on relevant grounds related to your particular situation, which you believe must prevent Aramex from processing your Personal Data.

You can exercise any of these rights by sending an online [support request](#) or, alternatively, you can write to [privacy@aramex.com](mailto:privacy@aramex.com).

You are also entitled to file a complaint with the competent supervisory authorities for the protection of Personal Data in your jurisdiction, if you believe that the processing of your Personal Data carried out by Aramex is in any way unlawful, or you disagree with any response received to a request you make regarding your Personal Data.

### **Amendments**

This Privacy Policy entered into force on **December 8, 2018**. Aramex reserves the right to partly or fully amend this Privacy Policy, or simply to update its content, e.g., as a result of changes in applicable law. Aramex will inform you of such changes as soon as they are introduced, and they will be binding as soon as they are published. Aramex therefore invites you to regularly consult this Privacy Policy in order to acquaint yourself with the latest, updated version of the Privacy Policy, so that you may remain constantly informed on how Aramex collects and uses Personal Data.