



Privacy Policy & Terms of Use

Navegate, Inc., with its subsidiaries and affiliates, along with each of their authorized representatives (to which we collectively refer “Navegate”) respect your privacy and security. The following privacy policy outlines the personal information that we collect, why and how we use it, with whom we share it, and the control you have over your information in regard to our privacy practices. Our privacy practices vary amongst the countries in which we operate, based on local practices and legal requirements.

Your Consent

This policy is global in nature and governs our data protection practices whether your information is collected through one of our websites, our applications and software, or through other means. If we wish to collect information about you from any means other than those listed, we will first obtain your permission to do so as be required by applicable law. However, by using any Navegate site or software on which this policy is posted, you agree to the collection, use, and disclosure of any personal information submitted to us as outlined in this policy. If you do not agree to be bound by this policy, you should not access or use our website and/or application software.

The Information We Collect

Navegate collects personal data by various means:

- You may have a direct relationship with Navegate, thus choosing to provide personal information to us as effect of that relationship
- You may choose to submit certain information to us on our websites, through the use of our products, service or software, by participating in an offer/promotion, or through a potential relationship with us, whether business- or employment-related
- We may obtain personal information from companies that use our products and services, public information systems, consumer reporting agencies, or commercial information services

The types of information we collect:

- Contact information (such as name, mailing address, email address, phone/fax number)
- Business contact information (such as job title, department, organization name)
- Contact information for colleagues, business partners, or other people you would like us to contact
- Social media identifier (such as LinkedIn or Facebook ID)
- Government-issued identification documents (such as driver’s license or other documents required to verify your identity as needed to conduct customs business on your behalf)
- Financial information (such as financial account information used to payment or information that may be contained in a consumer report)
- Content you provide/submit (such as photographs, articles, and comments)
- Usernames and passwords used to access Navegate resources
- Other information (such as language preference)



For Navegate employees and applicants, we collect additional information:

- Employment details (such as employment history, performance appraisals, salary and benefits)
- Educational background

We also gather some information base on the services we provide, whether manually or by automated means. This can include things like shipment data, shipping history, documents connected to shipments and customs clearances, and data on the products that are shipped.

How We Collect Information

In addition to information you may submit to us, Navegate collects some data to improve individual user experiences, product/service performance, and to track the performance of business efforts.

Cookies

Many websites use cookies to collect and track certain information. Our website may use “Cookies” or “other technologies” such as “pixel tags”, “web beacons”, “clear GIFs”, email links, JavaScript, and device IDs used and administered by Google, Apple, or similar technologies. These technologies and cookies allow us and third parties to obtain information about your visits and behaviors on our websites and software applications. While you are not required to accept cookies when you visit our sites, you may have difficulty using their full functionalities if your browser rejects our cookies. We use the information we gather through these to process your requests, to deliver online and mobile advertisements, and to send messages and content that are specific to your interests. The information we collect from your web browser and from our cookies does not identify you personally, but may, in some cases, be linked to personally identifiable information.

Navegate sites may use the following types of cookies:

Necessary Cookies

Necessary cookies make a website more useable by allowing standard functions like page navigation and page-based restrictions. The website cannot function properly without these cookies, meaning that services and features may become unavailable if they are disabled.

Preference Cookies

Preference cookies allow a website to remember information based on preferences and certain identifiers, like preferred language and geographic region, that may alter the way the website behaves or displays. Some preference cookies are necessary for viewing maps or certain media on our website.

Cookie

Search Cookies

Purpose

Search cookies store information to remember your searching preferences, quickly showing where you left off



Session Cookies

Session cookies are stored temporarily, only for the duration of a browsing session, and are deleted from your device when you close the browser. Session cookies are used to support website functionality and to understand how you use the site—which pages you visit, which links you follow, and the time you spend on each page.

Cookie	Purpose
Cloudflare	Cloudflare helps make pages in our website load faster and protects us against malicious attackers.
Contentful	Contentful allows us to dynamically load content to enhance your user experience within your application.
Navigate_session	We use this to keep you logged in while using the service.

Statistics Cookies

Statistics Cookies help collect information regarding how you use our website and enables us to improve the way it works. These cookies provides us with aggregated information that monitors site performance, counts page visits, determines how users reach the website, spots technical errors, and measures the effectiveness of marketing efforts.

Cookie	Purpose
Google Analytics	Google Analytics helps us track which pages users visit, in aggregate. We use this data to optimize our marketing initiatives.
Rollbar	Rollbar is used to track and troubleshoot technical errors.
FullStory	FullStory captures video of user sessions on Navigate applications so that we can give better customer support and inform product improvements.
Survey Monkey	Survey Monkey allows us to survey users to elicit feedback and improve the user experience.

Navigate processes anonymous statistics about website visits via a web analysis system. Among other things, the following data are stored via cookies in the web analysis system:

- IP address
- Technical features such as the browser you use (Chrome, Safari, Internet Explorer, or Firefox) and the resolution of your computer screen
- The page on which you landed on the Navigate website
- When and for how long you visit the Navigate website
- Your use of certain functionalities of the Navigate Website or Navigate applications
- Which pages you visit on the Navigate website and which screens of the Navigate App you view



Marketing Cookies

Marketing cookies are used to track visitors across websites to make it possible to display ads that are relevant and engaging for the individual user.

Cookie	Purpose
LinkedIn Pixel	We use the LinkedIn Insight Tag to show ads to relevant parties on LinkedIn. We do not display ads for any services but our own.
Facebook Pixel	We use the Facebook Pixel to show ads to relevant parties on Facebook. We do not display ads for any services but our own.

How We Use the Information We Collect

We may use the information we collect about you to:

- Provide the information, products, or services you request
- Provide you, if a customer, with effective customer service
- Provide our customers and carriers with shipment information
- Provide you with a personalized experience when you visit our site
- Contact you with offers or information that we believe will be of interest to you, in accordance with any expressed privacy preferences
- Invite you to participate in surveys and provide feedback, in accordance with any expressed privacy preferences
- Better understand your needs and interests
- Improve our products and services and develop new products and services
- Improve our marketing and promotional efforts
- Improve the content, usability, and functionality of the website
- Evaluate your interest in employment and contact you regarding possible employment with Navegate
- Help you, if a Navegate employee, to perform your job functions and to manage our workforce
- Enforce our websites' terms of use
- Promote security, protect against and prevent fraud, and to manage corporate risk exposure
- Use for any purpose about which we provide notice at the time of collection

We do not sell or otherwise share the personal information we collect about you, except as described within this policy or as otherwise disclosed to you at the time of data collection. We may share information in order to perform activities that you request, such as sharing with our affiliates, or to cooperate with an authorized law enforcement or regulatory investigation. We may also share personal information with other third parties with the consent of the individual to whom the information pertains.

Service Providers

We may collect information pertaining to those performing services directly or indirectly for us and using an application provided by us for the purpose of providing information to our carriers and customers. We may also share your personal information with third-party vendors that work on our behalf or under our instruction. These vendors may only use your personal



information in connection with the service they perform on our behalf and they are bound to protect your information in a manner consistent with this policy.

On our website, you may have the opportunity to post user-generated content using comments, social networking, or other available tools. Should you partake in this, remember that the user-generated content you share is available to other site visitors, and therefore should carry no expectation of privacy with respect to such content. Additionally, you may choose to use certain features of our websites and applications for which we partner with other parties and entities. These features, which may include social networking and geolocation tools, are operated by third parties that are not affiliated with Navegate. These parties may use any personal information they collect in accordance with their own privacy policies. The relevant third parties will be identified in any instance in which their features are offered, and we strongly suggest that you review their privacy policies should you choose to use them.

Legal Disclosures

We may also share information about you when we, in good faith, believe disclosure is necessary and appropriate to comply with the law, court orders, or subpoenas. We may also disclose information about you to prevent or investigate a possible crime, such as fraud or identity theft; to protect the security of our website; to apply or enforce our sites' terms of use and other agreements; or to protect our own rights, property rights, and the property or safety of our users and stakeholders. We will attempt to notify users of legal demands for their personal data when we feel is appropriate, unless prohibited by law or court order, or unless the request is an emergency. We may dispute such demands when we believe, in our discretion, that they are overbroad, vague, or lack proper authority. We do not, however, promise to challenge every demand.

Change of Control

We reserve the right to transfer information about you to a successor organization if, for example, we transfer operation or ownership of one of our websites to another organization, or if we merge with another organization. If a transfer such as this occurs, we will make reasonable efforts to direct the transferee to use the personal information you have provided in a manner consistent with this policy. Following such a transfer or merger, you may contact the entity to which we transferred your information with any inquiries you may have regarding the processing of that information.

Your Rights & Choices

You have certain rights to control the personal information we maintain about you. You have certain choices about what personal information we collect, how we use that information, and how we communicate with you:

- **Information and access:** You may request to see what data we process from you. We'll happily tell you more about how and why we process this data, unless the law permits or requires us to do so, or if we are unable to verify your identity.
- **Submitting information:** You may choose to refrain from directly submitting information to us but doing so may impact our ability to provide the services, information, or products you request. This may also affect your ability to use application software
- **Rectification:** If you feel we may have incorrect information about you, please let us know so that we may adjust it.



- **Right to be forgotten:** You may request the deletion of personal data we may have about you via email at support@navegate.com. We may still need to process some of this data or retain some of it for other purposes (for example, administration or deduplication). We will respond to deletion requests within a reasonable time and, in any case, within the time limits established by applicable law. We may require you to provide additional information to verify your identity.
- **Restriction:** If you feel that we are processing or your data incorrectly, you may request to have that processing limited.
- **Restricting Cookies:** You have the right to choose not to have a unique cookie identification number assigned to your computer to avoid the aggregation and analysis of the data collected on our websites and application software. Generally, if you wish to restrict cookies, you can set your browser to reject cookies or to alert you when a cookie is placed on your computer.
- **Objection:** You may lodge an objection to the processing of your personal data.
- **Transferability:** Under the GDPR, you may request to transfer your personal data. If you wish to do this, please contact us.

We will typically offer you the opportunity to choose whether you want to receive certain types of communication from us. Depending on applicable law, we will generally offer an “opt in” or “opt” out when you first provide contact information through one of our websites. When you submit your email address for promotional efforts, you are opting in to receiving communication from Navegate. Additionally, we will include an “unsubscribe” option in each electronic newsletter or promotional email we send you so that you can inform us of your future preferences.

If you are located in the European Economic Area or Switzerland, you may restrict us from sharing your personal information with third parties except (i) with service providers we have retained to perform services on our behalf, (ii) in the case we sell or transfer any portion of our business assets to another party, (iii) if sharing is required by law or a legal process, (iv) with law enforcement authorities or government officials, (v) when we believe sharing is reasonable or necessary to prevent physical harm or financial loss, or in accordance with an investigation of fraud or other illegal activity unless we have a legal basis, such as consent, to use it for other purposes. When required by law, Navegate will obtain your prior opt in consent at the time of collection for processing (i) personal information for marketing purposes and (ii) information deemed sensitive in accordance to applicable law. To update your preferences or ask us to remove your information from our mailing lists, please contact us.

Retention Period

We retain your data for no longer than necessary, annually evaluating this necessity with your privacy, our relation, and applicable legislation in mind.

Data Transfers

In some cases, we may transfer the personal data we collect about you to countries other than the one in which the information was originally collected. Those countries may not have the same data protection laws as the country in which your information was originally collected. When we transfer your data to other countries, we will protect that information as described in this policy.



How We Protect Personal Information

We maintain reasonable technological, physical, and administrative efforts to protect the security and confidentiality of your personal data. We consistently monitor all systems for vulnerabilities and malicious attacks. No website, server, or database is ever completely secure or “hack proof,” prohibiting us from guaranteeing that information about you will not be disclosed, misused, or lost, whether by accident or by the unauthorized acts of others. Navegate never collects information for third party commercial purposes, creates individual profiles, or provide your information to any third-party organization. Navegate only shares your information with third parties when and as you request, or as required by law.

Use of Our Websites by Children Under the Age of Thirteen

We take pride in our website and work to ensure that it is appropriate for people of any age. However, unless specifically noted on a particular site, our websites are not intended for children under the age of thirteen without the permission of a parent or guardian. If you have reason to believe that a child has submitted personally identifiable information on or through our websites without consent or supervision of a parent or guardian, please contact us so that we may take appropriate rectifying action.

Links to Other Sites

Our websites may provide links to other websites for your convenience and information. Such sites operate independently from Navegate and therefore follow their own privacy notices and policies. We strongly recommend that you review these policies and notices. In addition, a link to any non-Navegate website does not imply any endorsement or acceptance of responsibility for the content, or the owners of such website. It is the user’s responsibility to take precautions to ensure that whatever you select to use is free of items such as viruses, worms, and other items of destructive nature. Navegate is not liable for the privacy practices or the content of websites that are not owned or controlled by Navegate.

Updates to Our Global Privacy Policy

This policy describes Navegate’s current data and privacy protection policies and practices. We reserve the right to update it periodically without prior notice to you to reflect those changes in policies and practices. When we update our policies, we will post the revised version behind the link marked “Privacy Policy” at the bottom of each page of our website.

How to Contact Us

If you have questions or comments about this policy or if you wish to request that we update your information or preferences, please contact us using the information below. In order to ensure we can properly serve you, please make all inquiries in English.

Navegate Corporate Data Protection

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