

## Privacy Policy

### TFM Storage & Packaging Solution LLC

**Effective Date:** 2<sup>nd</sup> of January 2026

TFM Storage & Packaging Solution LLC is committed to protecting the privacy and security of personal information collected from users, clients, and partners. This Privacy Policy explains how we collect, use, store, disclose, and protect personal information when you access or use our mobile application, website, and related services.

By using our Services, you acknowledge that you have read and understood this Privacy Policy and agree to its terms.

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## 1. Information We Collect

We may collect the following categories of information:

### 1.1 Personal Information

- Full name
- Email address
- Phone number
- Residential or business address
- Company name and job title
- Login credentials (where applicable)

### 1.2 Business & Operational Information

- Shipment and delivery details
- Inventory and storage records
- Order references and documentation
- Uploaded files and commercial records

### 1.3 Financial Information

- Bank account or payment-related details, where required for billing or contractual purposes

### 1.4 Technical & Usage Information

- Device type and operating system
- App version
- IP address
- Log files, timestamps, and diagnostic data



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## 2. How We Use Your Information

We use personal information for the following purposes:

- To provide, operate, and manage our storage, packaging, and fulfillment services
  - To process orders, shipments, and deliveries
  - To communicate with users regarding services, updates, and support
  - To improve functionality, performance, and user experience
  - To maintain security, prevent fraud, and detect unauthorized access
  - To comply with legal, regulatory, and contractual obligations
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## 3. Legal Basis for Processing

We process personal information based on:

- **Legitimate business interests** necessary to provide our Services
  - **Contractual necessity** to fulfill agreements with clients and suppliers
  - **Legal obligations** under applicable laws and regulations
  - **User consent**, where required
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## 4. Disclosure of Information

TFM does **not sell or rent** personal information. Information may be disclosed only:

- To authorized TFM employees and management
- To trusted third-party service providers (e.g., IT systems, logistics partners, clearing agents) under confidentiality obligations
- Where required by law, court order, or regulatory authority
- To protect the rights, safety, and property of TFM, our users, or others

Data may be transferred internationally only when necessary for shipment, customs clearance, or delivery.

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## 5. Data Security

We implement appropriate technical and organizational security measures to protect personal information against unauthorized access, loss, misuse, or disclosure.

Despite these measures, no system can be guaranteed to be completely secure.

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## 6. Data Retention

Personal data is retained only for as long as necessary to:

- Fulfill business and operational purposes
- Meet legal, accounting, and audit requirements

Unless otherwise required by law:

- Client and operational data is retained for **two (2) years**
- Proof of delivery and transactional records are retained for **two (2) years**

Data is securely deleted or archived once no longer required.

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## 7. User Rights

Subject to applicable laws, you have the right to:

- Request access to your personal information
- Request correction of inaccurate or incomplete data
- Request deletion of personal data in certain circumstances
- Request restriction or objection to processing
- Request data portability, where legally permitted

Requests can be made by contacting us using the details below. We aim to respond within **30 days**.

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## 8. Marketing & Communications

You may opt out of receiving promotional or marketing communications at any time by:

- Using the unsubscribe link in marketing emails, or
- Contacting us directly

Service-related and administrative communications cannot be opted out of unless your account is deactivated.

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## 9. Children's Privacy

Our Services are not intended for individuals under the age of **18**. We do not knowingly collect personal data from minors.

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## 10. Changes to This Privacy Policy

We reserve the right to update this Privacy Policy at any time.

Updates will be published on our website or within the mobile application, with the revised effective date. Continued use of our Services constitutes acceptance of the updated Policy.


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## 11. Contact Information

If you have questions, requests, or concerns regarding this Privacy Policy, please contact us:

### TFM Storage & Packaging Solution LLC

 Email: [info@tfmex.com](mailto:info@tfmex.com) | [Fulfillment-tfm@tfmex.com](mailto:Fulfillment-tfm@tfmex.com)

 Address: TFM STORAGE & PACKAGING LLC warehouse Street 3 community 622 industrial area ( front of al maqam medical supplies building ) Warsan 2 Dubai UAE

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## 12. Complaints

If you believe your personal information has been mishandled, you may submit a written complaint to our Privacy Officer.

We treat all complaints seriously and aim to resolve them within **30 business days**.

