

Star Express Privacy Policy

Effective Date: June 11, 2026

Welcome to Star Express. We value your privacy. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you use our mobile application and platform services ("Services").

1. Information We Collect:

The information we collect depends on your user role, your responsibilities, and how you interact with our Services. We collect the following categories of data:

- **Account & Profile Information:** Names, usernames, passwords, and profile details.
- **Contact Information:** Email addresses, phone numbers, and physical addresses.
- **Shipment & Delivery Records:** Tracking numbers, sender/recipient details, and delivery status.
- **Device & Technical Information:** IP addresses, device IDs, operating systems, and platform performance data.
- **Communications & Support Records:** Messages, customer service tickets, and feedback logs.
- **Usage & Audit Information:** App interaction logs, timestamps, and feature utilization records.

2. Specialized Data Collection (Permissions)

To provide our core logistics services, the Star Express app requires access to specific device capabilities:

- **Location Information:** We collect precise or approximate location data. This is used for real-time tracking, security, compliance, auditing, delivery verification, and route optimization. We only collect this data in accordance with your device permissions and applicable laws.
- **Photographs & Documents:** The app allows you to take or upload photos and files. These materials are processed for proof of delivery, damage verification, recordkeeping, and security. Uploaded files are retained as part of our official business records.

3. Data Protection & Security

- **Safeguards:** We use administrative, technical, and organizational measures to protect your data.
- **Risk Acknowledgment:** No digital transmission or storage method is 100% secure. We cannot guarantee absolute security.

4. Data Sharing & Ownership

- **No Sale of Data:** Star Express **does not sell** your personal information.
- **Authorized Sharing:** We may share data with trusted affiliates, delivery contractors, logistics partners, and service providers to run our operations.
- **Legal Disclosures:** We reserve the right to share information with law enforcement, regulatory authorities, or legal advisors to comply with legal obligations, enforce our policies, or protect platform integrity.

- **Data Ownership:** Information processed through our platform constitutes the business records of Star Express. Data is retained to meet legal, regulatory, and operational requirements.

5. Administrative Access

- **Restricted Access:** Only authorized personnel with a legitimate business need can view platform data.
- **Monitoring:** We reserve the right to review, monitor, and retain data to maintain platform security, investigate incidents, and enforce compliance.

6. Changes to This Policy

- **Updates:** We may update this policy periodically.
- **Acceptance:** Revised terms take effect immediately upon posting inside the app or on our website. Your continued use of the Services means you accept the updated terms.

Star Express Terms and Conditions

Welcome to Star Express. These Terms and Conditions ("Terms") govern your access to and use of the Star Express mobile application and services ("Services"). By creating an account or using our platform, you agree to bound by these Terms.

1. User Eligibility and Accounts

- **Authorized Use:** You must use the Services strictly for authorized commercial or logistics purposes.
- **Account Security:** You are responsible for keeping your account credentials confidential.
- **Accuracy:** You must provide accurate, current, and complete information during registration.
- **Liability:** You are fully responsible for all activities that occur under your account.

2. Prohibited User Conduct

You agree **not** to engage in any of the following prohibited activities:

- **Illegal Use:** Using the platform for unauthorized, fraudulent, or illegal shipping activities.
- **Platform Harm:** Uploading viruses, malware, or malicious code designed to disrupt the platform.
- **Data Scraping:** Extracting data, code, or information from the app using automated tools.
- **Interference:** Bypassing security measures or disrupting the server infrastructure.
- **Misrepresentation:** Impersonating another user, administrator, or customer.

3. Monetization and Advertisements

- **Ad-Supported:** Star Express is an ad-supported application.
- **Third-Party Content:** The app displays paid advertisements served by third-party ad networks.

- **No Endorsement:** We do not endorse or guarantee the products or services featured in these ads.
- **Interaction Risk:** Any interactions or purchases you make with advertisers are strictly between you and that third party.

4. Account Suspension and Bans

We reserve the right to temporarily suspend or permanently ban your account at our sole discretion, without prior notice, for:

- **Policy Violations:** Breaching any provision of these Terms or our Privacy Policy.
- **Fraud:** Engaging in deceptive, fraudulent, or abusive practices on the platform.
- **Security Risks:** Causing operational harm or security vulnerabilities to the system.
- **Inactivity:** Prolonged account inactivity, subject to standard system cleanup protocols.

5. Intellectual Property and Copyright

- **Ownership:** All platform content, software, code, logos, designs, and graphics are the exclusive property of Star Express.
- **Limited License:** We grant you a limited, non-exclusive, non-transferable license to use the app for its intended purpose.
- **Restrictions:** You may not copy, modify, distribute, reverse-engineer, or sell any part of our Services.
- **User Content:** By uploading documentation or photographs, you grant Star Express a non-exclusive license to use and retain that material to perform our operational services.

6. Limitation of Liability

- **As-Is Basis:** The app is provided on an "as-is" and "as-available" basis without warranties of any kind.
- **Service Interruptions:** We are not liable for any delivery delays, system downtime, data loss, or network errors.
- **Damages Cap:** To the maximum extent permitted by law, Star Express is not liable for indirect, incidental, or consequential damages.

7. Changes to Terms

- **Modifications:** We may update these Terms at any time to reflect platform changes or legal updates.
- **Notification:** Material changes will be communicated via in-app notifications or policy updates.
- **Continued Use:** Your continued use of the app after updates are posted confirms your acceptance of the revised Terms.