HELLOPACKAGE PRIVACY POLICY

Last Updated: March 2, 2026

Package Solutions, Inc. (“Company,” “we,” “us,” or “our”) respects your privacy and is committed to protecting it through this Privacy Policy.

This Privacy Policy describes how we collect, use, disclose, and safeguard personal information in connection with our websites, applications, package room access systems, and related services (collectively, the “Service”).

By using the Service, you agree to this Privacy Policy.

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1. Scope

This Privacy Policy applies to information we collect:

- On our websites;
- Through our mobile or desktop applications;
- Through package room access systems;
- Through email, SMS/text, and other communications;
- From property managers, carriers, and business partners.

This Policy does not apply to third-party services not operated by us.

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2. Categories of Information We Collect

We collect the following categories of information:

A. Identifiers

- Name
- Email address
- Phone number
- Mailing address
- IP address
- Account credentials

B. Commercial Information

- Package delivery and retrieval history
- Return shipment details
- Transaction and billing information

C. Financial Information

- Payment method information (processed by third-party processors)

D. Internet or Network Activity

- Device information
- Browser type
- Usage logs
- Access times
- Interaction data

E. Location Data

- General geolocation derived from IP address

F. Household Information

- Names of household members associated with an account

G. Audio/Visual Information

- Video recordings from package room security systems
- Images of packages and package labels
- Access logs tied to entry events

H. Inferences

- Service usage patterns
- Preferences

We do not knowingly collect sensitive personal information such as social security numbers, precise geolocation, or biometric identifiers for identification purposes.

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3. How We Collect Information

We collect information:

- Directly from you
- Automatically through cookies and tracking technologies
- From property managers
- From carriers
- From payment processors
- From app stores

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4. How We Use Information

We use personal information to:

- Provide and operate the Service
- Match packages to recipients
- Issue access credentials
- Process payments
- Provide notifications (email, SMS, push)
- Maintain security and fraud prevention
- Improve Service performance
- Comply with legal obligations
- Enforce agreements

We may use de-identified or aggregated information for analytics.

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5. SMS Communications

If you provide a mobile number, we may send automated SMS messages related to package notifications and account activity. Message and data rates may apply.

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6. Disclosure of Information

We may disclose personal information to:

- Property managers
- Service providers and vendors
- Payment processors
- Cloud hosting providers
- Analytics providers
- Law enforcement where required
- Successors in merger/acquisition transactions

We do **not sell personal information** for monetary consideration.

We do not knowingly share personal information for cross-context behavioral advertising.

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7. Data Retention

We retain personal information only as long as reasonably necessary for:

- Providing the Service
- Meeting contractual obligations
- Complying with legal requirements
- Resolving disputes
- Enforcing agreements

Video footage retention periods are determined by property-level configurations and legal requirements.

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8. Data Security

We implement reasonable administrative, technical, and physical safeguards designed to protect personal information.

However, no system is completely secure. Transmission of information is at your own risk.

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9. Your Privacy Rights (U.S. Residents)

Depending on your state of residence, you may have rights to:

- Access personal information
- Correct inaccuracies
- Delete personal information
- Obtain a copy of your data
- Opt out of targeted advertising (if applicable)
- Limit certain uses of sensitive information (if applicable)

To exercise rights, contact: privacy@packagesolutions.com

We may verify your identity before fulfilling requests.

If we deny your request, you may appeal by contacting us at the same email address.

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10. Cookies and Tracking Technologies

We use cookies and similar technologies to:

- Authenticate users
- Maintain session state
- Analyze usage
- Improve performance

You may disable cookies via browser settings; some features may not function properly.

We do not currently respond to "Do Not Track" browser signals but will honor legally required global privacy control signals where applicable.

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11. Children's Privacy

The Service is not intended for children under 13. We do not knowingly collect personal information from children under 13.

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12. International Users

The Service is intended for U.S. residents. If you access from outside the U.S., your information may be processed in the United States.

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13. Changes to This Policy

We may update this Privacy Policy from time to time. Material changes will be posted with a revised “Last Updated” date.

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14. Contact Information

Privacy Inquiries: privacy@packagesolutions.com
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