

Privacy Policy

Policy & Operations

S.L. Express Logistics

Author Note

For any legal inquiries or compliance questions, please contact us at slexpress15@gmail.com or slexpressbng@gmail.com or visit slexpress.com

Effective Date: July 2, 2026

We at S.L. Express ("Company," "we," "us," or "our") value your privacy. We are committed to protecting the personal data of our website users, shippers, and consignees. This Privacy Policy explains how we collect, use, store, and protect your information when you visit slexpress.com (the "Website") or use our courier services. By using our platform, you consent to the data practices described below.

1. Information We Collect

We collect information to provide efficient logistics, tracking, and delivery services.

The types of information we gather include:

- i) **Shipper Information:** Name, corporate entity, physical office address, GSTIN, email address, telephone/mobile number, and billing details.
- ii) **Consignee Information:** Complete delivery address, PIN code, landmark, recipient name, and mandatory contact numbers.
- iii) **Shipment Data:** Package dimensions, weight, item descriptions, commercial invoice values, and customs declarations.
- iv) **Technical Data:** IP address, browser type, device details, and usage patterns collected via cookies when you use our online tracking portal.

2. How We Use Your Information

We process your personal information strictly for legitimate business and legal purposes.

Your data is used to:

- i) Arrange daily package pickups, execute onward transit schedules, and fulfill final-mile deliveries.
- ii) Generate physical and digital Proof of Delivery (P.O.D.) documents upon your request.
- iii) Process invoices, manage accounting, verify cheque/DD payments, and calculate statutory 18% GST charges.
- iv) Send real-time tracking updates, security notifications, and operational alerts via SMS, WhatsApp, or email.
- v) Detect, prevent, and mitigate transit fraud, illegal shipments, or unauthorized website intrusions.

3. Information Sharing and Disclosure

We do not sell, trade, or rent your personal information to third parties.

We disclose data only under the following strict conditions:

- i) **Service Providers:** With trusted airlines, train freights, bus operators, and delivery agents who assist in moving your shipments.
- ii) **Regulatory & Government Authorities:** With the Ministry of Finance, customs officials, border checkpoint inspectors, or law enforcement when legally mandated.
- iii) **Corporate Restructuring:** In connection with any merger, sale of corporate assets, financing, or acquisition of all or a portion of our business.

4. Data Security and Retention

We implement industry-standard physical, electronic, and administrative safeguards to keep your information secure.

- i) **Data Protection:** Access to shipment documentation, commercial invoices, and user account profiles is restricted to authorized personnel only.
- ii) **Retention Period:** We retain customer data and booking histories for as long as necessary to fulfill shipping obligations, resolve operational claims within our 30-day window, or satisfy statutory tax laws.

5. Cookies and Tracking Technologies

Our Website utilizes cookies and similar tracking tools to optimize your tracking portal experience.

- i) **Analytical Cookies:** These help us analyze website traffic patterns to ensure platform availability and prevent server downtime.
- ii) **User Preferences:** Cookies remember your standard login credentials and preference settings to streamline future shipment bookings.
- iii) **Control:** You can choose to disable cookies through your personal browser settings, though doing so may limit your use of specific automated tracking features.

6. Your Legal Rights

As a customer or user of S.L. Express, you retain specific rights regarding your personal information.

- i) **Access and Rectification:** You have the right to review, update, or correct inaccurate account details, contact numbers, or office addresses.
- ii) **Withdrawal of Consent:** You may withdraw your consent for future data processing, which will immediately terminate your active corporate account and digital booking privileges.

7. Changes to This Privacy Policy

S.L. Express reserves the right to modify or update this Privacy Policy at any time. Any changes will be posted directly on this page with an updated "Effective Date." We encourage you to review this policy periodically to stay informed about how we protect your information.

By interacting with our Website or handing over consignments for transit, you explicitly consent to the collection, storage, and processing of your personal and shipping data as detailed in this Privacy Policy.

[End of Privacy Policy Document]