

PRIVACY

Welcome to SHELP:

SHELP knows that users of our technology and services are concerned about how their personal information may be used and shared. The following five principles are the foundation of our approach to respecting your privacy:

- We value the trust you place in us when giving us your personal information. We will always use your personal information in a manner that is fair and worthy of that trust.
- You have the right to receive clear information about how we use your personal information. We will always be transparent with you about what information we collect, what we do with it, who we share it with and who you should contact if you have any questions.
- If you have any questions about how we use your personal information, we will work with you to resolve them quickly.
- We will take all reasonable steps to protect your information from misuse and to keep it secure.
- We will comply with all applicable data protection laws and regulations and cooperate with data protection authorities. In the absence of data protection legislation, we will act in accordance with generally accepted principles governing data protection.

Please read the following for more information about our privacy policy. By using our technology or services, you are accepting the practices described in this **privacy policy**.

SHELP PRIVACY POLICY

Date of implementation: 18 November 2019

1. Responsible for the treatment of the data that you falicita us:

The personal data of users collected through the SHELP web platform will be treated by SHELP, as responsible for processing:

- Responsible for the treatment: NATIONAL TRADINGS LOGISTICS INC.
- Market identification: SHELP
- Tax Identification: (USES) P11000048172
- Mailing Address: 7801 Coral Way, Suite 107. Miami - Florida - USA

2. Scope of this Privacy Policy:

This Privacy Policy covers SHELP's treatment of personal information that may be collected when you as a user (whether as an end customer or as a service provider) use our technology or services. Therefore, in order to provide you with SHELP technology and services, we will need to collect and manage certain personal information from users.

2.1 Notice to international users:

SHELP's operations are located in the United States, subject to SHELP subsequently modifying its territorial scope to include other territories. If you provide information to us directly, the information will be transferred outside your region and to the U.S., and we may transfer your information to other countries in connection with our technology and services. You should be aware that each region may have its own privacy and data security laws, some of which may be less stringent than those of its own region. By providing personal information, you consent to its storage and use as described in this Privacy Policy.

2.2 Protection of the privacy of minors:

SHELP does not knowingly collect or solicit personally identifiable information online from children under the age of 16. If SHELP becomes aware that a child under the age of 16 has submitted personally identifiable information online without parental consent, SHELP will take all reasonable steps to remove such information from its databases and not use it for any purpose (except where necessary to protect the safety of the child or others, as required or permitted by law). If you have knowledge of any personally identifiable information that SHELP has collected online from children under the age of 16, please contact us immediately at contact@ntandlogistics.com

3. Data collected by SHELP.

We may collect the following types of data from users of our technology and services:

3.1 Data you provide to us:

We may receive and store data that you provide to us when you use our technology or services in any other way.

We may also receive and store the data you provide to participating providers if they offer our technology and services.

3.2 Information we may collect if you use our technology and services:

In addition to any information you choose to send us or that we receive from participating service providers, we and our third party service providers may use a variety of technologies that automatically (or passively) collect certain information each time you use our technology and services ("Usage Information"). We may use Use Information for a variety of purposes, including, but not limited to: (a) measure and collect session information; (b) improve our technology and services; and (c) help us identify devices used to access our technology and services for fraud prevention and diagnostic purposes.

3.3 Mobile devices:

When you download or use the SHELP application, we may receive information about your location and your mobile device (including a unique identifier for your device). Most mobile devices allow you to disable location-based services by changing your settings.

3.4 Product Photographs:

When requesting our services you will be able to send directly from the SHELP application, photograph of the product or details of the delivery, for such reason the mobile application asks you for access to your camera or gallery, the conditions to request access to this feature is possible to grant permissions to record audio or video of your device, however, SHELP for no reason will make use of this modality. For its part, SHELP will only and exclusively make use of the gallery of your terminal when you wish to use a photograph of yourself included in the gallery as a profile photograph.

3.5 Geolocation data:

This web platform will not collect geolocation data from its end users.

For their part, the providers or carriers that use the application must necessarily provide their geolocation data for the normal operation of the application and the management of the services. This supplier data is collected to ensure a better user experience and optimize the management of information relevant to the end user. In other words, they facilitate end users' knowledge of the location of the providers or carriers available in their area of influence for the provision of possible services to the end user. The provider or carrier accepts that its geolocation data will be processed through a third platform, Google Maps (the

privacy policy can be found at the following link:
<https://policies.google.com/privacy?hl=es>).

4. **Share your data.**

4.1 SHELP Staff:

Authorized SHELP personnel may have access to user data, but only if necessary, in the normal course of SHELP activities. In order to allow you to use our services in multiple participating deliveries, we will store past information to create a "profile" so that such information does not have to be entered every time you request or make a delivery.

4.2 Delivery service providers and third party participants:

We engage with participating users and suppliers to perform functions using our technologies and services. Examples include hosting our website, analyzing data, providing marketing support, processing credit card payments, and providing customer service. They have access to personal information necessary to perform their functions, but may not use it for other purposes.

4.3 Business Transfers:

In some cases, we may choose to buy or sell assets. In this type of transaction, user information is typically one of the business assets being transferred. In addition, if SHELP, or substantially all of its assets, were acquired, user information would be one of the assets being transferred.

4.4 Legal Disclosure:

We reserve the right to disclose your information as required by law and when we believe that disclosure is necessary to protect our rights or to protect the rights, property or safety of platform providers, our users or others and/or to comply with a judicial proceeding, court order or legal process conducted on our website.

4.5 With your consent:

Except as stated above, we will contact you when your personal information is shared with third parties or used for a purpose inconsistent with the purpose(s) for which it was originally collected, and you may choose not to participate to prevent this information from being shared.

4.6. Internal chat

We store messages, photos, and documents from your chats with other platform users on our servers so that you can access your data from any of your devices at any time without having to rely on third party backups. All data is stored strongly encrypted. The platform does not exercise any kind of supervision or moderation over the internal chat.

The user acknowledges assuming responsibility, leaving SHELP harmless for any communication provided through the platform, especially through the internal chat enabled. In this regard, SHELP shall not be liable for the conduct or content of communications between users or third parties through the platform. The user is expressly prohibited from any kind of illicit use and/or that infringes any kind of right.

4.7 Supply of receiver data by users

This platform gives the user the possibility of contracting the sending of objects to be sent to third parties called receivers. Therefore, these receivers will not have a direct link to the SHELP platform. Therefore, the user guarantees the veracity and accuracy of the data supplied by the receivers. Any damage or claims arising from such circumscription shall be the sole and exclusive responsibility of the users who have provided such data to the platform, leaving SHELP unharmed.

5. Purposes, legitimacy of processing and time limits for data retention

5.1 Purposes of treatment

The data collected through the SHELP web platform are for the purpose of processing, the provision of services offered by SHELP, and to inform users of the platform SHELP.

5.2 Legitimation of treatment

The legal basis for the treatment of your personal data is the explicit acceptance of the treatment, management and storage of the same according to this privacy policy. Therefore, users must register on the SHELP website, following the process determined in each case.

5.3 Data retention period

The data shall be retained until the purpose for which the data were collected is fulfilled or until the right to deletion or modification of the data is exercised. As long as this does not conflict with the need for legal or fiscal reasons to store them.

6. Access to personally identifiable information and exercise of your rights

6.1 SHELP data processing activities:

Your personal data will be processed by SHELP in order to provide an effective response or provision of requested services, facilitate the processing of requested

deliveries, statistical studies and advertising of promotions offered by SHELP. In this sense, the user expressly consents to the processing of their personal data sent to SHELP for the purposes indicated in this document.

6.2. Access to your data:

You will have the right of access to your personal data in order to verify their accuracy and integrity, as well as for the purposes of consulting the use that is being made of them and the names of the people to whom they have been provided.

6.3. Correction or deletion of your data:

You have the right to request the modification or deletion of personal data. to object to any treatment of these.

Obtaining information about your data and exercising your rights:

To obtain information and exercise your rights of access, rectification, deletion, portability, limitation of treatment and opposition to the treatment of these, if your personally identifiable information changes, or if you no longer wish to use our technologies or services, please contact us at the email address listed below contact@ntandlogistics.com

7 Security.

The security of your personal information is important to us. We follow generally accepted industry standards to protect the personal information presented to us, both during transmission and once we receive it. When you provide (and when we receive from participating providers) sensitive information, we encrypt that information using Secure Sockets Layer (SSL) technology. However, no method of transmission over the Internet, or method of electronic storage, is 100% secure. Therefore, while we will use commercially reasonable means to protect and ensure the security of your personal information, we cannot guarantee its absolute security and disclaim any responsibility for any unauthorized access to or use of our servers and/or any and all personal and/or financial information stored on them.

8. Cookies Policy

SHELP uses cookies or similar technologies to analyze trends, administer the website, track users' movements on the website, and gather broad demographic information about our overall user base. You can control the use of cookies at the individual browser level, but if you choose to disable cookies, you can limit the use of certain features or functions on our website or service.

8.1 Definition of cookies

Cookies are files stored by web pages in the user's browsers, which contain session data that may be useful later in the same web page. These data, which are stored in the cookies, allow us to maintain the navigation information between the different pages of the Web site, while analysing the way to interact with it, in such a way that a user preference can be identified.

8.2 Description of cookies

- According to their origin and type:
 - **Own Cookies:** These are those that are sent to the user's terminal equipment from a computer or domain managed by the editor and from which the service requested by the user is provided.
 - **Third-party Cookies:** These are those that are sent to the user's terminal equipment from a computer or domain that is not managed by the publisher, but by another entity that processes the data obtained through cookies.
- According to its purpose:
 - **Technical Cookies:** Are those that allow the user to navigate through the website, platform or application and the use of different options or services that exist in it.
 - **Analysis Cookies:** These are those that allow the person responsible for them to track and analyse the behaviour of the users of the websites to which they are linked.
- According to their duration:
 - **Session Cookies:** Are designed to collect and store data while the user accesses a website. They are usually used for the provision of the service requested by the user on a single occasion.
 - **Persistent Cookies:** They are designed so that the data are still stored in the terminal and can be accessed and processed for a period defined by the person responsible for the cookie, which can range from a few minutes to several years.

8.3 Disabling cookies

- **Internet Explorer** (<https://support.microsoft.com/es-es/help/17442/windows-internetexplorer-delete-manage-cookies>)
- **Mozilla Firefox** (<https://support.mozilla.org/es/kb/habilita-y-deshabilita-cookies-sitiosweb-rastrear-preferencias?redirectlocale=es&redirectslug=habilita-y-deshabilita-cookies-los-sitios-we>)
- **Google Chrome** (<https://support.google.com/chrome/answer/95647?hl=es>)
- **Safari** (https://support.apple.com/kb/ph5042?locale=es_ES)

9 Modifications to this Privacy Policy.

We reserve the right to change this Privacy Policy at any time, so please review it frequently. If we make material changes to this policy, we will notify you here, by email or by means of a notice on our home page.

10 Attention of consultations. in the matter of privacy

If you have any questions or suggestions regarding our Privacy Policy, please contact us at: contact@ntandlogistics.com

11 Acceptance of this Privacy Policy

By using our website and our services, you agree to be bound by the terms and conditions of this Statement. In the event that you do not accept the management of your data according to this privacy policy, we will not proceed to the collection of these, which may mean that you can not carry out the service provided SHEL.P.