

GLOBAL PRIVACY POLICY

effective from 13 October 2026

1. Who we are

This Global Privacy Policy explains how Meest International Sp. z o.o. ("MI", "Meest International", "we", "us" or "our") collects, uses, shares and protects personal data in connection with its international logistics and related business activities.

Meest International acts as a controller of personal data for the processing activities described in this Privacy Policy.

For certain services provided to business clients, MI may also process personal data solely on behalf of and in accordance with the instructions of the relevant business client acting as the data controller. Such processing is subject to the relevant contractual provisions agreed upon with that client and is not covered by this Privacy Policy, except in situations where MI processes personal data for its own purposes as a separate data controller.

Controller: Meest International sp. z o.o.

Registered address: Rondo Organizacji Narodów Zjednoczonych 1, 00-124 Warsaw, Poland

Company / registration number: KRS 0000583179

If you have any questions regarding the processing of your personal data or wish to exercise your data protection rights, you may contact our Data Protection Officer:

Data Protection Officer

E-mail: DPO.international@meest.com

2. Scope of this Privacy Policy

This Privacy Policy applies to personal data processed by MI in connection with, in particular:

- organising and providing international shipment and delivery services;
- coordinating transportation and last-mile delivery;
- customs clearance and compliance with customs requirements;
- communicating with shipment recipients;
- handling complaints and claims;
- preventing fraud and ensuring the security of our services;
- managing relationships with our business customers, suppliers and other counterparties;
- newsletter and direct marketing;
- operating the MI corporate website and responding to enquiries submitted through the website.

MI primarily provides services to business customers, including online retailers and other businesses arranging delivery of goods to individual recipients.

As a result, MI may process personal data of shipment recipients even where those individuals do not have a direct contractual relationship with MI. For example, a retailer from which you purchase goods may provide your personal data to MI so that MI and its logistics partners can arrange the delivery of your shipment.

This Privacy Policy also applies to representatives, employees and contact persons of MI's current and prospective business customers, suppliers, partners and other counterparties.

Where applicable law in a particular jurisdiction provides individuals with additional rights or protections, those rights and protections will apply in addition to this Privacy Policy. MI may publish jurisdiction specific privacy supplements where necessary.

3. What personal data we process

The categories of personal data processed by MI depend on the type of service, country of origin, destination country and applicable legal requirements.

3.1. Shipment data

We may process:

- first name and surname;

- patronymic, where applicable;
- telephone number;
- e-mail address, where provided;
- delivery address;
- shipment and tracking identifiers;
- information about the shipment;
- information about the value of goods contained in the shipment;
- information about the contents of the shipment;
- information relating to customs duties, taxes and other charges associated with the shipment;
- payment-related information where relevant to the service.

Not all categories of data are collected in every case. For example, some of our business customers do not provide MI with the recipient's e-mail address.

3.2. Customs and identification data

Where required for customs clearance or under applicable local law, MI may process additional identification information. Depending on the destination country, this may include:

- passport details;
- national identification number;
- taxpayer identification number or other local identification number, including INN;
- other information required by customs authorities or applicable legislation.

Such information may be currently required in connection with certain shipments delivered to, among others, Uzbekistan, Kazakhstan and Azerbaijan.

Where appropriate, MI may request such information directly from the shipment recipient through a secure individual link or form provided specifically for that recipient. This may occur where MI has not received the relevant information and the provision of the services is not possible without such information.

3.3. Business contact data

In relation to representatives and contact persons of MI's current and prospective customers, suppliers, partners and other counterparties, we may process:

- first name and surname;
- position or job title;
- company or organisation name;
- business e-mail address;
- business telephone number;
- information contained in business correspondence.

3.4. Newsletter data

Where consent to direct marketing communications is required and has been obtained, we may process:

- email address;
- name, where provided;
- information about consents given;
- date of consent;
- date of subscription confirmation, if double opt-in is used;
- information about withdrawal of consent;
- information about messages sent;
- data concerning interactions with direct marketing communication, e.g. message opening or link clicking, if such data are collected by the marketing tool.

3.5. Website and enquiry data

When you contact MI through our website or another direct communication channel, we may process:

- your name;
- contact details;
- company name and position, where relevant;
- information contained in your enquiry;
- technical information generated in connection with your use of the website, such as IP address, browser and device information, to the extent such information is collected by the technologies implemented on the website.

Information about cookies and similar technologies is provided in Section 15 below and, where applicable, through our cookie management platform or separate Cookie Policy.

4. Where we obtain personal data

4.1. Business customers

In most shipment-related cases, personal data of recipients is provided to MI by its business customers, including online retailers and other companies arranging the shipment of goods. This means that MI often obtains your personal data indirectly.

4.2. Directly from shipment recipients

In certain circumstances MI collects personal data directly from shipment recipients. This may occur, for example, where additional identification or customs information is required for shipments to Uzbekistan, Kazakhstan or Azerbaijan and the recipient provides such information through an individual secure form or link.

MI may also obtain personal data directly where a recipient contacts us in connection with a shipment, complaint, enquiry or other matter.

4.3. Other companies and logistics partners

MI may receive information from:

- other companies within the Meest Group;
- carriers;
- last-mile delivery partners;
- customs agents;
- payment service providers;
- other entities participating in the shipment and delivery process.

4.4. Business relationships

Personal data of representatives and contact persons of MI's business counterparties may be obtained:

- directly from the relevant individual;
- from the company or organisation the individual represents;
- from another representative of the same organisation;
- from business correspondence;
- where appropriate, from publicly available professional or corporate sources.

Where MI obtains personal data indirectly, the relevant information required by applicable data protection law is provided through this Privacy Policy and, where required, through appropriate additional communication.

4.5. Newsletter subscription

Where you subscribe to receive our newsletter, MI may obtain personal data directly from you, including the information you provide when subscribing. MI may also process information relating to your subscription, consent or withdrawal of consent, where applicable.

5. Why we process personal data and our legal bases

MI processes personal data only where there is an appropriate legal basis for doing so. Depending on the circumstances and applicable law, our processing may be based on:

- the performance of a contract or taking steps prior to entering into a contract;
- compliance with a legal obligation;
- MI's or a third party's legitimate interest;
- consent, where consent is required or is the appropriate legal basis.

5.1. Organisation and delivery of shipments

We process personal data to organise transportation, delivery and other logistics services, including coordinating with carriers and last-mile delivery partners. Depending on the relationship with the individual concerned, the processing may be necessary for the performance of a contract or based on the legitimate interests of MI, its business customer and the shipment recipient in ensuring that the shipment is properly transported and delivered.

5.2. Communication concerning delivery

We use contact information to provide operational information concerning shipments, including shipment status, expected or attempted delivery, information required to complete delivery, customs formalities and delivery-related issues. Such communication may take place through SMS, e-mail, telephone, WhatsApp, Viber, Telegram or website chat, depending on the country, service and contact details available. These communications are operational and relate to the performance of logistics and delivery services.

5.3. Customs clearance

We process personal data where necessary to perform customs formalities and meet customs, tax or other regulatory requirements. The processing may be necessary to comply with legal obligations applicable to MI or other entities involved in the customs process and, where appropriate, to pursue legitimate interests related to the lawful and effective delivery of international shipments.

5.4. Payments and settlements

Where relevant, we process payment-related information to manage payments, fees, customs charges and financial settlements connected with the provision of services. The legal basis depends on the relevant transaction and may include performance of a contract, compliance with legal obligations and legitimate interests relating to the proper settlement of services.

5.5. Complaints and customer service

We process personal data to receive and investigate complaints, respond to questions, resolve delivery issues and manage customer service matters. The processing may be necessary for contractual purposes, compliance with applicable legal obligations or the legitimate interests of MI and affected individuals in resolving service-related matters.

5.6. Establishment, exercise and defence of legal claims

We may retain and otherwise process personal data where necessary to establish, pursue or defend legal claims. This processing is based on our legitimate interest in protecting MI's legal rights and interests.

5.7. Fraud prevention, security and abuse prevention

We may process personal data to prevent and detect fraud, protect shipments, investigate suspected misuse, ensure the security of our systems and services and prevent unauthorised access. This processing is based on our legitimate interests in protecting MI, its customers, shipment recipients and business partners and, where applicable, compliance with legal obligations.

5.8. Compliance with legal requirements

MI may process personal data where necessary to comply with customs, tax, accounting, regulatory, law enforcement or other legal requirements applicable to its activities.

5.9. Managing business relationships

We process the personal data of representatives and contact persons of our customers, suppliers and other business partners to establish and manage business relationships, communicate with counterparties, negotiate and perform agreements, coordinate operational activities, document business arrangements, resolve disputes and protect legal claims. This processing is generally based on MI's legitimate interest in establishing and maintaining effective business relationships.

5.10. Website enquiries

Where you contact us through the MI website, we use the data you provide to respond to your request and manage subsequent communication. Depending on the nature of your enquiry, this may be based on taking steps at your request prior to entering into a contract or MI's legitimate interest in responding to enquiries and communicating with persons interested in MI's services.

5.11. Newsletter communications

We may process personal data to send our newsletter. Where required by applicable law, the newsletter is sent based on your consent. This processing is based on Article 6(1)(a) GDPR and applicable electronic communications requirements.

6. Our legitimate interests

Where MI relies on legitimate interests as a legal basis, these interests may include:

- effective organisation and performance of international logistics services;
- ensuring that shipments reach the correct recipient;
- maintaining operational communication concerning shipments;
- managing relationships with customers, suppliers and business partners;
- protecting MI's rights and property;
- establishing, pursuing and defending claims;
- preventing fraud and abuse;
- protecting shipments and individuals involved in the delivery process;
- maintaining the security and integrity of our IT systems;
- ensuring the effective operation of our business and website.

Where required, MI assesses whether its legitimate interests are overridden by the interests, fundamental rights or freedoms of the individuals concerned.

7. Is providing personal data mandatory?

Whether you are required to provide personal data depends on the relevant service and applicable legal requirements. Certain personal data is necessary to identify the shipment recipient, deliver a shipment, communicate regarding delivery, perform customs clearance and comply with legal or regulatory requirements. Failure to provide data that is required for these purposes may result in MI or its partners being unable to complete customs clearance, deliver the shipment or provide the relevant service. Where information is optional, this will be indicated where appropriate.

8. Who we share personal data with

Because MI coordinates international logistics services, personal data may need to be shared with other entities involved in the relevant process. Depending on the service, recipients of personal data may include:

- companies within the Meest Group;
- international and domestic carriers;
- last-mile delivery partners;
- customs agents and customs brokers;
- customs, tax and other public authorities;
- payment service providers;
- IT, telecommunications, hosting, security and other technology providers;

- professional advisers, including legal, tax and audit advisers;
- newsletter and marketing communication service providers;
- competent courts, regulators, law enforcement authorities or other public bodies where disclosure is required or permitted by law.

The specific entities involved may differ depending on the country, shipment route and service and may change from time to time. MI requires service providers processing personal data on its behalf to protect such data in accordance with applicable data protection requirements.

9. International processing and transfers of personal data

MI operates in an international logistics environment. Therefore, the provision of services may require personal data to be transferred between countries.

Personal data may originate, among others, from:

- China;
- the United Kingdom;
- the United States;
- countries within the European Economic Area, including Poland, Spain, the Czech Republic and Sweden.

Shipment recipients may be located, among others, in:

- Ukraine;
- Moldova;
- Azerbaijan;
- Kazakhstan;
- Uzbekistan;
- Israel;
- countries within the European Economic Area, including the Czech Republic, Slovakia, Germany, Norway and Cyprus.

The actual countries involved depend on the shipment route, the customer's instructions and the entities participating in the logistics process.

9.1. Transfers outside the European Economic Area

Where personal data protected by the GDPR is transferred from the EEA to a country outside the EEA, MI applies an appropriate transfer mechanism where required by law. Depending on the circumstances, this may include:

- a decision of the European Commission recognising an adequate level of protection in the relevant destination country;
- Standard Contractual Clauses approved by the European Commission;
- another appropriate safeguard permitted under applicable data protection law;
- a statutory derogation for a specific transfer where the conditions for relying on such derogation are met.

Where required, MI also assesses whether additional safeguards are necessary in light of the circumstances of the transfer and the laws applicable in the destination country.

9.2. Transfers governed by other data protection regimes

Where another applicable data protection regime imposes specific requirements on international transfers, MI applies the relevant transfer requirements to the extent that they apply to the particular processing activity. For example, where UK data protection law applies to a restricted transfer, the relevant UK transfer mechanism must be considered separately.

10. How long we keep personal data

MI retains personal data only for as long as necessary for the purposes for which it was collected and to satisfy applicable legal, regulatory, accounting and claims-related requirements. Because MI provides services across multiple jurisdictions, retention periods may differ depending on the country, type of data, relevant service and applicable limitation or statutory retention periods.

10.1. Shipment and operational data

Personal data relating to shipments is retained for the period necessary to perform the delivery and logistics service, deal with operational issues, handle complaints, comply with applicable legal requirements and establish, pursue or defend claims. Where appropriate, data may therefore be retained after completion of the shipment until the applicable limitation period for potential claims has expired.

10.2. Customs and identification data

Where MI collects customs or identification data, such as passport or tax identification details, solely for the purpose of enabling customs clearance and transferring such data to the entity responsible for customs formalities, MI retains such data only for as long as necessary to complete the collection and secure transfer, unless a longer retention period is required by applicable law or is otherwise necessary and proportionate for the establishment, exercise or defence of legal claims.

MI does not retain copies of customs documentation where there is no legal or operational need for MI to do so. The retention of customs documentation by customs agents, brokers or other entities involved in customs procedures is governed by applicable law and by the relevant contractual and data protection arrangements.

10.3. Complaints and claims

Information relating to complaints, disputes and claims is retained for the period necessary to resolve the relevant matter and subsequently for as long as necessary to establish, pursue or defend legal claims.

10.4. Accounting and tax records

Personal data contained in accounting, tax or settlement documentation is retained for the period required under applicable financial, tax and accounting laws.

10.5. IT and security logs

System, security and access logs are retained for a period proportionate to their purpose, including system security, incident detection, investigation, fraud prevention and protection against unauthorised access.

10.6. Business contacts

Personal data of representatives and contact persons of customers, suppliers and other counterparties is generally retained for the duration of the relevant business relationship and subsequently for the period necessary to comply with legal obligations and establish, pursue or defend claims.

MI periodically reviews whether the personal data it retains remains necessary for the relevant purposes.

10.7. Newsletter data

Personal data used for direct marketing communications is retained until withdrawal of consent or unsubscribing. Evidence of consent and, where necessary, a limited suppression record may be retained for as long as necessary to demonstrate compliance with applicable legal requirements or establish, exercise or defend legal claims.

11. How we protect personal data

MI applies appropriate technical and organisational measures designed to protect personal data against unauthorised or unlawful access, accidental loss, destruction, alteration, unauthorised disclosure and other forms of unlawful processing.

The measures applied take into account the nature of the processing, the categories of personal data concerned, available technology and the risks to the rights and freedoms of individuals. Access to personal data is limited to persons and entities that require such access for legitimate business or legal purposes.

12. Your data protection rights

Right of access

You may request confirmation as to whether MI processes your personal data and, where applicable, obtain access to your personal data and information about how it is processed.

Right to rectification

You may request correction of inaccurate personal data and completion of incomplete data.

Right to erasure

In circumstances provided by applicable law, you may request deletion of your personal data. The right to erasure is not absolute. MI may be required or permitted to retain certain information, for example to comply with legal obligations or protect legal claims.

Right to restriction of processing

You may request that the processing of your personal data be restricted where the conditions established by applicable law are met.

Right to data portability

Where processing is based on consent or a contract and is carried out by automated means, you may have the right to receive personal data you provided to MI in a structured, commonly used and machine-readable format and to transmit it to another controller.

Right to object

Where MI processes your personal data on the basis of legitimate interests, you have the right to object to such processing on grounds relating to your particular situation. MI will then cease processing the data unless it demonstrates compelling legitimate grounds for the processing which override your interests, rights and freedoms or the processing is necessary for the establishment, exercise or defence of legal claims.

Right to withdraw consent

Where processing is based on your consent, you may withdraw your consent at any time. Withdrawal does not affect the lawfulness of processing carried out before consent was withdrawn.

Right to lodge a complaint

You may lodge a complaint with the competent data protection supervisory authority if you believe that MI has processed your personal data in breach of applicable data protection law. If the GDPR applies, you may in particular lodge a complaint with a supervisory authority in the EEA Member State of your habitual residence, place of work or place of the alleged infringement.

Where local data protection law grants additional rights, those rights remain unaffected by this Privacy Policy.

13. How to exercise your rights

Requests concerning personal data or data protection rights may be submitted to MI's Data Protection Officer: DPO.international@meest.com.

Please provide sufficient information to allow us to identify the relevant processing activity and respond to your request. Where reasonably necessary, MI may request additional information to verify your identity and protect personal data against unauthorised disclosure.

MI will respond within the period required by the applicable data protection law.

14. Information for individuals whose data we receive indirectly

In many cases MI does not obtain personal data directly from the shipment recipient. For example, where you purchase goods from an online retailer, the retailer or another business participating in the shipment process may provide MI with information required to arrange international transportation and delivery.

Depending on the circumstances, this may include your identity, contact details, delivery address, shipment identifier, information about the goods and their value and customs-related information.

MI may also obtain information from other Meest Group companies, carriers, customs agents, last-mile partners and other entities involved in the logistics chain.

The categories of personal data, purposes of processing, legal bases, categories of recipients, international transfers, retention rules and your rights are described in this Privacy Policy. Where applicable law requires MI to provide additional information directly to you, MI will take appropriate steps to do so.

15. Website, cookies and similar technologies

The MI website may use cookies and similar technologies necessary for the operation, security and functionality of the website. Additional analytical or other non-essential technologies may also be used.

Where applicable law requires prior consent for the use of non-essential cookies or similar technologies, such technologies will not be activated until the required consent has been obtained.

Users are able to obtain information about the technologies actually used on the website and manage their preferences through the cookie interface.

Detailed information concerning categories of cookies, providers, purposes, storage periods and international data transfers associated with specific technologies are provided through the cookie management platform and/or a separate Cookie Policy.

The website may derive approximate location information, such as country or region, from technical information including the IP address. Such information may be used to display appropriate language or regional content, apply jurisdiction-specific privacy or cookie settings and, where the required consent has been obtained, for website analytics, measurement and similar purposes. MI does not use this functionality to collect precise GPS location data unless this is separately indicated to the user.

16. Business contacts and representatives of counterparties

Where you act on behalf of a company or other organisation that has or intends to establish a business relationship with MI, we may process your business contact data for purposes including establishing and maintaining the business relationship, negotiating and performing contracts with the organisation you represent, operational communication, managing deliveries and services, keeping appropriate records of arrangements with counterparties, compliance and risk management and establishment, exercise and defence of claims.

Your personal data may be obtained directly from you or indirectly from the organisation you represent or another person acting on its behalf. The processing is generally based on MI's legitimate interest in effectively managing its business relationships.

17. Newsletter and direct marketing

MI does not use personal data obtained for the performance of shipment and logistics services for direct marketing towards shipment recipients unless a separate lawful basis for such processing has been established. Separately, individuals may voluntarily subscribe to MI's newsletter through the website. For this purpose, MI may process the subscriber's name, where provided, e-mail address, subscription status and information necessary to demonstrate the consent provided, in order to manage the subscription and send MI's newsletter, including news, updates and other marketing content.

Such processing is based on the subscriber's consent. Where applicable electronic communications legislation requires prior consent to receive commercial or marketing communications by e-mail, MI obtains such consent before sending such communications.

Subscribers may withdraw their consent and unsubscribe at any time, including by using the unsubscribe link contained in each newsletter. Withdrawal of consent does not affect the lawfulness of processing carried out before its withdrawal.

18. Country-specific privacy requirements

This Privacy Policy is intended to provide a global description of MI's processing activities. Because international logistics services involve multiple countries, particular processing activities may additionally be subject to local data protection legislation.

Where such legislation applies to MI's processing and imposes additional information requirements or grants individuals additional rights, MI will comply with those requirements and may provide an additional jurisdiction-specific privacy notice or supplement.

The mere fact that a shipment originates from or is delivered to a particular country does not necessarily mean that every provision of that country's privacy legislation applies to MI. Applicability is assessed based on the scope of the relevant legislation and the circumstances of the processing.

19. Changes to this Privacy Policy

MI may update this Privacy Policy from time to time, including where our services or processing activities change, new technologies are introduced, the countries in which we operate change or applicable legal requirements change.

The current version of the Privacy Policy will be published on the MI website. The date of the most recent update is stated at the beginning of this document. Where required by law, MI will provide additional notice of material changes.

20. Contact us

If you have any questions about this Privacy Policy, the processing of your personal data or your privacy rights, please contact:

Data Protection Officer

Meest International sp. z o.o.

E-mail: DPO.international@meest.com

Registered address: Rondo Organizacji Narodów Zjednoczonych 1, 00-124 Warsaw, Poland