



PRIVACY POLICY · LAW 172-13

# FIXO CARGO, SRL PRIVACY POLICY

Fixo Cargo, SRL · RNC 130877149

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[fixocargo.com](https://fixocargo.com)

## 1 WHO IS RESPONSIBLE FOR YOUR DATA

At Fixo Cargo, we handle your data in accordance with Law 172-13 on the Protection of Personal Data (Ley 172-13 sobre Protección de Datos de Carácter Personal).

For any question about your data, email us at [info@fixocargo.com](mailto:info@fixocargo.com) or call us at **+1 809 794 5754**.

## 2 WHAT DATA WE COLLECT

- 2.1. Your account data:** name, ID card (cédula) or passport (or RNC if you are a business), email, phone numbers, address and branch.
- 2.2. Your purchase and package data:** pre-alerts, tracking numbers, purchase invoices, the description, value, weight and dimensions of the goods, and your shipment history.
- 2.3. Payment data:** invoices issued, payments made and your automatic debit authorization (Autopay). Card payments are processed through our processing bank's payment gateway.
- 2.4. Delivery data:** delivery addresses, the people you authorize to receive or pick up your packages, and proof of delivery.
- 2.5. Communications:** the messages, calls, emails and claims you send us through our channels.
- 2.6. Use of the website and the Fixo App:** IP address, device and browser type, pages visited, cookies and the identifier used to send you notifications.

If you give us another person's data, such as someone authorized to pick up your packages or the recipient of an export, you must have their consent.

## 3 WHAT WE USE IT FOR

- Opening and managing your mailbox and your account.
- Receiving, processing, transporting and delivering your packages, and keeping you informed at every stage.
- Preparing declarations and formalities before the Dominican Customs Authority (DGA).
- Invoicing and collecting payment for our services.
- Handling your questions and claims.

- Verifying your identity, preventing fraud and protecting our customers and Fixo Cargo.
- Meeting our legal, tax and customs obligations.
- Sending you news, promotions and surveys, unless you have opted out (section 7).
- Measuring how the website is used and improving our ads, only if you accept measurement cookies (section 9).

We use your data because it is necessary to provide the service you contract and to comply with the law and, for promotions, with your consent.

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## 4 WHO WE SHARE IT WITH

We never sell or rent your data. We only share it with those involved in your shipment or when the law requires it:

- **Authorities:** the DGA and the customs authorities of the United States and Spain receive the data required for import and export formalities, as does any competent authority that requests it in accordance with the law.
- **Transport:** airlines, shipping lines, and transport and courier companies that move or deliver your packages.
- **Our warehouses and branches:** FIXO CARGO INC in Miami, the receiving warehouse in Madrid and the Fixo Cargo branches that serve you.
- **Technology and payment providers:** the platform that runs accounts, tracking and the calculator (iPlus), hosting, messaging and notification services, and the payment processor. They use your data only to provide their services to us.
- **Measurement and advertising:** Google (Google Analytics) and Meta (Meta Pixel) receive browsing data from the website, such as the pages visited and the type of device, only if you accept measurement cookies.

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## 5 INTERNATIONAL TRANSFERS

Because of the nature of the service, your data travels to the United States and Spain, where our warehouses are, and to the countries your shipment passes through. In every case we protect it with the measures described in this policy.

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## 6 HOW LONG WE KEEP IT

While your account is active and, afterwards, for the periods required by tax, customs and accounting rules, or for as long as needed to handle a claim or dispute. Once those periods end, we delete or anonymize it.

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## 7 YOUR RIGHTS

- 7.1. You can request **access** to your data, its **rectification** if it is incorrect and its **cancellation** when it is no longer needed, and you can **object** to its use for promotions.
- 7.2. To do so, email [info@fixocargo.com](mailto:info@fixocargo.com) or visit your branch with a copy of your ID, and tell us which right you want to exercise. We will respond within the time limits set by Law 172-13.

- 7.3.** Some data must be kept even if you ask for its cancellation: when the law requires it, or while a shipment, payment or claim is pending.
- 7.4.** You can stop receiving promotions at any time by writing to us. You will keep receiving notices about your packages and your account.
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## **8 HOW WE PROTECT YOUR DATA**

We apply reasonable technical and organizational measures against loss, misuse and unauthorized access: encrypted connections, access limited to the staff who need the data, and confidentiality obligations for everyone who handles it.

Protect your password and do not share it. Fixo Cargo will never ask you for it by phone, WhatsApp or email.

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## **9 COOKIES**

The website uses cookies and similar technologies needed to work and to remember your preferences. With your permission we also use Google Analytics, to understand how the site is used in aggregate, and the Meta Pixel, to measure and improve our ads on Facebook and Instagram. These tools only switch on if you choose "Accept" in the cookie notice, and you can change your choice at any time with the "Cookie preferences" link at the foot of the website. The branch maps use Google Maps, which may set its own cookies. You can block or delete cookies in your browser, although some features may stop working.

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## **10 MINORS**

Our services are for people aged 18 and over. We do not open accounts for minors or knowingly collect their data.

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## **11 LINKS TO OTHER SITES**

The website links to third-party services such as WhatsApp, the app stores and social networks. Their use is governed by each one's privacy policy.

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## **12 CHANGES TO THIS POLICY**

We may update this policy. The current version is published at [fixocargo.com](https://fixocargo.com) with its update date and, if the change is significant, we will let you know by email or in the Fixo App.

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