

Last updated: 10 June 2026

DATA PRIVACY AND PROTECTION POLICY

Data privacy and the protection of personal information and data is important to Q International Courier, LLC, together with its subsidiaries and affiliates forming Quick International Courier and the Quick Group of Companies, including QIC Holdings Inc., Quick International Couriers (UK) Limited, Quick International France S.A.S., and Sterling Courier, LLC (collectively, "**Quick**"). This Data Privacy and Protection Policy ("**Policy**") is issued on behalf of Quick so when we mention "we" or "us" or "our" in this Policy, we are referring to the relevant company in the Quick Group which is responsible for processing your data. We will take all reasonable steps to protect your personal data by complying with this Policy and applicable data protection law.

This Policy describes the types of personal data we collect and explains how we use the information, and with whom we may share it. This Policy covers personal information collected when you use or access our online or mobile websites (www.quick.aero, www.quickstat.com, www.sterlingaog.com, www.quicklogistics.com), services or applications (including QuickTrack, QuickOnline, QuickOnline RX and Quick VIP) (collectively referred to herein as "**QuickOnline**") and applies to all visitors or users of QuickOnline, any individual who interacts with us via QuickOnline, emails or call centers, including any data you may provide when you register with us or sign up to our newsletter or to receive promotional communications or purchase services or take part in a competition.

If you are a California Resident please refer to our Privacy Statement California also available at <https://quick.aero/privacy-policy/>.

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Relevant Data Controller or Processor

Quick's subsidiaries and affiliates located in the EEA and UK that may collect and/or obtain personal information are: Quick International Couriers (UK) Limited (in the United Kingdom); and Quick International France S.A.S. (in France).

Information We Obtain and Collect

"**Personal data**" means any information about an individual from which that person can be identified.

We may collect, use, store and transfer different kinds of personal data about you as follows:

- Individual and business contact information (such as name, company, physical address, email address and telephone or fax number)
- Shipping information, such as shipping-related contact details (for example, the sender's / consignee's name, physical address, email address and telephone number)
- Signature for proof of delivery
- Information given to us that helps us access locations necessary for us to provide our services
- Information provided to us regarding the content of shipments, but only to the extent an identifiable person can be linked to such content
- Information that enables us to verify an individual's identity
- Names, email addresses and telephone numbers of others to whom we are asked to send information
- Personal information relating to education and career history in relation to a job application with Quick or via QuickOnline, or use of the ChatBot as communication channel, or your subscription to an automatically generated job notification which informs you of our current job offers
- Financial data including bank account and payment card details
- Transaction data which includes details about payments to and from and other details of services you have purchased from us
- Profile data such as username and password, purchases or orders made by you, your interests, preferences, feedback and survey responses
- Usage data such as information about how you interact with and use our website, products and services.
- Marketing and communication data including your preference in receiving marketing from us and our third parties and your communication preferences.
- Location data including, for example, data identifying the actual location of a physical address using information such as GPS data, geocodes, and latitude and longitude information. Additionally, when you visit our websites or use our apps, we may collect certain information by automated means, such as cookies. To learn more about how Quick uses cookies and how to control which cookies are used, please see our Cookie Policy.
- We may also collect, use and share **aggregated data** such as statistical or demographic data which is not personal data as it does not directly (or indirectly) reveal your identity. For example, we may aggregate individuals' usage data to calculate the percentage of users accessing a specific website feature in order to analyze general trends in how users are interacting with our website to help improve the website and our service offering.

How is your Personal Data Collected?

We use different methods to collect data from and about you including through:

- **Your interactions with us.** You may give us your personal data by filling in online forms or by corresponding with us by post, phone, email or otherwise. This includes personal data you provide when you:
 - apply for our products or services
 - create an account on our website(s)

- subscribe to our service or publications
- request marketing materials to be sent to you
- enter a competition, promotion or survey; or
- give us feedback or contact us.
- **Automated technologies or interactions.** As you interact with our website(s), we will automatically collect technical data about your equipment, browser type and version, your operating system, date and time of access, websites from which your system reaches our website(s), websites that are accessed by your system via our website(s), browsing actions and patterns. We collect this personal data by using cookies and other similar technologies. We may also receive technical data about you if you visit other websites employing our cookies. This data is stored in the logfiles of our systems and is not stored with other personal data.
- **Third parties or publicly available sources.** We may receive personal data about you from various third parties and public sources including analytics providers, advertising networks, search information providers, providers of technical, payment and delivery services.

How We Use the Information We Obtain

We use your personal data in the way described in this Privacy Policy in order to:

- Pick up, deliver and track shipments
- Provide products and services you request (such as logistics, supply chain management, customs clearance and brokerage services, and related services)
- Process and collect payments for services rendered
- Provide customer support and respond to and communicate with you about your requests, questions and comments
- Send you tracking updates (from Quick and/or our business partners) and help you select convenient delivery options
- Establish and manage your Quick customer account
- Offer you products and services we believe may interest you
- Send information to your contacts if you ask us to do so
- Process claims we receive in connection with our services
- Operate, evaluate and improve our business (including developing new products and services; managing our communications; determining the effectiveness of our sales, marketing and advertising; analyzing and enhancing our products, services, websites and apps; ensuring the security of our networks and information systems; performing accounting, auditing, invoicing, reconciliation and collection activities; and improving and maintaining the quality of our customer services)
- Protect against, identify and prevent fraud and other prohibited or illegal activity, claims and other liabilities
- Comply with applicable legal requirements and our policies
- Establish, exercise and defend legal claims
- Assist in legal or criminal investigations (to the extent it is legally permissible or required)

We may anonymize and aggregate data collected for statistical purposes to expand our product portfolio and improve our services.

We may also collect, use and share aggregated data such as statistical or demographic data which is not personal data as it does not directly (or indirectly) reveal your identity. For example, we may aggregate individuals' usage data to calculate the percentage of users accessing a specific website feature in order to analyze general trends in how users are interacting with our website to help improve the website and our service offering.

Legal Basis for Processing

It is Quick's policy to identify the appropriate legal basis for collecting and using your personal data. We rely on one or more of the following bases:

- **Consent:** Where we have obtained your declaration of consent to use your personal data for a specified purpose.
- **Performance of a contract with you:** Where we need to perform the contract we are about to enter into or have entered into with you.
- **Legitimate interests:** We may use your personal data where it is necessary to conduct our business and pursue our legitimate interests, for example to prevent fraud and enable us to give you the best and most secure customer experience. We make sure we consider and balance any potential impact on you and your rights (both positive and negative) before we process your personal data for our legitimate interests. We do not use your personal data for activities where our interests are overridden by the impact on you (unless we have your consent or are otherwise required or permitted to by law).
- **Legal obligation:** We may use your personal data where it is necessary for compliance with a legal obligation that we are subject to. We will identify the relevant legal obligation when we rely on this legal basis.

Purposes for which we will use your Personal Data

We have set out below a description of the ways we plan to use your personal data and which of the legal bases we rely on to do so.

Quick may use your personal data in order to:	The legal basis for Quick using your personal data for this purpose is as follows:
To register you as a new customer	Performance of a contract with you.
Pick up, deliver and track shipments on your behalf.	Data processing is necessary to perform the contract for logistics services entered into with you. Logistics contracts entered into with you cannot be completed without the processing of certain personal data, such as the consignor/consignee name, address and contact information, to enable us to complete the transport and delivery of your shipment.
Provide you with customer reserved access to our website for shipment tracking and similar services. In particular, we need to authorize and verify your identity.	This is an added value to our services to customers. Data processing is necessary to pursue our legitimate interest to provide you with reserved access to QuickOnline or other customer tools. We believe that our legitimate interest overrides your privacy rights (also considering the adequate security measures we implement to protect your personal data).
Provide you with technical assistance to access and use QuickOnline (e.g. if you have lost or forgotten your password to access any QuickOnline application(s) or require technical assistance to utilize our applications).	Data processing is necessary to pursue our legitimate interest to enable your usage of our online services as well as your interest to access such services.

Managing our relationship with you including responding to your inquiries (via email, phone call, or online form).	Data processing is necessary to pursue our legitimate interest to provide you with the information you have requested from us or to respond to your inquiries. It is also in your interest to receive a response and being contacted for inquiries you have voluntarily submitted.
Provide you with access to and use of the QuickOnline platforms, which allow you to interact with us and obtain valuable information about your products, services and shipments.	Data processing is necessary to perform our contract and to pursue our legitimate interest to offer an added value to our logistics services that enables you access to important information about your shipments. Depending on the QuickOnline platform used, this can include making and updating a booking, reviewing shipment status and tracking dispatch status.
Record your interactions with QuickOnline to provide you with enhanced marketing or other services that are requested or authorized by you or permitted by applicable law. We do not directly identify you by name, but we may record your IP address and details about your website usage e.g. searches and browsing history on our website through cookies or similar technologies. You can find more information about cookies in our Cookie Policy.	Data processing is necessary to pursue our legitimate interest to enable us to tailor our QuickOnline, marketing and online services better to your needs and requirements.
Contact you to update you about Quick and our services, provided you have consented to this where required under applicable law. For example, we may email you to invite you to an event or inform you of a new service offering or addition to our QuickOnline suite of online applications.	Where consent is required under applicable law, we will ask for your consent before processing your information for marketing purposes. Where consent is not required by applicable law, we will rely on the necessity to pursue our legitimate interest to promote our materials in a way which respects your privacy rights and enables you to object to this use of your personal data and opt-out from our marketing communications at any time.
Collect, process and respond to your online job applications with us or subscription to automatically generated job notifications.	Data processing is necessary to pursue our legitimate interest to select our personnel, or we also rely on your consent, as applicable. It is also in your interest as job applicant to receive receipt of acknowledgement, response to and further communications regarding your application or alerts subscription. Registering with our talent community offers possibility of making your profile available via a search function to affiliates of Quick to which you have not actively applied for a job. The registration is voluntary and depends on the application procedure.
To enable you to participate in a prize draw, competition or complete a survey or to carry out market research through your voluntary participation	Performance of a contract with you, or our legitimate interests (to study how our customers use our products/services to develop/improve them and grow our business).

To use data analytics to improve our website products/services, customer relationships and experiences and to measure the effectiveness of our communications and marketing	Necessary for our legitimate interests (to define types of customers for our products and services, to keep our website updated and relevant, to develop our business and to inform our marketing strategy)
Comply with legal requirements and assist government and law enforcement agencies or regulators/supervisors.	Data processing is necessary for the purposes of complying with legal requirements, including international trade compliance, to which Quick is subject.
Record and manage your marketing choices (e.g. record your opt-in to marketing where opt-in is required by applicable law and keep an up-to-date suppression list where you have asked not to be contacted, so we do not inadvertently re-contact you).	We need to process this information about you to address your rights and abide by our obligations under applicable law.

We may also process your personal information based on your consent, where required by law. If we request your consent, we will inform you of the intended purposes for which your information will be processed. Please note that if you choose to withdraw your consent, you may not be able to participate in or benefit from our programs, services and initiatives for which you provided consent. We also may use the information we obtain about you in other ways for which we provide specific notice at the time of collection.

Advertising / Marketing

During the registration process on our website when your personal data is collected, you will be asked to indicate your preferences for receiving direct marketing communications from Quick or You will receive marketing communications from us if you have requested information from us or purchased services from us and you have not opted out of receiving the marketing.

We may also analyze your personal information to form a view which products/services and offers may be of interest to you so that we can then send you relevant marketing communications.

You can ask us to stop sending you marketing communications at any time by logging into the website and checking or unchecking relevant boxes to adjust your marketing preferences or by following the opt-out links within any marketing communication sent to you.

If you opt out of receiving marketing communications, you will still receive service-related communications that are essential for administrative or customer service purposes.

Cookies

For more information about the cookies we use and how to change your cookie preferences, please see <https://assets.kuehne-nagel.com/f/331467/x/3bfb6b2947/quick-group-of-companies-cookie-policy.pdf>

Information We Share

We do not sell or otherwise share personal data about you, except as described in this Policy. To perform our logistics, supply chain management and pick-up and delivery services, we share shipping information with third parties such as shippers, consignees, third party payers and recipients.

We also share personal information with trustworthy third-party partners who perform services on our behalf (such as airlines, customs brokers and third-party logistics service providers) based on

our instructions. These third parties are not authorized by us to use or disclose the information except as necessary to perform services on our behalf as instructed or to comply with legal requirements.

We also may share the personal information we obtain with our affiliates and service partners. These entities, which collectively are referred to here as "**Quick Business Partners**", may use the information for the purposes described in this Privacy Policy. We may share physical location data with our Quick Business Partners and other third parties to, for example, enhance location-based services and develop accurate and up-to-date maps.

Many of our customers outsource all or a part of their shipping logistics and courier services to us. Through our forwarding and logistics business units, we manage the end-to-end shipping and logistics supply chain for our customers worldwide (including a broad range of transportation solutions such as air, rail, ocean and ground freight). We also provide information technology systems and distribution facilities adapted to the unique supply chains of specific industries such as aviation, healthcare and technology sectors. In the course of providing logistics and supply chain management services, we may obtain, use and disclose personal information about our customers' customers. In these circumstances, we process the information based on the agreement with our customer.

We also may disclose information about you:

- i. If we are required to do so by law, regulation or legal process (such as a court order or subpoena);
- ii. In response to requests by government agencies, such as law enforcement or regulatory authorities; or
- iii. When we believe disclosure is necessary or appropriate to prevent physical harm or financial loss or in connection with an investigation of suspected or actual illegal activity.

We may transfer personal information to third parties connected with corporate transactions in the event we sell or transfer all or a portion of our business or assets (including in the event of a merger, sale, reorganization, dissolution or liquidation), provided that the receiving party agrees to treat all such personal information in a manner consistent with this Policy.

International Transfers of Personal Information

Please note that the companies of the Quick Group or Quick Business Partners as well as authorities, customers and suppliers with whom we may share your personal data, may be domiciled outside of your home country. As a result, we may transfer the personal data we obtain or collect about you to countries other than the country in which the information originally was collected or provided to Quick by you or our customers. Those countries may not have the same data protection laws as the country in which you or Quick's customers initially provided the information.

When we transfer your personal data to other countries, we will protect that information as described in this Privacy Policy and in accordance with applicable law. We use contractual protections for the transfer of personal data among various jurisdictions. If you are a resident of the EEA or the UK and your information was provided to or collected by Quick (or provided by our customers to Quick) in the EEA or UK, we may transfer your personal data to countries that have not been found by the European Commission or the UK to provide adequate protection. For any such transfers, Quick takes necessary contractual measures to ensure that your personal information receives an adequate level of protection (including, for example, the EU standard contractual clauses).

Your Rights and Options

By law, you can ask us what personal data we hold about you, and you can ask us to update it or correct it if it is inaccurate. If we have asked for your consent to process your personal data, you may

withdraw that consent at any time. If we are processing your personal data for reasons of consent or to fulfill a contract, you can ask us to give you a copy of the information in a machine-readable format so that you can transfer it to another provider. If we are processing your personal data for reasons of consent or legitimate interest, you can request that your data be erased. You have the right to ask us to stop using your information for a period of time if you believe we are not doing so lawfully. In each case you can contact us as indicated in the "[How to Contact Us](#)" section below.

We offer you certain choices about how we communicate with you and what information we collect from you. You may choose not to receive marketing email communications from us by clicking on the unsubscribe link in our marketing emails or contacting us as specified in the "[How to Contact Us](#)" section below. You also may ask us not to send you other marketing communications by contacting us as specified in the "[How to Contact Us](#)" section below, and we will honor your request. In addition, as required by law, you may object at any time on legitimate grounds and free of charge to the processing of your personal information, and we will apply your preferences going forward.

To help protect your privacy and maintain security, we will take steps to verify your identity and/or may ask you to provide other details before granting you access to the information. In addition, if you believe that personal information we maintain about you is inaccurate, subject to applicable law, you may have the right to request that we correct or amend the information by contacting us as indicated in the "[How to Contact Us](#)" section below.

If you are a resident of the European Economic Area ("EEA") or UK, and your information was collected by or provided by you to Quick (or provided by our customers to Quick) in the EEA or UK, in addition to the right to access and correction as specified above, you have:

- i. the right to request the transmission of the personal information you have provided to us to you;
- ii. the right to object to any uses or disclosures of your personal information;
- iii. the right to withdraw your consent in relation to our processing of your personal information based on your consent;
- iv. the right to request deletion of your personal information; and
- v. the right to request that we restrict processing of your personal information.

You may exercise these additional rights free of charge unless the request is unfounded, excessive, or otherwise unreasonable. In some situations, we may refuse to act or may impose limitations on your rights, as permitted by law.

Before Quick is able to provide you with any information or correct any inaccuracies in personal information we maintain about you, we may ask you to verify your identity and/or provide other details to help us respond to your request. For the exercise of your rights, please contact us using the contact information provided in the "[How to Contact Us](#)" section below. In all cases, you have a right to file a complaint with a Data Protection Authority.

Complaints and Dispute Resolution

If you have any questions about this privacy notice, please contact us by emailing us at:

Email: data.privacy@qintl.com

or write to us at any of the addresses noted in the "[How to Contact Us](#)" section below.

You have the right to lodge a complaint with the local data protection authority if you believe that we have not complied with applicable data protection laws. If you are based in, or the issue relates to, the UK, the Information Commissioner's Office can be contacted as follows:

Website: www.ico.org.uk

Web-form: www.ico.org.uk/concerns/

Address: Water Lane, Wycliffe House, Wilmslow, Cheshire, SK9 5AF

If the issue you would like to complain about took place elsewhere in the European Economic Area (EEA), please click here for a list of local data protection authorities in the other EEA countries https://edpb.europa.eu/about-edpb/board/members_en.

How We Protect Personal Information

Quick maintains administrative, technical and physical safeguards and security policies, rules and measures designed to protect the personal information you provide, or our customers provide to Quick, against accidental, unlawful or unauthorized use, destruction, loss, alteration, access or disclosure. Although we take steps to limit access to our facilities and vehicles to authorized individuals, information that is located on the outside of a shipment's packaging may be visible to others.

How Long We Retain Your Personal Data

We will only retain your personal data for as long as reasonably necessary to satisfy the purpose for which it was provided by you or for the purposes of satisfying any legal, regulatory, tax, accounting or reporting requirement. Our retention policies reflect local statute of limitation periods and national statutory obligations of Quick.

We may therefore retain your information for a reasonable period after your last interaction with us. We may also retain your personal data for a longer period in the event of a complaint or if we reasonably believe there is a prospect of litigation in respect to our relationship with you.

When personal data is no longer required, we can destroy or delete it in a secure manner. We may, instead of destroying or erasing your personal data, render it anonymous (so that it cannot be associated with or identified to you personally) for research and statistical purposes, in which case we may use this information indefinitely without further notice to you.

In some circumstances you can ask us to delete your data: see [Your Rights and Options](#) above for further information.

Updates to Our Privacy Policy and your Duty to Inform US of Changes

This Privacy Policy will be updated periodically. We will publish updated versions on this and other relevant web pages. A revised Privacy Policy applies only to data that is collected after the date on which the policy enters into effect. We recommend that you check this page regularly for updated information about our personal information practices.

It is important that the personal information we hold about you is accurate and current. Please keep us informed if your personal information changes during your relationship with us, for example a new address or email address.

How to Contact Us

If you have any comments, queries, requests or complaints relating to this Privacy Policy or to our use of your personal information, or if you would like us to update information we have about you or your preferences, please first contact us by filling in the form at the following website:

<https://privacyportal-de.onetrust.com/webform/301e12a5-c435-4be7-b611-f4b0fe03169e/draft/d87ee098-0f23-4145-a733-0c2963d43ad8>

You may also contact us by emailing us at: data.privacy@qintl.com

Or by writing to us at the relevant address below:

Q International Courier, LLC

Attention: Data Privacy Office
Second Floor, 1985 Marcus Avenue,
Lake Success, New York, NY 11042,
USA

or

Quick International Couriers (UK) Limited

Attention: Data Privacy Office
Strata House, 1 Bridge Street,
Staines Upon Thames, TW18 4TP
England, UK

or

Quick International France S.A.S.

Attention: Data Privacy Office Parc
d'activité du Nid de Grive, 77164
Ferrières-en-Brie, France

You also have the right to lodge a complaint with the local data protection authority if you believe that we have not complied with applicable data protection laws – please refer to the "[Complaints and Dispute Resolution](#)" section above for further information on how to lodge such a complaint

Third Party Links

This website may include links to third-party websites, plug-ins and applications. Clicking on those links or enabling those connections may allow third parties to collect or share data about you. We do not control these third-party websites and are not responsible for their privacy statements. When you leave our website, we encourage you to read the privacy policy of every website you visit.