Privacy Policy

Effective Date: October 15, 2026

NavLogic AI Inc. ("NavLogic," "we," "us," or "our") provides AI-powered software solutions for freight forwarding, logistics management, and business workflow automation.

This Privacy Policy explains how we collect, use, process, disclose, and protect information when individuals visit our website, access our platform, or use our services (collectively, the "Services").

1. Information We Collect

We collect and process information necessary to operate and provide our Services, including:

- **Account Information:** Names, business email addresses, company information, contact details, and account credentials.
- **Customer Business Data:** Shipment records, bills of lading, invoices, shipping documents, customs-related information, and other operational records.
- **Communications:** Emails, attachments, and related information obtained through customer-authorized integrations and workflows.
- **Technical Information:** IP addresses, device information, authentication records, usage logs, and information necessary to maintain the functionality and security of our Services.
- **Website Analytics:** Limited information regarding website traffic, visitor interactions, referral sources, and marketing campaign performance.
- **Support Information:** Information voluntarily provided when customers contact us for assistance.

Customer-provided information may include personal information about employees, customers, suppliers, consignees, and other business contacts.

2. How We Use Information

We use information to:

- Provide, operate, maintain, and improve our Services.
- Process logistics documents, communications, and shipment information.
- Generate AI-assisted analyses, recommendations, and business records.
- Execute customer-authorized workflows and automated operations.
- Manage accounts, provide customer support, and administer billing.
- Maintain system security, investigate technical issues, and prevent misuse.
- Analyze website traffic and measure marketing effectiveness.
- Use a Customer's name, logos, trademarks, customer-provided or publicly available statements, and non-confidential information about the Customer's use of the Services for marketing and customer-reference purposes as permitted under the Terms of Service or an applicable written agreement.
- Fulfill legal and contractual obligations.

We process customer operational data for the purpose of delivering the Services and carrying out activities authorized by the relevant customer.

3. Artificial Intelligence and Automation

NavLogic uses artificial intelligence technologies to process information, analyze documents, generate outputs, and assist with logistics operations.

NavLogic does not use Customer Data to train AI models.

Automated operational actions are disabled by default and must be explicitly enabled by the customer. Customers may configure workflows to operate automatically or require human approval.

AI-generated information may contain inaccuracies, and customers should apply appropriate oversight when using AI-assisted outputs for consequential business activities.

4. Customer Data Ownership

Customers retain ownership of the documents, communications, shipment information, and other data they provide through the Services.

NavLogic processes Customer Data only as necessary to provide the Services, perform authorized operations, fulfill contractual obligations, and comply with applicable law.

NavLogic does not acquire ownership of Customer Data.

5. Access to Customer Data

NavLogic restricts human access to Customer Data to authorized personnel for permitted purposes.

Managed Services: When customers explicitly opt into NavLogic's managed services, authorized personnel may access relevant shipment records, documents, and communications to assist with shipment management and related operational activities.

Technical Support: NavLogic personnel require customer permission before accessing Customer Data for troubleshooting, debugging, or technical support.

Such access is limited to authorized purposes and subject to appropriate confidentiality and security safeguards.

These restrictions do not prevent automated processing necessary to provide the Services.

6. Information Sharing

NavLogic may disclose information in the following circumstances:

- **Customer-Authorized Logistics Operations:** To shipping carriers, customs brokers, freight forwarders, trucking companies, terminals, and other parties involved in customer-authorized shipment workflows.
- **Service Operations:** To service providers supporting hosting, infrastructure, AI processing, security, analytics, payment processing, and other necessary business functions.
- **Legal Requirements:** When disclosure is required by applicable law, legal process, or governmental authority.
- **Business Transactions:** In connection with a merger, acquisition, restructuring, or transfer of business assets, subject to applicable legal requirements.

NavLogic does not use customer shipment information, documents, emails, or extracted business contacts for its own marketing purposes.

7. Marketing Communications

NavLogic may send product announcements, newsletters, promotional emails, and other marketing communications using contact information collected through its own website, sales activities, and business development efforts.

We do not use contact information extracted from customers' shipment documents, emails, address books, or other operational data for marketing purposes.

Recipients may opt out of marketing communications using the unsubscribe instructions provided in applicable emails.

Essential service-related communications may continue after a marketing opt-out.

8. Cookies and Analytics

NavLogic collects limited website usage information to understand visitor traffic, measure marketing effectiveness, and improve our Services.

We may use cookies and analytics technologies to collect information such as pages visited, referral sources, device types, and general usage patterns.

Users may manage cookies through their browser settings. Where required by applicable law, additional privacy choices will be provided.

9. Data Security

NavLogic implements reasonable technical and organizational safeguards designed to protect information against unauthorized access, disclosure, alteration, and loss.

These safeguards include encryption of data in transit and at rest, access controls, authentication mechanisms, and other security measures appropriate to our operations.

No electronic storage or transmission system can be guaranteed to be completely secure.

10. Data Storage and Retention

NavLogic stores Customer Data on infrastructure located in the United States.

Information may be accessed or processed as necessary to provide the Services, subject to appropriate safeguards and applicable data protection requirements.

We retain information for as long as reasonably necessary to provide the Services, fulfill contractual obligations, comply with applicable laws, resolve disputes, and maintain the security and integrity of our systems.

Following account termination, Customer Data may be deleted or retained where reasonably necessary for legitimate business purposes or legal obligations.

Certain information may remain in backups or records retained for security, legal, or operational purposes, subject to applicable retention requirements.

11. Data Deletion and Privacy Requests

Customers may request deletion of their information by contacting privacy@navlogic.ai.

NavLogic will review and fulfill valid requests, subject to applicable laws, contractual requirements, and legitimate retention needs.

Depending on applicable law, individuals may also have rights to access, correct, delete, or otherwise exercise control over their personal information.

Where NavLogic processes personal information on behalf of a business customer, relevant requests may need to be directed to that customer.

We will respond to requests in accordance with applicable legal requirements.

12. Aggregated and De-Identified Information

NavLogic may use aggregated or de-identified operational information to analyze performance, identify technical issues, improve workflows, and enhance its Services.

Such information will be processed using reasonable safeguards designed to prevent identification of individual customers, shipments, or business contacts.

NavLogic does not use Customer Data for AI model training.

NavLogic may use a Customer's name, logos, trademarks, customer-provided or publicly available statements, and non-confidential information about the Customer's use of the Services for marketing and customer-reference purposes as permitted under the Terms of Service or an applicable written agreement.

NavLogic does not use customer shipment information, documents, emails, extracted business contacts, personal data, or confidential information for those marketing purposes.

13. Security Incident Notification

If NavLogic becomes aware of a confirmed security incident involving unauthorized access to or disclosure of Customer Data, we will investigate and notify affected customers without undue delay, consistent with applicable laws and contractual obligations.

We will take reasonable steps to contain the incident and mitigate potential harm.

14. Children's Privacy

Our Services are intended for business and professional use by individuals aged 18 or older.

We do not knowingly collect personal information directly from children through our Services.

15. Changes to This Privacy Policy

NavLogic may update this Privacy Policy to reflect changes in its Services, business practices, or legal requirements.

Updated versions will be published with a revised effective date.

Where changes are material, we will provide reasonable notice as required by applicable laws or contractual obligations.

16. Contact Information

For privacy-related inquiries or requests, contact:

NavLogic AI Inc.

17890 Castleton St, Suite 220

City of Industry, CA 91748

United States

Email: privacy@navlogic.ai