

Privacy Policy

Effective 5/25/2018

This privacy policy ("Policy") describes how NRG Software and its affiliated companies ("NRG" or "us" or "we") collect, use, and share the information you provide to us or we gather from you while you access or use www.nrgsoft.com (the "Site"), the NRGship applications (the "Apps"), and related services that link to this Policy (together, the "Services").

We may also supplement this Policy with other privacy notices in the Services. This Policy applies only to information collected by us through the Services and does not apply to services that link to other privacy policies, including any third-party websites or services you connect to from our Services, such as travel partners, social-networking platforms, and third-party ads. NRG is not responsible for the privacy practices or content of such third parties. We encourage you to read the privacy statements of those third parties.

We collect and process personal information about you with your consent and/or as necessary to provide the products you use, operate our business, meet our contractual and legal obligations, protect the security of our systems and our customers, or fulfill other legitimate interests.

Personal Data Collected

As used in this Policy, "**Personal Data**" means information relating to you as an identified or identifiable individual. We collect Personal Data in various ways when you use our Service.

Information Provided by You. When you create an account with NRG, we collect information that you provide directly to us. For example, as part of activating an account with NRG, we collect your email address, password, contact and address information. When you signup for the Service, we will also collect payment details. When you communicate with our customer support teams, we collect these communications and the information that you may provide to provide you support. We may also obtain information from other sources and combine that with information we collect on our Service.

Information About Your Use of the Service. When you use the Service, we collect information about your carrier accounts and other data, such as the date and time when you initiated the request. We also collect the location from which you initiated the search using either your Internet protocol (IP) address, if you are using the Site. We may collect information about how you use the Service, including information about your clicks and interactions on the Services. We may retain this information and associate it with your profile information.

Third-Party Logins. You can sign in to access order information on third-party websites. These providers will share certain Personal Data with us as described in their sign-in notices or in their privacy policies, which might include information such as your order history and other public information. We encourage you to review prior to signing in through the applicable service.

Cookies, Analytics, and Tracking. When you use our Services through the Site or Apps, some information such as IP, device or browser information, logs, or clickstream information is automatically collected about your usage and activity to address technical support issues, understand how you use the Site, and to deliver advertising tailored to your interests. NRG may use certain tracking technologies such as cookies, web beacons, or third-party analytics tools to obtain such information. You may find out more about the various tracking tools used on the Site and the choices you have by following the Cookie Preferences link on the Site footer.

How Personal Data is Used

NRG will use Personal Data as described in this Policy and as disclosed to you in the Services, which include for the following purposes:

- Operating, hosting, maintaining, connecting, and improving the Services.
- Personalizing and customizing your Services experience, content, marketing, and recommendations, including to target content and services to more closely match your interests or location.
- Responding to your comments and questions and providing customer service.
- Updating you on new features and functionality of the Services, as well as promotional materials and offers, and other news and information about products and services offered by NRG, other affiliated companies, and our selected partners.
- Providing you information via email or another form of electronic notification related to your use, requests, and purchases, such as

transaction confirmations, invoices, technical notices, and other notices about security, privacy, and administrative issues relating to your use of the Services.

- Enforcing our terms and conditions or protecting our business, partners, or users.
- Protecting against, investigating, and deterring fraudulent, unauthorized, infringing, or illegal activity.
- Linking or combining with other personal information we get from third parties, to help understand your needs and provide you with better service

How NRG Shares Personal Data

If ship packages using our Services, we provide the transaction details you give us to the carrier partners to process the transaction.

We also share your information with third parties as described in this Policy and on the Services and as follows:

- With your consent
- With third-party vendors, consultants, and other service providers that are working on our behalf and need access to your information to provide specific services to us as part of the Services, such as credit card processing companies, or hosting, email messaging, or SMS providers.
- As required by law and when we believe that disclosure is necessary to protect our rights and/or comply with a judicial proceeding, court order, or legal process served to us.
- When we believe it is appropriate to investigate, prevent, or take action regarding illegal or suspected illegal activities; to protect and defend the rights, property, or safety of NRG, our users, or others; and in connection with the enforcement of our terms and contracts.
- In connection with a corporate transaction, such as a divestiture, merger, acquisition, consolidation, or asset sale, or in the unlikely event of bankruptcy. We may assign or transfer your information as part of the transaction.

Amazon Selling Partner Data

This section applies when you authorize NRGship to connect to your Amazon Seller Central account through the Amazon Selling Partner API (SP-API).

- What we access. With your authorization, NRGship retrieves the order information needed to ship your merchant-fulfilled Amazon orders: order and item details, and the buyer's ship-to name, address and phone number. We do not access buyer payment information.
- Why we use it. Amazon order data is used only to create shipping labels, return tracking information to Amazon, and support your shipments. We do not use it for marketing, profiling, or any other purpose, and we never sell it.
- Who receives it. Buyer shipping details are sent only to the carrier you choose for the shipment (for example UPS, FedEx, USPS or DHL). We do not share Amazon data with any other third party except where required by law.
- How long we keep it. Buyer personal information is deleted from NRG-hosted systems no later than 30 days after the order ships; our standard automated purge removes it after 21 days. Our SP-API connection service does not store buyer personal information.
- How we protect it. Amazon data is encrypted in transit (TLS 1.2 or higher) and at rest (AES-256). Access is limited to authorized NRG personnel using multi-factor authentication, and all access is logged and monitored.
- Revoking access. You can revoke NRGship's access at any time in Seller Central (Settings > User Permissions > Manage Your Apps) or by contacting us. When access is revoked or your account is closed, we delete your Amazon data within 30 days.
- Security incidents. If we become aware of a security incident affecting Amazon data, we will notify Amazon within 24 hours and notify affected selling partners promptly.

Questions about Amazon data may be sent to info@nrgsoft.com.

Choices You Have Regarding Personal Data

We give you the choices regarding your information described in this Policy.

If you otherwise wish to ask for access, correction, or deletion of any of your information held by us, or a change in the way we use your information, please contact us at: info@nrgsoft.com. We reserve the right to charge you a fee, as permitted by applicable law, and may decline requests that are unreasonable, prohibited by law, or are not required to be honored by applicable law.

You can update certain profile information associated with your account at any time through your account preferences page on the Service.

Email Choices. You can manage your email preferences through the selections within the Site by updating your profile settings. You can also unsubscribe from promotional emails by: (1) following the unsubscribe instructions in our emails; or (2) emailing us at info@nrgsoft.com. You may update your email preferences from time to time. Please note that even if you unsubscribe from promotional email messages, we may still need to contact you with important transactional information related to your account and your use of the Service. For example, even if you have unsubscribed from our email messages, we will still send you emails relating directly to a travel booking or travel profile created through the Service or confirming registration.

Cookies, Analytics, and Tracking. You also have choices regarding some of the technologies used to track your use of the Services. You may find out more about the various tracking tools used on the Site and the choices you have by following the Cookie Preferences link in the footer of the Site. Note that the settings are limited to the particular browser installed on a particular device. So if you use Services with different browsers or different devices, including a mobile device, you may have to disable the tracking cookies in the browsers of all relevant devices. It may not always be possible to disable cookies in the App, and disabling cookies on the Site will not disable tracking technologies on the App. We may not recognize or respond to every type of "do not track" signal or other mechanisms that provide consumers the ability to exercise choice regarding the collection of Personal Data about an individual consumer's online activities over time and across third-party websites or online services, but we give you certain choices about how we collect Personal Data as described in this Policy. For more information on how we collect Personal Data for these purposes, see the Cookies, Analytics and Tracking sections above.

European Users

NRG adheres to applicable data protection laws in the European Economic Area (EEA), which, if applicable to you, include the following rights:

- Where processing of Personal Data is based on your consent, you have a right to withdraw consent at any time for future processing.
- You have a right to request access to, rectification, or erasure of your Personal Data, or to transfer or receive a copy of your Personal Data in a usable format.
- You have a right to object to the processing of your Personal Data under certain circumstances.
- You have a right to lodge a complaint with an applicable data protection authority.

NRG Software, LLC. is the controller of your Personal Data for the Services.

If applicable under French law, you can also send us specific instructions regarding the use of your personal information after your death by contacting us at info@nrgsoft.com.

The services hereunder are not intended for use by the citizens of the Russian Federation who reside in Russia. If you are a Russian citizen residing in Russia, you are hereby notified that any Personal Data that you input into the services will be solely at your own risk and responsibility. You explicitly agree that we may accumulate your Personal Data and will process this data in the United States and in other countries, and that you will not hold NRG accountable for any potential nonobservance of the Russian Federation legislation.

The Security of Your Information

We maintain data handling and storage practices and procedures that are designed to promote the integrity and confidentiality of the Personal Data. No method of transmission over the Internet or method of electronic storage is completely secure, however. Therefore, while we strive to use commercially acceptable means to protect your personal information, we cannot guarantee its absolute security. We retain your Personal Data for as long as necessary to provide the Services and for other essential purposes such as complying with our legal obligations, resolving disputes, and enforcing our agreements. In many cases, we will delete inactive accounts and associated profile information after two years of inactivity. Because these needs can vary for different data types in the context of different services, actual retention periods can vary significantly. The criteria used to determine retention include (1) the length of time Personal Data is needed to provide the applicable services (such as maintaining and improving the performance of the Services, enabling system security measures, and maintaining appropriate business and financial records); (2) if users

have provided, created, or maintained Personal Data with the expectation that we will retain it until they affirmatively remove it (in which case we may maintain the data until actively deleted by the user); (3) whether the Personal Data is of a sensitive type (a shortened retention time may be appropriate); and (4) whether we are subject to a legal, contractual, or similar obligation to retain the data (such as mandatory data retention laws in the applicable jurisdiction, government orders to preserve data, or data that must be retained for the purposes of litigation).

Updates and Questions

We may update this Policy from time to time without notice to you other than posting the revised policy on the NRG Services or by providing such notice about or obtaining consent to changes as may be required by applicable law. If we change our Policy, we will post those changes to this Policy and change the effective date above. We encourage you to periodically review this page for the latest information on our privacy practices.

If you have any questions about this Policy, or to file any complaint regarding this policy, please contact us at the following address:

NRG Software, LLC.
520 GA-247 #158
Bonaire, GA 31005
USA
Attention: Privacy Manager/NRG
Telephone: (262) 432-0934
info@nrgsoft.com

NRG will investigate and attempt to resolve complaints and disputes regarding the collection, use, and disclosure of personal information by referencing the privacy principles stated in this Policy.

Updated 9/30/2026