

## Privacy Policy

### 1. Information Use

ShipNinja LLC (“ShipNinja,” “we,” or “our”) exclusively owns the data gathered on this platform. We do not sell, share, or lease this data to third parties except as described in this Privacy Policy. ShipNinja collects information through our websites, APIs, and integrations with external platforms to provide and improve our Services.

### 2. Collection of Personal Data

ShipNinja may collect the following information from users:

- **User Information:** Name and account details.
- **Login Details:** Email address and password.
- **Contact Details:** Phone number and email address.
- **Cookies and Tracking Data:** Cookies are text-based files stored on your browser to enable login sessions, store time zone preferences, and remember non-sensitive settings. Cookies do not grant ShipNinja access to other data on your device or browsing history.

### 3. Use of Personal Data

ShipNinja collects, stores, and uses your personal data for the following business purposes:

- **Service Delivery:** To provide our Services, including onboarding, verifying your account, managing transactions, and operating our platform.
- **Engagement & Communication:** To send service updates, order progress notifications, inventory status, respond to inquiries, and deliver customer support.
- **Promotion & Marketing:** To send promotional or advertising materials we believe may be relevant or beneficial to you (subject to your preferences and applicable laws).

## 4. Data Sharing and Third-Party Services

ShipNinja may share user information with trusted third-party service providers as necessary to operate our Services, including but not limited to:

- Carriers and logistics partners.
- Marketplace integrations (e.g., StockX, Alias, GOAT, eBay, Mercari).
- Payment processors (e.g., Stripe).
- IT, analytics, and cloud hosting providers.

These third parties are only authorized to use your data as needed to perform services on our behalf. ShipNinja is not responsible for outages, downtime, or errors originating from these third-party platforms.

## 5. Data Retention

ShipNinja retains personal data only as long as necessary to:

- Deliver Services.
- Comply with legal obligations.
- Resolve disputes.
- Enforce agreements.

When data is no longer required, we will securely delete or anonymize it.

## 6. Security

ShipNinja uses commercially reasonable measures to protect the confidentiality, integrity, and availability of personal data. However, no method of transmission over the Internet or electronic storage is 100% secure, and ShipNinja cannot guarantee absolute protection against unauthorized access.

## 7. International Transfers

If you access our Services from outside the United States, you acknowledge and consent to your information being transferred to, stored in, and processed in the United States or other jurisdictions where ShipNinja and its service providers operate.

## 8. Your Rights

Depending on your location, you may have rights under applicable law (such as GDPR or CCPA), including:

- The right to access, correct, or delete your personal information.
- The right to restrict or object to the processing of your information.
- The right to data portability.
- The right to opt out of receiving marketing communications.

To exercise these rights, please contact us at [privacy@shipninja.co](mailto:privacy@shipninja.co).

## 9. External Links

Our websites and platforms may contain links to third-party sites not operated by ShipNinja. We are not responsible for the privacy practices of such third-party sites. This Privacy Policy applies only to data collected by ShipNinja.

## 10. Changes to this Privacy Policy

ShipNinja may update this Privacy Policy from time to time. Updates will be posted on this page. If we intend to use personal information in a way materially different from that stated at the time of collection, we will notify you by email and provide an opportunity to consent before applying the changes.