

PRIVACY POLICY

INFORMATION ABOUT PRIVACY AND PERSONAL DATA PROCESSING

This is a website operated by MSC Air Cargo SA (hereinafter “MSC Air Cargo,” “we,” “our,” or “us”). MSC Air Cargo is registered in 2 Switzerland at 12-14 Chemin Rieu 1208, Geneva.

MSC Air Cargo is committed to protecting your Personal Data. This Privacy Policy accounts for the Personal Data collected, processed, and used via [the www.mscaircargo.com](http://www.mscaircargo.com) website (hereinafter “Website”).

By using this Website, you agree to the collection, use, and disclosure of your Personal Data by MSC Air Cargo in accordance with this Privacy Policy, where and as permitted by applicable laws and regulations of Personal Data including but not limited to the provisions of the Swiss Federal Act on Data Protection (“FADP”) and the EU General Data Protection Regulation 2016/679 (“GDPR”) and any other applicable law with respect to all Personal Data (as defined by the GDPR and FADP). Please carefully read and agree to this Privacy Policy before accessing and using this Website. For Personal Data processing matters which need your separate consent, we will obtain your separate consent before processing your Personal Data in accordance with legal requirements.

WHAT PERSONAL DATA WE COLLECT

MSC Air Cargo collects and processes certain Personal Data from you and your devices. For the purposes of this Privacy Policy, “Personal Data” means all kinds of information recorded electronically or otherwise in relation to identified or identifiable natural persons. It does not include Personal Data or aggregate information after anonymous processing.

USES MADE/PURPOSE OF COLLECTION OF THE PERSONAL DATA

We use the information about you for the following business purposes:

a) **Interactive Services**

Through the MSC Air Cargo website, you may access various interactive services, including shipment tracking, schedule searches, quote requests, booking requests, and other customer service functionalities. Depending on the nature of your request, these services may involve the processing of Personal Data.

If any of these services are unavailable or cannot be completed through the online tools, we provide dedicated contact and request forms. When using these forms, we may collect your email address, first name, last name, telephone number, company name, and country.

Depending on the specific service requested, we may also process information relating to shippers, consignees, notify parties, invoice contacts, responsible parties, signatories, freight forwarders, or other business contacts, which may include Personal Data.

When using these interactive services or submitting information through our forms, your IP address and related technical information may also be processed for security, operational, and troubleshooting purposes.

b) Newsletter

If you sign up to receive communications, including news, updates and promotional materials from MSC, we will collect your first name, last name, email address, country, and preferred language. We will also collect information about your areas of interest, including the industries and air cargo solutions that are relevant to you. We use this information to provide you with communications tailored to your interests and preferences.

From time to time, we may also collect similar information through landing pages associated with specific campaigns, events, or promotional activities. In such cases, we will collect only the Personal Data necessary to manage your registration, communicate with you about the relevant campaign or event, and provide information about MSC's products and services.

c) Email Engagement Tracking

We may use technologies within our emails to measure engagement with our communications, including invisible image files ("tracking pixels") and individualized or tracked links.

When these technologies are enabled, they may allow us to collect information such as:

- Whether an email has been opened;
- Whether links contained in the email have been clicked;
- The date and time of the interaction;

- Device, operating system and email client information;
- IP address and information that may indicate an approximate location;
- Other technical information relating to the device or browser used to access the email.

We may use this information to:

- Measure the effectiveness of our communications;
- Improve the content, relevance and performance of our communications;
- Personalize future communications where permitted by law;
- Maintain, secure and improve our communication services.

Where required by applicable law, including applicable ePrivacy rules, we will only use email engagement tracking technologies after obtaining your prior consent. You may withdraw your consent at any time by unsubscribing from the relevant communications, or by contacting us using the details set out in this Privacy Policy.

d) my.mscaircargo web portal

For the use of the myMSC Air Cargo web portal, accessible through <https://www.mscaircargo.com> Website and <https://www.my.mscaircargo.com> Portal, we collect your email address, first name, last name, telephone number, company name, street address, city, country, and, where applicable, state/region, postal code, and fax number.

Through this portal, you may request quotations, manage bookings, submit shipping instructions, track shipments, and access other air cargo services. In connection with these activities, you may provide information relating to shippers, consignees, notify parties, invoice contacts, responsible parties, signatories, freight forwarders, or other business contacts, which may include Personal Data.

e) Cookies

Like many other websites, MSC and its service providers use cookies to collect information about visitors' use of the Website. Our website uses cookies to distinguish you from other users of our website.

Cookies are small text files assigned to your browser to collect internet log on and visitor tracking information (including IP address, browsing history, and geolocation data, where and as allowed by applicable law).

The information is used to track visitor use of the Website to compile statistical reports on Website activity. This helps us to provide you with a positive experience when you browse

our website and also allows us to improve our website. We also may use cookies to provide you with information on products or services that may be of interest to you, where and as allowed by law. You may delete cookie files from the device you use to access our website at any time by clicking on the Privacy or History tab typically found on the Settings or Options menu in your internet browser. Please note that in a few cases some of our website features may not function if you remove the cookies from your browser. For detailed information on the cookies, we use and the purposes we use them for, you may consult our [Cookie policy](#).

SOCIAL MEDIA

MSC Air Cargo Group may engage with customers or prospective customers through social media channels, however no Personal Data is collected by us through these channels, unless explicit consent is provided by you.

NOT SELLING PERSONAL DATA

We will not sell and have never sold the Personal Data we collect through this Website.

HOW PERSONAL DATA IS SECURED AND RETAINED

Personal Data will be collected and stored in good faith, in a proportionate manner, for the business purposes indicated above. In order to protect the Personal Data, we have implemented state-of-the-art technical and organizational measures. We will retain your Personal Data for no longer than is necessary to fulfil the business purposes for which it was collected. The precise period will depend on the reason why it was collected. After the retention time is exceeded, we will delete and/or anonymize your Personal Data in the system and records. Those periods are also based on the requirements of applicable data protection laws, regulations and regulatory requirements and periods relating to the commencement of legal actions.

Should an unfortunate Personal Data security incident incurred, we will timely inform you in accordance with the requirements of laws and regulations: the basic situation and possible impact of the security incident, the disposal measures we have taken or will take, the suggestions you can independently prevent and reduce the risk, and the remedial measures for you. We will inform you of the relevant information of the incident by email, telephone, etc. When it is difficult to inform individuals one by one, we will take a reasonable and effective way to make an announcement. At the same time, we will also actively report the disposal of Personal Data security incident in accordance with the requirements of regulatory authorities.

DISCLOSURE OF THE INFORMATION

We may disclose your Personal Data to our group company MSC Mediterranean Shipping Company S.A. (registered in Switzerland, the address is 12-14 Chemin Rieu 1208, Geneva)

(hereinafter referred to as "MSC Air Cargo Group") and MSC Group's agents worldwide or to third parties who act on our behalf. This is done in order to process the Personal Data for the business purposes outlined above. Such third parties, or agents are contractually bound to comply with similar and equally stringent undertakings of privacy, security, and confidentiality.

We may also disclose your Personal Data to a third party if necessary to fulfil a request you have made or transaction you have initiated, or if we are required to do so because of an applicable law, court order or governmental regulation, or if such disclosure is otherwise necessary to support any criminal or legal investigation or proceeding.

Unless required by laws and regulations or obtained your separate consent, we will not publicly disclose your Personal Data.

CROSS-BOARDER DATA TRANSFER

Any transfer of your Personal Data ("EEA") to an area outside of the EEA considered a non-adequate jurisdiction will only be made where appropriate safeguards have been put in place.

Where your Personal Data is transferred outside the EEA, this may include transfers on the basis of Standard Contractual Clauses, or as is otherwise permitted by applicable law. Standard Contractual Clauses are a form of data processing contract approved by the European Commission.

If you would like to find out more about any such transfers, please contact our Data Protection Team who can be contacted on the following details ch001-data.protection@msc.com

SECURITY AND PRIVACY

MSC Air Cargo takes every precaution to protect the confidentiality and security of the Personal Data of Website visitors or registered users by implementing industry-standard security safeguards, such as firewalls, or SSL certification coupled with carefully developed security procedures by our IT department. These measures are designed to protect visitors and registered users' information from loss, misuse or unauthorised alteration. Using physical, electronic and procedural safeguards, we restrict access to Personal Data to employees on a "need-to-know" basis for business purposes.

LINKS

Our Website may, from time to time, contain links to and from websites of our partners' networks, advertisers and affiliates. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any Personal Data to the websites. MSC Air Cargo does not endorse or make any representations

about third-party websites. Any Personal Data you choose to give to unrelated Third Parties is not covered by this Privacy Policy.

CHILDREN AND VULNERABLE PERSON

Persons that don't have a legally age recognized as adults, are not permitted to open a MSC Air Cargo Account and operate any of the functionalities that the app can provide. We ask that persons under that legal range do not submit any Personal Data to us or use our services. If you are a parent or guardian and you are aware that your child has provided us with Personal Data, please contact us. If we become aware that we have collected Personal Data from children without verification of parental's or guardian's consent, we take steps to remove that Personal Data from our servers.

A "vulnerable person" means a natural person who has the capacity to make his or her own decisions but who, because of individual circumstances, may require assistance to do so (for example, visually impaired); and/or has limited capacity to make his or her own decisions and who requires assistance to do so (for example, persons with intellectual disabilities or mental health difficulties).

Vulnerable Persons should contact us at support@msc.com before registering for an account with us or have their guardian or attorney contact us.

CONTACT

You have the following rights in Personal Data processing activities:

- Right to know
- Right to make decision
- Right of access
- Right to review and copy
- Right to correction
- Right to erasure
- Right of Personal Data portability
- Right to restriction or refusal of processing
- Right to object
- Withdrawal of consent
- Ask for an explanation of Personal Data processing rules

Deactivate account (*Remember that once you delete your profile, you won't be able to get it back. You'll lose all the data and content in that account, like messages, record services, Booking history...*)

If you want to exercise the above rights, please fill out the Personal [Data Request Form \(Here\)](#), or please contact us in the following ways:

Data Protection Team E-mail Address: data.protection@msc.com

If you contact us about any of the above rights, unless otherwise stipulated by laws and regulations, we will reply within 15 working days. If we need more time to process your request, we will notify you 15 days in advance.

CHANGES

We may revise this Privacy Policy at any time by amending this page and changes will be effective upon being posted unless we advise otherwise. If we make any material changes to this Privacy Policy, we will notify you by means of a notice on our Website prior to the change becoming effective. Before continuing to use the Website after changes are made to this Privacy Policy, please be sure to read and agree to such changes. We encourage you to check this page from time to time to take notice of any changes we make. If you do not accept the terms of this Privacy Policy, you can still browse the content of this Website, but the business purpose under this Privacy Policy that requires the collection of necessary Personal Data will not be achieved.

The Privacy Policy published on our Website is kept up to date.

In case of inconsistency or difference between this Privacy Policy and other data protection notices or policies MSC Air Cargo Group may provide from time to time, the content of this Privacy Policy shall prevail, notably when it comes to privacy and Personal Data processing carried out by MSC Air Cargo via the Website.

NOTICE TO CALIFORNIA RESIDENTS

The California Consumer Privacy Act ("CCPA") as amended by the California Privacy Rights Act of 2020 ('CPRA') provides California residents with certain rights regarding their Personal Data.

California User Rights

Right to Know and Access Personal Data Collected, Disclosed, or Sold

California residents may have the right to request that a business that collects Personal Data disclose the following: 1) categories of Personal Data collected about you within the past 12 months, as well as the related purposes for collection and the sources of the Personal Data; 2) specific pieces of Personal Data about you collected within the past 12 months; and 3) categories of Personal Data about you disclosed for a business purpose within the past 12 months.

You may make a verifiable consumer request for access or data portability from us twice within a 12-month period, free of charge.

- *Right to Request Deletion of Personal Data*

California residents may have the right to request that a business that collects Personal Data about you delete that Personal Data, unless an exception in the CCPA applies. If MSC Air Cargo Group cannot grant your deletion request, we will specify the basis for denial.

- *Right to Opt-Out of Sale of Personal Data*

As noted above, we will not sell and have not sold within the past 12 months the Personal Data we collect through this Website.

- *Right to Non-Discrimination*

MSC Air Cargo Group will not discriminate against you for exercising any of your rights under the CCPA.

- *How to Exercise Your Rights*

If you have the rights described above, you may exercise those rights by submitting a verifiable consumer request to us by filling out this form or by contacting us by phone +1 212 764 4800. Only you or an authorized agent (as described below) may make a verifiable consumer request related to your Personal Data.

- *How to Authorize an Agent*

An authorized agent may submit a request on your behalf, but only if the authorized agent also submits your written permission and a copy of the agent's registration with the California Secretary of State.

- *How We Verify Your Request*

To respond to your request under the CCPA we must verify your identity or the authority of your authorized agent to make the request. Making a verifiable consumer request does not require you to create an account with us.

To allow us to verify your consumer request, please include the following information: name, address, phone number and email address. We will verify your consumer request by comparing the information you provide, with information already in our possession, and taking additional steps to minimize the risk of fraud, including asking for your identification document.

If you make contact with us in regard to any of the rights outlined above, we will respond within 30 days. If we require additional time to process your request, we will notify you within these first 30 days.

NOTICE ON LIABILITY IN THE UNITED STATES OF AMERICA

As mentioned above, we ensure a high level of security in order to protect your Personal Data. To the maximum extent allowed by applicable law, citizens of the United States agree and acknowledge that MSC Air Cargo Group will not be liable or responsible if any Personal Data about you is intercepted, accessed, and/or used by an unintended recipient. If you have reason to believe that the security of your communications or Personal Data has been compromised, please notify us immediately using the contact information above.

NOTICE FOR BRAZILIAN RESIDENT

Processing of personal data within Brazilian territory or involving data of individuals located in Brazil

In compliance with **Brazilian Resolution No. 19 of the National Data Protection Authority (ANPD)**, we reinforce our commitment to privacy, transparency, and protection of personal data processed by this organization.

Below, we clarify the essential aspects related to the international transfer of data and the processing carried out by the Parties:

- **Form, duration and specific purpose of the international transfer:**

The international transfer of personal data will be carried out by secure means, limited to the period necessary to fulfill the purposes described in the Privacy Notice, such as the provision of contracted services, compliance with legal or regulatory obligations, or execution of public policies. The specific purpose of the transfer is to ensure processing, storage, or technical support as detailed in the Privacy Notice.

- **Country of destination of the transferred data:**

Personal data may be transferred to countries that offer an adequate level of protection, such as Switzerland, countries within the European Union or other countries.

In cases where the destination country does not provide an adequate level of protection of personal data, the transfers will be subject to appropriate contractual safeguards, including, where applicable, standard contractual clauses, specific contractual instruments or other

mechanisms provided for in Law No. 13,709/2018, known as the General Data Protection Law ("LGPD"), and regulations issued by the National Data Protection Authority (ANPD).

- **Identification and contacts of the Designated Party**

In accordance with Law No. 13,709/2018 known as the General Data Protection Law ("LGPD") and valuing transparency to the data subject, we inform you that Mrs. Thatiana Barros is the Data Protection Officer (DPO) in Brazil, with the data protection team in HQ based in Geneva, Switzerland (data.protection@msc.com).

For questions, clarifications or exercise of the rights provided for in Brazilian law, the holder can contact the person in charge directly by e-mail br241-dpo@msc.com or through the form. The service is carried out in accordance with the security, privacy and protection guidelines provided for by law.

- **Shared use of data by the Parties and purpose**

The shared use of data between the Parties occurs exclusively for legitimate purposes, such as the execution of contracted services, compliance with legal obligations, protection of the life or safety of the holder, and other hypotheses provided for by law. The purpose of the shared use will always be transparently informed to the holder.

- **Responsibilities of the agents who will carry out the processing**

All processing agents linked to this business group or to the Parties involved, whether natural or legal persons, public or private, who carry out operations involving personal data, must strictly comply with the applicable Data Protection Laws.

In activities carried out within Brazilian territory, the offer or supply of goods and services to individuals located in Brazil, or when personal data is collected in national territory, the processing agents involved must comply with the **General Data Protection Law** (Law No. 13,709/2018 - LGPD). Thus, it is mandatory to implement effective technical and administrative measures to ensure the security of personal data, preventing unauthorized access, security incidents, loss, alteration, communication or improper disclosure. Each Party involved is committed to adopting good practices and maintaining constant accountability to the ANPD (National Data Protection Authority) and the data subjects.

- **Rights of the Data Subject and means for their exercise:**

The Data Subject has the right to confirm the existence of processing, access, correct, anonymize, eliminate, restrict, revoke consents, request portability, as well as the right to file a complaint before the ANPD (National Data Protection Authority).

To exercise these rights, we provide a dedicated service channel by e-mail br241-

dpo@msc.com and other means indicated in the Privacy Notice, ensuring clear and timely responses.

- **Onward Transfers**

If there is a need for subsequent transfers of data to other recipients, these will be carried out only for the purposes initially informed, subject to appropriate contractual and security guarantees. The recipients and the purposes of the transfers will be informed to the holder, as provided for in the current legislation.

We emphasize that these clauses aim to ensure total transparency, allowing the holder to understand, in a clear and accessible way, the legal bases, purposes, responsibilities and mechanisms for the exercise of rights related to the processing of their personal data, especially in international transfers, in accordance with Resolution No. 19 of the National Data Protection Authority (ANPD).

Privacy Policy last updated in August 2026