

## **Privacy Policy**

APM Terminals Apapa strive to provide you with high quality and efficient customer service. While doing so, we obtain personal information about you. We consider this information confidential and have procedures in place to protect the information against unlawful use and disclosure. We will disclose your information only as necessary to provide services to you as a claimant, and as otherwise allowed or required by law.

The following statements describe how we obtain and use information about you, and how we protect that information. This statement applies to our affiliates identified below, and applies not only to current customers but also to our former customers. You do not need to take any action in response to this notice.

### **Personal Information We Collect**

Relating to providing services to you, we obtain information from several sources. Most of the information we obtain comes directly from you, such as through the applications you submit and other interactions you have with us. From these interactions with you, we learn information such as your name, address, telephone number, company information e.t.c.

We also learn information about you from your transactions with us. This may include information such as your current or past claims and related information, your claims history, and other information. Your shipping line also may provide information to us, such relating to your various shipping transactions and updated contact information for you. Finally, we may receive information from outside parties that has a bearing on your transaction with us. These parties may include a regulatory body or law enforcement agencies, claims investigation services or other sources. Information obtained from these sources may include your prior claims history, information about any prior civil or criminal actions in which you have been involved, financial information, and other information about your background.

If you visit an Internet site that we maintain, we might request certain information about you that will enable us to identify you as a user, including your name, an email, a password, and password reminders. We also might obtain information about your web browser, operating system and similar information to improve the performance and operation of our site.

### **Our Use of Your Personal Information**

We do not share the information we collect with other parties, except our affiliates, nonaffiliated parties performing contractual services for us, and as otherwise required or permitted by law. When we provide information to parties performing contractual services for us (such as insurance companies), we contractually require those parties to preserve the confidentiality of your personal information. As indicated above, we also might share

information that we obtain about you with nonaffiliated parties as allowed or required by law. This means that we will share information with parties as necessary to effect, administer, or process your request. Finally, we are permitted or required to share information with certain other parties listed in federal law and state rules, such as insurance regulatory body, our attorneys and accountants, civil and regulatory authorities.

### **How We Protect Your Personal Information**

We maintain physical, electronic, and procedural safeguards to ensure the confidentiality of the personal information we obtain about you. We restrict access to your personal information to those employees who need to know that information to provide services to you.

This summary of our practices is furnished for your information. No action is required by you upon receipt of this notice.