

KrateLink 隱私權政策

****生效日期:**** [Effective Date]

****最近更新:**** [Effective Date]

本政策說明 ****[Legal Entity Name]**** (以下稱「KrateLink／我們」) 於您使用本服務時如何蒐集、處理、利用、分享及保護個人資料。

1) 我們蒐集哪些資料

您提供的資料

- 聯絡資訊 (姓名、Email、電話、語言)
- 收件/寄送資訊 (地址、電話)
- 您上傳的訂單資料 (收據/發票、訂單號、追蹤號)
- 運送/通關可能需要的身分資料 (例如承運商/海關要求時之身分證/護照/居留證號)
- 客服往來訊息
- 上傳內容 (商品照片、倉庫拍照之「成功憑證」照片/影片)

自動蒐集

- 裝置/使用資料 (IP、瀏覽器、頁面、時間戳記)
- Cookie/本機儲存 (登入、資安、偏好、分析)

付款

付款由第三方金流處理; 我們通常僅取得付款狀態/交易識別碼等有限資訊, 不會保存完整卡號。

2) 我們如何使用資料

用於:

- 提供服務 (案件管理、轉運協調、追蹤通知)
- 與您聯繫 (狀態更新、客服)
- 於承運商/通關要求時提供必要資料以完成運送
- 防詐與禁運品控管
- 系統安全、維運與改善 (紀錄、除錯、分析)
- 法令遵循與回應合法要求

****行銷使用:**** 除非您明確同意 (opt-in), 我們不會將您的照片/內容用於行銷; 若使用亦會優先採去識別化。

3) 我們如何分享資料

可能提供給:

- 承運商/物流合作夥伴(運送與投遞)
- 清關/報關協力單位或承運商清關團隊(通關)
- 金流業者(交易處理)
- 雲端服務供應商(主機、資料庫、Email、檔案儲存)
- 專業顧問(法律/會計)
- 主管機關(依法或為保護權益/安全之必要)

我們不出售個人資料。

4) 跨境傳輸

資料可能於美國、台灣及其他服務供應商所在地處理與儲存，各地個資法可能不同。

5) 保存期間

僅於提供服務、合規/記帳留存、爭議處理所需之期間內保存。

6) 安全

我們採取合理管理、技術與組織措施保護資料，但無法保證絕對安全。

若發生個資事件，我們將依適用法令於必要時通知當事人。

7) 您的權利(一般)

依所在地法令，您可能享有查詢、更正、刪除、限制處理等權利。請來信 ****[Privacy Email]**** 申請。

美國加州(如適用)

若我們受 CCPA/CPRA 規範，加州居民可能享有知情、刪除、更正、退出特定分享/使用等權利。我們將依法回覆。

8) 台灣《個人資料保護法》告知事項(PDPA)

若您位於台灣，我們提供以下告知：

1. ****蒐集者:**** ****[Legal Entity Name]****，聯絡信箱：****[Privacy Email]****
2. ****蒐集目的:****提供轉運禮賓服務、客服、合規與防詐、資安維運與服務改善、帳務與法定留存；行銷用途僅於您明確同意時。

3. ****個資類別:****身分識別資料(必要時)、聯絡資料、收件/寄送資料、訂單/交易紀錄、通訊內容、照片/影片、裝置與系統紀錄。

4. ****利用範圍:****

- ****期間:****達成目的所需期間及法定留存期間
- ****地區:****美國、台灣及服務供應商所在國家/地區
- ****對象:****承運商/物流、清關協力單位、金流、雲端供應商、專業顧問、依法需提供之機關
- ****方式:****自動化與人工處理以提供本服務

5. ****當事人權利:****您得行使查詢/閱覽、製給複製本、補充/更正、停止蒐集/處理/利用、刪除等權利, 且該等權利不得預先拋棄。請聯繫 ****[Privacy Email]****。

6. ****不提供之影響:****可能無法提供服務、安排運送或處理通關/投遞問題。

9) Cookie

用於登入驗證、資安、偏好與分析。您可在瀏覽器設定管理 Cookie。

10) 政策變更

我們可能更新本政策, 以「最近更新」日期為準。

11) 聯絡

隱私: ****[Privacy Email]****

客服: ****[Support Email]****

KrateLink Privacy Policy

****Effective Date:**** [Effective Date]

****Last Updated:**** [Effective Date]

This Privacy Policy explains how ****[Legal Entity Name]**** (“KrateLink,” “we,” “us”) collects, uses, shares, and protects personal data when you use our Services.

1) What We Collect

Information you provide

- Contact info (name, email, phone, language)
- Shipping/recipient info (addresses, phone)
- Order details you upload (receipts, invoices, order numbers, tracking)

- Identity data where required for shipping/customs (e.g., national ID/passport/ARC number if required by carrier/customs)
- Messages and support communications
- Uploaded media (product photos, hub “success artifacts” photos/videos)

Automatically collected

- Device/usage data (IP address, browser, pages viewed, timestamps)
- Cookies/local storage (login, security, preferences, analytics)

Payments

Payments are processed by third-party processors. We typically receive limited payment metadata (status, transaction IDs), not full card numbers.

2) How We Use Data

We use data to:

- Provide the Services (ticketing, forwarding coordination, tracking updates)
- Communicate with you (status updates, support)
- Support customs/shipping compliance when required (sharing necessary data with carriers/brokers)
- Prevent fraud, abuse, and prohibited shipments
- Operate, secure, and improve our Services (logs, debugging, analytics)
- Meet legal obligations and respond to lawful requests

****Marketing:**** We will only use your content (e.g., photos) for marketing with your explicit consent (opt-in), unless it is de-identified.

3) How We Share Data

We may share data with:

- Carriers and logistics partners (shipping and delivery)
- Clearance/broker partners or carrier clearance teams (customs processing)
- Payment processors (to process transactions)
- Cloud providers (hosting, database, email delivery, file storage)
- Professional advisors (legal/accounting)
- Authorities when required by law or to protect safety/rights

We do not sell personal information.

4) International Transfers

We may process and store data in the United States, Taiwan, and other locations where our providers operate. These jurisdictions may have different data protection laws.

5) Retention

We retain data only as long as necessary for providing Services, compliance/recordkeeping, and dispute resolution.

6) Security

We use reasonable administrative, technical, and organizational safeguards. No system is 100% secure.

If a personal data incident occurs, we will notify affected users as required by applicable law.

7) Your Rights (General)

Depending on your jurisdiction, you may have rights to access, correct, delete, or restrict certain processing. Contact ****[Privacy Email]**** to request.

California (US) Notice (If Applicable)

If we are subject to the California Consumer Privacy Act (CCPA/CPRA), California residents may have rights to know, delete, correct, and opt out of certain uses/sharing, and not be discriminated against for exercising their rights. We will respond in accordance with applicable law.

8) Taiwan PDPA Notice (Article 8-style disclosure)

If you are in Taiwan, we provide the following notice:

1. ****Collector:**** ****[Legal Entity Name]****, contact ****[Privacy Email]****
2. ****Purpose(s):**** providing forwarding concierge services; customer support; compliance and fraud prevention; security and service improvement; accounting/recordkeeping (and marketing only with opt-in consent).
3. ****Categories:**** identification data (where required), contact data, shipping/recipient data, order/transaction records, communications, photos/videos, device/log data.
4. ****Use scope:****
 - ****Period:**** until the purpose is fulfilled plus any legally required retention period
 - ****Territory:**** United States, Taiwan, and other countries where our providers operate

- **Recipients:** carriers/logistics partners, clearance/broker partners, payment processors, cloud vendors, advisors, and authorities where required
 - **Methods:** automated and manual processing to provide the Services
5. **Your rights:** you may exercise rights to inquire/review, request copies, supplement/correct, demand cessation of collection/processing/use, and request deletion, and these rights may not be waived in advance. Contact **[Privacy Email]**.
6. **Impact of not providing data:** we may be unable to provide the Services, ship packages, or resolve customs/shipping issues.

9) Cookies

We use cookies for authentication, security, preferences, and analytics. You can manage cookies via browser settings.

10) Changes

We may update this Policy. The “Last Updated” date indicates the newest version.

11) Contact

Privacy: **[Privacy Email]**

Support: **[Support Email]**

KrateLink 服務條款 (Model A: 純代理／轉運禮賓)

生效日期: [Effective Date]

最近更新: [Effective Date]

本服務條款 (以下稱「本條款」) 適用於您使用 KrateLink 的網站、入口頁面、與相關服務 (合稱「本服務」)。KrateLink (以下稱「我們」) 為 **[Legal Entity Name]**, 所在地: **[Entity Country/State]**, 地址: **[Business Address]**。

您使用本服務即表示同意本條款; 不同意者請勿使用。

1) 我們做什麼 (以及我們不做什麼)

Model A (純代理)

KrateLink 提供跨境代找與轉運禮賓服務。****我們不是您委託商品的賣家，也不販售該商品。****在 Model A 模式下，您向第三方商家/平台****自行下單並直接付款****；商品買賣契約成立於****您與商家之間****。

我們可能提供：

- 「下單寄送套件 (Checkout Kit)」：集運倉地址與填寫格式
- 集運倉收件、拍照/影片紀錄、(視需求) 併箱/改包
- 協助建立國際運單並安排承運商寄送
- 追蹤資訊與客服協助
- 教學性提醒 (例如：台灣進口流程／EZ WAY 注意事項)

非報關行／非法律稅務建議

KrateLink ****不是報關行/報關業者****，亦不提供法律、稅務或品項歸類/稅則建議。通關通常由承運商及/或具資格的清關單位辦理。

2) 使用資格與帳戶

您須年滿 18 歲 (或所在地法定成年年齡) 方可使用本服務。您同意提供正確資料並保持更新，並對帳戶下所有行為負責。

3) 您的責任 (非常重要)

您同意：

1. ****商品款由您直接支付給商家。****
2. 提供正確的收件/進口資訊 (姓名、地址、電話；必要時依承運商/海關要求提供身分資料)。
3. 自行確保商品與寄運行為符合目的地法令 (合法購買、出口、進口與持有)。
4. 依需求提供收據/發票、訂單號與商家出貨追蹤資訊。
5. 不得利用本服務從事違法、仿冒侵權、規避制裁、或運送禁運品等行為。

****進口人/收件人：****多數包裹需由您作為收件人/進口人。您同意我們將必要資訊提供給承運商、清關單位與主管機關以完成運送。**

4) 禁運/限運品

您不得提交或運送禁運/限運品。若我們合理認為商品屬禁運、危險、疑似侵權或不符法令，我們將拒收、暫停、退回或處置，相關費用由您負擔。

(例：武器彈藥爆裂物、非法藥物、仿冒品、部分危險品如電池/噴霧/易燃品未符規範、目的地限制品等。)

5) 收件、檢視與改包 (成功憑證)

您授權我們於集運倉代收, 並以照片/影片紀錄包裹與內容。

我們可能在合理必要範圍內開箱以:

- 核對內容與案件資訊
- 紀錄品況
- 併箱/改包
- 處理安全/合規疑慮

****檢視為有限度檢視。****除非您另購特定增值服務(若有提供), 我們不保證真偽、功能或商家品質。

6) 費用、運費、關稅稅費

我們收取處理、紀錄、併箱(如有)與物流協調等****服務費****。

- ****商品款:****您直接付給商家。
- ****轉運/服務費:****您於轉寄前支付給 KrateLink(除非另有書面約定)。
- ****關稅/稅費/清關費:****可能由目的地國家/承運商向您(收件人/進口人)收取。

所有報價/估算除非明示為固定價, 否則為估計值。

7) 【無退貨政策】商品 + 退款政策(服務)

商品(KrateLink 不受理退貨)

****KrateLink 不販售商品, 因此不提供商品退貨/換貨服務。****商品退換貨(若有)依商家政策為準。我們可在合理範圍內協助溝通/處理, 但可能另收費。

服務(多數情況不退)

服務一旦開始(例如: 代找、提供 Checkout Kit、收貨、拍照檢視、併箱改包、購買運單等), ****已提供的服務費通常不退****。若我們尚未開始提供該案件服務, 可能依個案退費(以書面通知為準)。

已購買之運單/運費與已完成之處理費通常不退。

8) 倉儲與棄置

到倉後提供 ****[Storage Free Days]**** 天免費存放; 逾期可能收取 ****[Storage Fee]****。

若 ****[Abandonment Days]**** 天內未付款/未處理, 可能視為棄置並得處置/捐贈/退回(如可行)。您仍需負擔相關成本。

9) 運送時效、追蹤與風險

所有時效為預估非保證。延誤可能因承運商、海關、天候、安檢或旺季造成。

遺失/損毀理賠依承運商/保險規定辦理，建議選擇可追蹤與保險方案(如有)。

10) 台灣消費者／通訊交易揭露(重要)

若您位於台灣，本服務可能屬通訊交易。我們提供以下揭露：

- 企業經營者: **[Legal Entity Name]**
- 聯絡方式: **[Support Email]**
- 服務內容: 本條款所述之轉運禮賓服務
- 價格/費用: 於付款前揭露(服務費+物流協調/運單費用)
- 付款方式: 以下單/結帳頁面顯示為準
- 交付方式與時間: 依承運商估計時間
- 客訴處理: 請聯繫 **[Support Email]**

台灣 7 日解除權與例外

依台灣法令，部分通訊交易可能有 **7 日內解除契約**之權利；但亦存在合理例外(例如: **依消費者要求所為之客製化/個人化商品或服務**、以及**經消費者事先同意、開始即完成之線上服務**等)。

本服務為「案件制」且多屬個別化服務，我們通常會在您提出需求後立即開始作業。於法律允許範圍內，若您選擇/勾選 **[Service Start Consent Mechanism]** 表示要求我們立即開始提供服務，您理解：

- 已提供之服務部分可能不適用解除權，或解除權不及於已履行部分；
- 未履行部分如需取消，仍以適用法令及個案狀況處理。

本節不意圖排除任何依法不得拋棄之消費者權利。

11) 免責聲明

本服務依「現況」與「可得性」提供。在法律允許範圍內，我們不提供任何明示或默示保證。

我們不保證商家履約、商品真偽、通關結果或運送時效一定符合預估。

12) 責任限制

在法律允許的最大範圍內，我們不負間接、附帶、特殊、衍生或懲罰性損害賠償。

就單一案件而言，我們的總責任以 **[Liability Cap]** 為上限。

13) 賠償

因您的商品、商家交易、合規義務或違反本條款致第三人向我們主張權利者，您同意賠償我們因此所生之損害與費用。

14) 準據法與爭議

本條款以 **[Entity Country/State]** 法律為準據法(不含涉外衝突法規則)。如您位於台灣(或其他具有強制性消保規定之地區)，本條款不意圖排除依法不得拋棄之權利。

15) 變更

我們可能更新本條款，以「最近更新」日期為準。

16) 聯絡

客服: **[Support Email]**

隱私: **[Privacy Email]**

KrateLink Terms of Service (Model A: Pure Agent / Forwarding Concierge)

Effective Date: **[Effective Date]**

Last Updated: **[Effective Date]**

These Terms of Service (“Terms”) govern your access to and use of the KrateLink website, portals, and services (collectively, the “Services”). KrateLink (“we,” “us,” “our”) is **[Legal Entity Name]**, located in **[Entity Country/State]**, with an address at **[Business Address]**.

By using the Services, you agree to these Terms. If you do not agree, do not use the Services.

1) What We Do (and What We Do Not Do)

Model A (Pure Agent)

KrateLink provides a cross-border concierge and forwarding service. ****We do not sell the goods you request.**** In Model A, you purchase items directly from third-party merchants/marketplaces. The sales contract is ****between you and the merchant****.

We may provide:

- A "Checkout Kit" (hub shipping address + formatting instructions)
- Receiving at hub, documentation, optional consolidation/repacking
- Coordinating international shipping labels and carriers
- Tracking updates and support
- Educational guidance (e.g., Taiwan import workflow reminders)

Not a Customs Broker / Not Legal Advice

KrateLink is ****not a customs broker**** and does not provide legal, tax, or customs classification advice. Customs clearance is performed by carriers and/or licensed brokers.

2) Eligibility & Accounts

You must be at least 18 years old (or the age of majority in your jurisdiction). You agree to provide accurate information and keep it updated. You are responsible for all activity under your account.

3) Your Responsibilities (Critical)

You agree that:

1. ****You pay the merchant directly for the goods.****
2. You provide accurate shipping/import information (name, address, phone, and identity details when required).
3. You are responsible for ensuring items are legal to purchase, export, import, and possess in the destination.
4. You provide receipts/invoices and merchant tracking details when requested.
5. You will not use the Services for illegal activity, counterfeit/infringing goods, sanctions evasion, or prohibited shipments.

****Importer/Consignee:**** For many shipments, you must be the consignee/importer for customs purposes. You authorize KrateLink to share required information with carriers, brokers, and authorities to move your shipment.

4) Prohibited / Restricted Items

You must not send prohibited or restricted items. We may refuse, hold, return, or dispose of items if we reasonably believe they are prohibited, unsafe, or non-compliant.

Examples (non-exhaustive): weapons, ammunition, explosives, illegal drugs, counterfeit goods, certain hazmat (batteries, aerosols, flammables) without compliant handling, and destination-restricted items.

5) Hub Receiving, Inspection, and Repacking ("Success Artifacts")

You authorize KrateLink to receive packages at our hub on your behalf. You also authorize us to document packages and contents via photos/videos.

We may open packages when reasonably necessary to:

- confirm contents vs. request/order documents,
- document condition,
- consolidate/repack,
- address safety/compliance concerns.

****Inspection is limited.**** Unless you purchase a specific add-on (if offered), we do not guarantee authenticity, functionality, or merchant quality.

6) Fees, Shipping Charges, Duties & Taxes

KrateLink charges ****service fees**** for handling, documentation, consolidation (if any), and shipping coordination.

- ****Goods payment:**** paid by you directly to the merchant.
- ****Forwarding/service payment:**** paid by you to KrateLink before we forward (unless otherwise stated).
- ****Duties/taxes/brokerage:**** may be charged by the destination country and/or carrier and are generally billed to you as the consignee/importer.

All quotes/estimates are non-binding unless explicitly stated as fixed in writing.

7) NO RETURN POLICY (Goods) + Refund Policy (Services)

Goods (No Returns Through KrateLink)

****KrateLink does not sell goods and therefore does not accept returns/exchanges of goods.****

Any return/exchange rights (if any) are governed by the merchant's policy. We may help coordinate a return on a best-effort basis and may charge additional fees.

Services

Service fees are typically ****non-refundable once work has started**** (e.g., sourcing, sending Checkout Kit, receiving, inspection, repacking, shipping label purchase). If we have not started providing the service for your request, we may refund according to our written confirmation.

Shipping label charges and completed handling services are generally non-refundable.

8) Storage & Abandoned Items

We provide ****[Storage Free Days]**** days of free storage after arrival at our hub. After that, storage fees of ****[Storage Fee]**** may apply.

If unpaid/unclaimed for ****[Abandonment Days]**** days, an item may be treated as abandoned and may be disposed of, donated, or returned (if feasible). You remain responsible for costs incurred.

9) Shipping Times, Tracking, Risk of Loss

Delivery estimates are not guaranteed. Delays may occur due to carriers, customs, weather, security screening, or peak seasons.

Claims for loss/damage may be subject to carrier/insurer rules. We recommend selecting tracking and insurance when offered.

10) Taiwan Consumer / Distance Sales Disclosures (Important)

If you are a consumer located in Taiwan, our Services may be considered “distance sales.” We provide the following disclosures:

- Trader: ****[Legal Entity Name]****
- Contact: ****[Support Email]****
- Service content: forwarding concierge services as described in these Terms
- Pricing: disclosed before payment (service fees + shipping coordination charges)
- Payment methods: shown at checkout
- Delivery method/time: estimates shown before shipment
- Complaint handling: contact ****[Support Email]****

Taiwan 7-Day Right to Rescind (and Exceptions)

Taiwan law may provide a ****7-day right to rescind**** certain distance sales, but there are “reasonable exceptions” including ****personalized goods/services**** and ****online services that are fully performed once begun with the consumer’s prior consent****.

****Our services are request-based and often personalized****, and we typically begin work promptly after you submit a request. Where legally permitted, you agree that once you request us to start immediately (e.g., by checking ****[Service Start Consent Mechanism]****), you ask us to begin performance right away and understand that:

- fees for services already performed may be non-refundable, and
- cancellation rights may not apply to the performed portion to the extent an exception applies.

Nothing in this section limits any non-waivable consumer rights under applicable law.

11) Disclaimers

THE SERVICES ARE PROVIDED “AS IS” AND “AS AVAILABLE.” TO THE MAXIMUM EXTENT PERMITTED BY LAW, KRATELINK DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, AND NON-INFRINGEMENT.

We do not guarantee merchant performance, product authenticity, customs clearance outcomes, or delivery time estimates.

12) Limitation of Liability

TO THE MAXIMUM EXTENT PERMITTED BY LAW, KRATELINK WILL NOT BE LIABLE FOR INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL, OR PUNITIVE DAMAGES.

KRATELINK’S TOTAL LIABILITY FOR ANY CLAIM RELATING TO A REQUEST WILL NOT EXCEED ****[Liability Cap]****.

Some jurisdictions do not allow certain limitations; in that case, limitations apply to the maximum extent permitted.

13) Indemnification

You agree to indemnify and hold KrateLink harmless from claims arising out of your items, your merchant purchases, your compliance obligations, or your breach of these Terms.

14) Governing Law & Disputes

These Terms are governed by the laws of ****[Entity Country/State]****, excluding conflict-of-laws rules. If you are a consumer in Taiwan (or another jurisdiction with mandatory consumer protections), nothing in these Terms is intended to waive rights that cannot be waived.

15) Changes

We may update these Terms. The “Last Updated” date reflects the current version.

16) Contact

Support: **[Support Email]**

Privacy: **[Privacy Email]**