Bexocargo Privacy Policy

Last Updated: January 2025

1. Introduction

Bexocargo ("we," "us," or "our") respects your privacy and is committed to protecting your personal data. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you use our logistics and cargo services across Cameroon, Nigeria, Ghana, Senegal, South Africa, Ivory Coast, Mali, Kenya, Gabon, and Equatorial Guinea, as well as through our headquarters in France.

By accessing our services, you agree to the terms of this Privacy Policy.

2. Information We Collect

We may collect the following types of information:

Personal Data

Name, email, phone number, and address

Government-issued ID (for customs clearance)

Payment details (processed securely via third-party providers)

Shipment details (contents, weight, dimensions, tracking data)

Non-Personal Data

Browser type, IP address, device information

Website usage data (cookies, analytics)

3. How We Use Your Information

We use collected data for:

Processing and delivering shipments

Customs clearance and regulatory compliance

Customer support and issue resolution

Service improvements and analytics

Fraud prevention and security

Marketing communications (with consent)

4. Data Sharing & Disclosure

We may share your information with:

Authorities & Customs: For legal and regulatory compliance.

Third-Party Partners: Carriers, warehouses, and payment processors.

Affiliates: Bexocargo offices in our 10 operating countries.

Legal Requirements: If required by law or to protect our rights.

We do not sell your personal data.

5. International Data Transfers

As we operate across Africa and France, your data may be transferred and stored in different jurisdictions. We ensure all transfers comply with applicable data protection laws, including GDPR (for EU-related data).

6. Data Security

We implement:

Encryption for sensitive data

Secure access controls

Regular security audits

However, no system is 100% secure—please protect your account credentials.

7. Your Rights

Depending on your location, you may have the right to:

Access, correct, or delete your data

Restrict or object to processing

Withdraw consent (where applicable)

Request data portability

To exercise these rights, contact: privacy@bexocargo.com

8. Cookies & Tracking Technologies

We use cookies to:

Enhance website functionality

Analyze traffic patterns

Personalize user experience

You can manage cookie preferences in your browser settings.

9. Children's Privacy

Our services are not intended for minors under 18. We do not knowingly collect their data.

10. Policy Updates

We may update this Privacy Policy periodically. Changes will be posted on our website with a revised "Last Updated" date.

Contact Us

For privacy-related questions or requests, contact:

📧 Privacy Officer: privacy@bexocargo.com

📍 Headquarters: Africa Global Logistics, 33 quai de Dion Bouton, 92800 Puteaux, France

Bexocargo – Trusted Logistics Across Africa.