



Privacy Policy

PT Sayap Biru Ekspres under “OCS” (hereinafter “the Companies”) acknowledges the importance of protection and control over information (hereinafter “Private Information”) of identification. Privacy Policy of the Companies is as follows.

1. Collection of Private Information

The Companies obtain private information from the customer for the following cases.

- In cases where customer uses “International Express” service including Export & Import.
- In cases where customer uses “Domestic Express” service.
- In cases where customer uses other services of OCS.
- In cases where customer inquiries from “Inquiry” page.
- In cases where customer responds to “Questioner”

2. Purpose of access to Private Information

The Companies will have access to the Private Information of the customer to provide service for the shipping and/or the delivery, the company service as well as to understand the needs of the customer. For the access to the Private Information by the Companies other than above mentioned purposes, the companies shall have consent from the individual customer.

3. Non-disclosure of Private Information

The Companies shall not disclose nor provide any private information of the customer to a third party without consent by the customer. Nevertheless, the companies may have access to the private information for the following cases.

- In cases where such information shall be required in order to maintain the business by the agent or affiliate of the company.
- With the consent by the customer.
- In cases where the company is required to give such disclosure by the authority of law.
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PT. SAYAP BIRU EKSPRES

Airport Office: Komplek Pergudangan Zoodia Unit-17, Jl. Husein Sastranegara No.1 Rawabokor, Tangerang 15125

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- In cases where the protection of life and property is related, and the company is unable to have consent from the customer.

4. Appropriate Management

The Companies will deploy the Control Manager in each department for the handling of private information and maintains with utmost discretion to prevent the leakage of private information. Also the company maintains the best of its ability to prevent the risk of unlawful intrusion, loss and leakage of private information.

5. Management of Agent

In order to provide better service, the companies may consign agent for the handling of private information. The agent will designate the other agent, which has ability and approval to handle such private information and maintains appropriate management control to maintain confidentiality of the information and prevent the leakage of private information of the customer.

6. Amendment and deletion of Private Information

The companies will amend; delete private information without delay upon the request by the customer.

7. The Inquiry Service Center for this Policy

Please make inquiry to the Inquiry Service Center at :

PT Sayap Biru Ekspres

Komplek Pergudangan ZOODIA – Business Park Unit -17, Jl. Husein Sastranegara No.1 Benda, Rawa Bokor, Kota Tangerang, Banten 15125

Phone : +6221 5431 6069

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(February, 2023)

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