

FEDEX PRIVACY NOTICE (CHINA VERSION)

Your trust matters to us. That is why we protect your information and use it responsibly, while continuing to deliver the excellent services you expect from FedEx and its operating groups, subsidiaries and divisions (hereafter **"FedEx"**). At FedEx, we are committed to protecting your privacy and the security of a variety of information related to an identified or identifiable natural person that is recorded electronically or otherwise, excluding anonymized information (hereafter **"Personal Data"**). FedEx has created this privacy notice (hereafter **"Privacy Notice"**) to explain how FedEx collects and uses Personal Data.

This Privacy Notice is not a contract and does not create any legal rights or obligations.

Last update: January 2025

When this Privacy Notice mentions "FedEx", "we", "us", or "our", FedEx is referring to the FedEx entity specified in the paragraph below that is deciding on the purposes and means of the handling of your Personal Data under this Privacy Notice.

When you are using our services in the People's Republic of China ("**PRC**" or "**China**"), your Personal Data is handled by Federal Express (China) Company Limited and its affiliates. When you are using our services globally, your Personal Data is handled by FedEx Corporation, having its headquarters in Memphis, Tennessee, and/or its affiliates.

Contact Information:

FedEx Express (China) Company Limited

Attn: Legal Department
18th Floor, Lumina
175 Long Yao Road
Shanghai, P.R. China

FedEx Corporation

Attn: Legal Department - Compliance
1000 Ridgeway Loop Road, Ste 500
Memphis, TN 38120
United States of America

For any questions or requests about your Personal Data please send an email to dataprivacy_cn@corp.ds.fedex.com.

Overview

This Privacy Notice answers the following questions:

1. Does this Privacy Notice apply to you?
2. What Personal Data does FedEx collect and why?
3. Does FedEx use cookies?
4. Who has access to your Personal Data?
5. How long will FedEx handle your Personal Data?
6. What measures does FedEx take to protect your Personal Data?
7. Where does FedEx store or transfer your Personal Data?
8. What rights can you exercise in relation to your Personal Data?
9. What if you have other questions or complaints?
10. Will there be updates to this Privacy Notice?

1. Does this Privacy Notice apply to you?

This Privacy Notice applies to you if you are a customer of FedEx, a recipient of a package delivered by FedEx, a supplier of FedEx, or if you contact FedEx, for instance, by visiting www.fedex.com including any (sub)pages and mobile apps (hereafter “**Websites**”), using social media or if you receive emails from FedEx.

Our Websites are for a general audience and not aimed at children. In principle, we do not collect Personal Data from children under the age 14. If you are under the age of 14 and you want to use our services, please rely on a parent or guardian to assist you.

If a child under the age of 14 may have disclosed Personal Data to us, the parent or guardian can contact FedEx via dataprivacy_cn@corp.ds.fedex.com, and we will remove Personal Data, if required:

2. What Personal Data does FedEx collect and why?

In the course of its business activities and providing the services, FedEx will need to handle Personal Data. FedEx collects Personal Data when it is provided by the shipper or account holder or by a visitor to our website. If you are the shipper or account holder, then we receive your Personal Data directly from you. Without your Personal Data, we will not be able to provide you with the requested services.

- *Personal data that you provide to us voluntarily for purpose of using our service*

Purpose of Processing	Types of Personal Information	Legal Basis for Processing
Website Registration	Name, email address, phone number, address, postal code, and other necessary information displayed on the registration page	Enter into or perform a contract
Open a FedEx Account	Name, address, payment card information, and account information	Enter into or perform a contract
Sign Shipping Agreements and Dispatching Shipments	Name, address, phone number, financial information (including bank account and payment details), order information (including origin, destination, postal code, and shipment details)	Enter into or perform a contract
Fulfill Legal Obligations for Shipment Verification and Security	Identity information (including photos and numbers of ID cards/passports/Hong Kong and Macau travel permits)	Fulfill legal obligations
Register for FedEx Shipping / Clearance Tools	Name, address, email address, and other necessary information displayed on the registration page	Enter into or perform a contract to customize your FedEx services
Track Package Status	Email address and phone number	Perform a contract to notify you about the package status
Assist with International Shipping Issues Unresolved by the China Team	Email address and related communication records	Perform a contract
Subscribe to Marketing Communications or Voluntarily Providing Preference Information	Name, email address, phone number, postal code, company, and other necessary information	Consent
Develop and Improve FedEx Products and/or Services, Research and Development (e.g., analyze shipment and service-related information to improve services; analyze personal information for statistical and scientific purposes; provide advertisements, communications, and content on our website and third-party websites that better match your interests)	Preference information, complaints, communication records, and other interaction information	Perform a contract, or consent

- *Information that we collect indirectly*

Purpose of Processing	Types of Personal Information	Legal Basis for Processing
When you are the recipient of a shipment, we collect your relevant information from the shipper / account holder to deliver the shipment to you or issue a commercial invoice.	Name, phone number, email address, address, and postal code	Perform a contract / fulfill legal obligations
When you are the designated recipient of tracking notifications by the shipper / account holder, we collect your relevant information from the shipper / account holder to send you our tracking notifications.	Email address and phone number	Perform a contract
When you place an order with an online retailer, we collect and process your relevant information from the online retailer to deliver the package to the specified address.	Name, phone number, and address	Perform a contract
When you are an individual (not an organization), we collect your relevant information to issue a commercial invoice.	Name, phone number, address, and email (if you need an electronic invoice)	Fulfill legal obligations

When FedEx receives Personal Data indirectly, we rely on the provider of the Personal Data for the accuracy of the information and that the provider has the authority to provide that information to FedEx.

- *Information that we collect automatically (This information may be collected using cookies and similar tracking technology, as explained further under the heading “Does FedEx use cookies” below.)*

Purpose of Processing	Types of Personal Information	Legal Basis for Processing
When visiting our website, we may automatically collect certain information from your device to: • Better understand visitors to our website, where they come from, and what content on our website interests them. • Conduct internal analysis to improve the quality and relevance of our website for visitors. • Retain logs to record our website's network activities in accordance with Chinese laws and regulations.	<ul style="list-style-type: none"> • IP address • Unique device or user identification number • System and browser type • Date and timestamp • Referring website address • Content and pages you access on our website or mobile application • Date, time, and location of the activity • Websites you visit (if you connect to our in-store wireless service) • Clickstream information and device location (if you enable this feature in the mobile application) 	<ul style="list-style-type: none"> • Our legitimate interests in providing a secure, on-demand website • Fulfill legal obligations

- *The Sensitive Personal Information that we collect*

Types of Sensitive Personal Information	Purpose of Processing	Legal Basis for Processing
Financial information of individual customers, such as payment card information and bank account numbers	<ul style="list-style-type: none"> • Open a FedEx account • Sign shipping agreements and dispatching shipments 	Enter into or perform a contract
Scanned copies of identification documents (including document photos), such as ID cards / passports / Home Return Permit scans	Fulfill shipment verification and security obligations	Fulfill legal obligations

We will make sure that the handling of your sensitive Personal Data is directly necessary to achieve the specific purposes as described in this Privacy Notice, and our handling of your sensitive Personal Data will be equipped with strict security measures and be conducted in a manner of having the least impact on your personal rights and interests.

- *Legal basis for the handling of Personal Data*

Please be fully aware that we may rely on the following legal basis to collect and handle your Personal Data. The legal basis may vary depending on the type of information, the intended business activities and services, and/or as otherwise required or permitted by PRC laws.

To the maximum extent permissible under the PRC laws, we will rely on the following legal basis where your

consent is not required for such handling:

- Where handling of Personal Data is necessary for the conclusion or performance of a contract to which the relevant individual is a party; Where the handling of Personal Data is necessary for the performance of statutory duties or obligations;
- Where the handling of Personal Data is necessary to respond to public health emergencies, or to protect the life, health and property safety of natural persons in an emergency;
- Where Personal Data are processed within a reasonable scope for the purposes of news reporting, public opinion supervision and other acts conducted in public interests;
- Where Personal Data voluntarily disclosed by an individual or other Personal Data that have been lawfully disclosed are processed within a reasonable scope in accordance with this Law;
- Where there are any other circumstances stipulated by laws or administrative regulations.

Where your consent is required for such us to collect and handle your Personal Data, we will rely on your consent, as may be directly or indirectly provided to us in any manner or form, to the maximum extent permitted by PRC laws. This consent provides us with a legal basis to collect and handle your Personal Data, and you have the right to withdraw your consent at any time. FedEx will stop the further handling of your Personal Data as soon as possible after you notify to us the withdrawal of your consent. However, this does not affect the lawfulness of the handling before consent was withdrawn.

3. Does FedEx use cookies?

Yes, FedEx uses cookies and similar technologies on its Websites. Through these cookies, FedEx automatically obtains Personal Data as listed above when you visit our Websites. To learn more about the cookies and similar technologies, please consult our **Cookie Notice**.

4. Who has access to your Personal Data?

FedEx shares your Personal Data with third parties in the following circumstances:

- With its affiliates, operating groups, subsidiaries and divisions, or with third parties if such is necessary for the purposes as listed above. If appropriate, FedEx will require third parties to conduct activities in a manner consistent with FedEx policies and guidelines in relation to data protection.
- With entrusted data processors, i.e., parties such as vendors or service providers handling Personal Data on our behalf. In such cases, these third parties only use your Personal Data for the purposes described above and only in accordance with our instructions. FedEx will only use processors which provide sufficient guarantees to implement appropriate technical and organizational measures and ensure the protection of the rights of data subjects.
- With its employees if and to the extent necessary for the performance of their tasks. In such a case, access will be granted only if and to the extent necessary for the purposes described above and only if the employee is bound by confidentiality.
- If and when required to do so by law, court order, or other legal process, for example, with law enforcement agencies or other governmental agencies, to establish or exercise our legal rights or in connection with a corporate transaction, such as a divestiture, merger, consolidation, or asset sale, or in the unlikely event of bankruptcy.
- With a buyer (and its agents and advisers) in connection with any purchase, merger or acquisition of any part of our business, provided that we inform the buyer it must use your Personal Data only for the purposes disclosed in this Privacy Notice.

5. How long will FedEx process your Personal Data?

We will retain your Personal Data no longer than necessary for the purpose(s) for which we process your Personal Data. After the retention period we will delete or anonymize your Personal Data, unless we need to retain certain of your Personal Data for another purpose. We will only do so if we have a legal ground to retain your Personal Data. We will also ensure that Personal Data are only accessible for that other purpose.

For example, we need your Personal Data to perform the customs clearance process. Customs laws dictate that we have to retain/store - certain of - those Personal Data. Generally, this period will be 3 years, depending on the applicable laws and regulations. In those cases, we will only store the Personal Data necessary to meet our legal obligations.

Please contact us using the contact details above if you have questions about specific retention periods.

6. What measures does FedEx take to protect your Personal Data?

FedEx maintains appropriate technical and organizational measures to protect your Personal Data against accidental or unlawful handling, including protecting your Personal Data against unauthorized access, maintaining the confidentiality, integrity and availability of your Personal data, and training personnel on information security requirements.

However, no security measure can guarantee against compromise. You also have an important role in protecting your Personal Data. You should not share your username and password with anyone, and you should not re-use passwords across more than one website. If you have a reason to believe that your Personal Data has been compromised, please contact us as detailed above.

7. Where does FedEx store or transfer your Personal Data?

We will only transfer your Personal Data overseas for the purposes of fulfilling our contract with you or for other legitimate processing reasons (see below for more information on the types of data that will be transferred overseas), and we will do so in accordance with the applicable laws and regulations.

Due to the nature of international express service, FedEx need to transfer your Personal Data (including name, shipping address, your country, cell phone number, shipment information, clearance information, waybill information, fee information and delivery information) to the system of FedEx Corporation Ltd. located in Memphis, the U.S. (the contact information is shown above), and then transfer the information to its affiliates, operating groups, subsidiaries and divisions located outside of the PRC and may need to provide the relevant offshore colleagues with your email address and communication record to perform the agreement with you or for the purposes specified under "what Personal Data does FedEx collect and why". Prior to cross-border transfer, we will complete the appropriate procedures in accordance with the requirements of the relevant data protection laws and regulations. In any case where we transfer Personal Data, we will assess and make our best efforts to ensure that your Personal Data is protected to the same degree that is adequate within the PRC, in accordance with the PRC law. If you have any concerns or complaints regarding how FedEx Corporation handles personal information, please send an email to: dataprivacy_cn@corp.ds.fedex.com.

Personal Data collected solely for the purpose of providing domestic express service is stored in the PRC and will not be transferred outside of the PRC.

8. What rights can you exercise in relation to your Personal Data?

Based on the law applicable to the use of your Personal Data, you may have rights that you can exercise in relation to your Personal Data. Note that in some cases we are not required to completely comply with your request, as such rights may be conditional or because we have to balance your rights against our rights and obligations to process your Personal Data and to protect the rights and freedoms of others. A number of the rights you have in relation to your Personal Data, as applicable in China are explained below:

Right of access

You may be entitled to a copy of the Personal Data we hold about you and to learn details about how we use it. Your Personal Data will usually be provided to you digitally. We may require you to prove your identity before providing the requested information.

Right to rectification

We take reasonable steps to ensure that the information we hold about you is accurate and complete. However, if you believe this is not the case, you may have the right to request that any incomplete or inaccurate Personal Data that we process about you is amended.

Right to deletion

You may have the right to ask us to delete your Personal Data, for example where the Personal Data we collected is no longer necessary for the original purpose, where Personal Data has become obsolete or where you withdraw your consent (if we are handling your Personal Data based on consent). However, this will need to be balanced against other factors. For example, we may not be able to comply with your request due to certain legal or regulatory obligations.

Right to restriction of handling

You may be entitled to ask us to (temporarily) stop using your Personal Data, for example where you think that the Personal Data we hold about you may be inaccurate or where you think that we no longer need to use your Personal Data.

Right to data transferability

You may have the right to ask that we transfer Personal Data that you have provided to us to a third party of your choice. This right can only be exercised when you have provided the Personal Data to us, and when we are handling that data by automated means on the basis of your consent or in order to perform our obligations under a contract with you.

Right to object

You may have the right to object to handling which is based on our legitimate interests. In case of the handling of Personal Data for marketing purposes, you have the right to object at any time. When you notify us to stop using your Personal Data for marketing purposes, FedEx will immediately cease to use your Personal Data.

For other purposes based on our legitimate interests, we will no longer process the Personal Data on that basis when you file an objection based on your grounds relating to your particular situation, unless we have a compelling legitimate ground for the handling. Note, however, that we may not be able to provide certain services or benefits if we are unable to process the necessary Personal Data for that purpose.

Rights relating to automated decision-making

You may have the right not to be subjected to automated decision-making, including profiling, which produces legal effect for you or has a similar significant effect. If you believe you have been subject to an automated decision and do not agree with the outcome, you can contact us using the details below and ask us to review the decision.

Right to withdraw consent

We may ask for your consent to process your Personal Data in specific cases. When we do this, you have the right to withdraw your consent at any time. FedEx will stop the further handling as soon as possible after the withdrawal of your consent. However, this does not affect the lawfulness of the handling before consent was withdrawn.

Use the contact information as provided at the top of this Privacy Notice for your requests about these rights. Additionally, if you need to deregister your FedEx account, please call our customer service. Customer service hotline: 800-988-1888 (landline), 400-886-1888 (mobile).

We would not be able to respond to your request in the following circumstances:

- If the information requested is related to our performance of legal obligations;
- If the information requested is directly related to national interest, national defense;
- If the information requested is directly related to public interest, public health and safety;
- If the information requested is directly related to criminal investigation, prosecution, trial and execution of judgment;
- If we have reasonable evidence to prove that you have malicious intent or intends to abuse your data subject's rights;
- Response to the data subject request will lead to the infringement of lawful right and interest of the data subject or other individuals, organizations.
- If the information requested is related to trade secret.

You can manage your accounts with FedEx through the following.

- **Emails:** For your email preferences, visit the Email Preference Center.
- **Cookies and other technologies:** To exercise choices you have for certain cookies, you can generally review your Internet browser settings, typically under the sections "Help" or "Internet Options". If you disable or delete certain cookies in your Internet browser settings, you might not be able to access or use important functions or features of the Websites, and you may be required to re-enter your log-in details.

9. What if you have other questions or complaints?

Questions or complaints regarding the handling of your Personal Data can be directed to FedEx by using the contact information as provided at the top of this Privacy Notice.

10. Will there be updates to this Privacy Notice?

FedEx may update this Privacy Notice from time to time. When we update our Privacy Notice, we will take appropriate measures to inform you, consistent with the significance of the changes we make.

You can see when this Privacy Notice was last updated by checking the “last updated” date displayed at the top of this Privacy Notice.

© 2025 FedEx