

## Customer Privacy Policy

This policy describes the commitments of Descartes as it relates to the handling of personal information belonging to individuals who are customers of Descartes. This policy is a supplement to and does not replace our general Privacy Policy. Where any contradictions exist between this policy and our general Privacy Policy, the terms of this policy will prevail.

In order to provide you our products or services, we will on occasion request from you, our customer, information that could be considered personally identifiable information (or "PII"). PII provided to us in this context will only be used by Descartes for the following:

- To manage any required billing or invoicing matters, including who and where to direct such matters to;
- To manage access to the service or product through user access management;
- To communicate with you when providing technical support on your request;
- To provide you information and updates about new features, bugs, and work arounds for specific products or services;
- To provide you information about other Descartes products or services designed to complement the existing Descartes product or service you have purchased or subscribed to; and
- When required by law or regulation, to identify the specific individual who interacted with a government entity through our products or services, such as by filing a customs report;

The following table provides a list of the categories of PII that we may collect and process and how we use that specific category of PII.

Categories of information	Examples	Why we need that information
Information about your identity	Legal name, aliases, date of birth, governmental or national identification number	To allow us to uniquely identify every individual accessing our products or services for access management purposes or for providing such information to government regulatory bodies or as part of your service
Contact information	Legal name, Email address, phone number, or mailing address.	To notify you of changes to your account, to notify you of the completion of any scheduled reports or tasks, to provide account reset information if requested, to communicate with you regarding account or technical support issues.

As Descartes is a global organization, our network operations span multiple data centers across the world. Our products and services rely on this interconnected network of data centers to provide you with efficient and resilient experiences. By using our products or services and providing us your PII, you consent to us transferring your PII to the various countries that Descartes operates in.

In some limited circumstances, Descartes may use a third-party data processor to process PII. Categories of processing may include the following:

- to organize and manage customer related information using purpose-built applications, such as a CRM system or a customer support incident management system;
- to more efficiently communicate with multiple customers or customer groups; and
- to provide you technical support or troubleshooting related to the functioning of your product or service.

Any third-party processor that we may use who receives any of your PII are required to use industry standard security to protect any data they have access to and may only process the information for the purpose, duration, and in the manner specified by Descartes. To obtain a list of subprocessors used, you can contact us at [privacyofficer@descartes.com](mailto:privacyofficer@descartes.com) or contact your designated account representative.

Further, there may be terms and conditions in our commercial agreements with you, our customer, that add to our privacy commitments outlined in this document. To the extent that there is any inconsistency between this policy and those commercial agreements, and to the extent that the commercial agreements impose obligations beyond those set out in this policy, the obligations of the commercial agreements will prevail.