

UPS Privacy Policy Change Log
Effective March 31, 2008

Previous Language (05/31/06)	New Language (03/31/08)
<p>Protection of Customer Information</p> <p>We understand the importance of privacy to our customers and visitors to UPS web sites. For many years, our policy has been to treat what we learn about our customers as confidential. For example, we will not give or sell confidential or Personal Information (as described below) about our customer to any third party not affiliated with their transaction, except as required by law or as necessary to provide UPS services to the customer.</p> <p>Some of the information collected by UPS is data which relates to an identifiable person (“Personal Information”). Examples of Personal Information are names, addresses, e-mail addresses, credit card numbers and telephone numbers. We never sell information to third parties that could be used to specifically identify an individual customer or group of customers. Anonymized data, with all names, addresses and other Personal Information removed, is sometimes shared with third parties. Finally, we do provide Personal Information to government agencies as required by law or regulation.</p>	<p>Protection of Customer Information</p> <p>We understand the importance of privacy to our customers and visitors to UPS Web sites. For many years, our policy has been to treat what we learn about our customers as confidential. For example, we will not give or sell confidential or Personal Information (as described below) about our customer to any third party not affiliated with their transaction, except as necessary to provide UPS services to the customer, as required by law, or in connection with an investigation of possible illegality or misuse of UPS services.</p> <p>Examples of information that we collect include names, addresses, e-mail addresses, credit card numbers and telephone numbers. Some of the information collected by UPS is data which relates to an identifiable person ("Personal Information"). We never sell information to third parties that could be used to specifically identify an individual customer or group of customers. Anonymized data is sometimes shared with third parties. Finally, we do provide Personal Information to government agencies as required by law or regulation, and in connection with investigations of possible illegality or misuse of UPS services.</p>
<p>Cookies</p> <p>We use cookies (sometimes in conjunction with other technology) (i) to keep track of and administer customer status, preferences, business information and other information provided by a user, (ii) for security purposes, and (iii) to understand visitor usage of the UPS Web Sites on an anonymous basis.</p>	<p>Cookies</p> <p>We use cookies (sometimes in conjunction with other technology such as Web beacons) (i) to keep track of and administer user status, preferences, business information and other information provided by a user, (ii) for security purposes, (iii) to understand visitor usage of the UPS Web Sites on an anonymous basis, and (iv) to evaluate the effectiveness of certain advertising efforts.</p>
<p>My UPS</p> <p>Visitors to www.ups.com can, if they choose, participate in the interactive functions available at My UPS. Participants are required to complete a registration form. This form includes information such as name, address, phone number and e-mail address. We use the information from the registration form to enhance our services and better meet the needs and preferences of our customers. With approval, we may also send e-mails to registered users about UPS products, services and special offers that we think may be of interest. We allow registered users to choose to discontinue (opt-out) receiving such e-mails from UPS at any time by editing their My UPS profile. There are certain e-mails that UPS may continue to send to registered users. For example, UPS uses e-mail to deliver information that registered users request. UPS also uses e-mail to provide details about customer account(s) and operational information regarding</p>	<p>My UPS</p> <p>Visitors to www.ups.com can, if they choose, participate in the interactive functions available at My UPS. Participants are required to complete a registration form. This form includes information such as name, address, phone number and e-mail address. We use the information from the registration form to enhance our services and better meet the needs and preferences of our customers.</p> <p>My UPS includes an Address Book that allows users to enter the names and addresses of the people to whom they frequently ship packages or letters. Use of the Address Book is optional. It is provided as a convenience so that users will not have to re-enter frequently used address information. The address information provided is stored in a secure manner on</p>

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<p>existing products, services and systems.</p> <p>My UPS also includes an Address Book that allows users to enter the names and addresses of the people to whom they frequently ship packages or letters. Use of the Address Book is optional. It is provided as a convenience so that users will not have to re-enter frequently used address information. The address information provided is stored in a secure manner on UPS systems. While it is stored in the Address Book, we will carefully protect the confidentiality of this information. It will not be used for any purpose other than the original intent (i.e. speeding up user shipping activities).</p>	<p>UPS systems. While it is stored in the Address Book, we will carefully protect the confidentiality of this information. It will not be used for any purpose other than the original intent (i.e. speeding up user shipping activities).</p>
<p>Consent to Receive Certain E-Mails</p> <p>My UPS allows registered users to opt out of receiving e-mails regarding UPS products, services and special offers from us. Opting-out can be accomplished by editing the Profile in My UPS and selecting the option labeled, "No, I prefer not to receive this type of e-mail from UPS." There are certain e-mails (as noted above under "My UPS") that UPS may continue to send.</p>	<p>Consent to Receive Certain E-Mails</p> <p>We send e-mail communications about UPS products, services and special offers to customers and others with prior consent. Each e-mail we send for marketing purposes enables recipients to opt out of receiving further marketing e-mails from UPS. Opting-out also can be accomplished by accessing the recipient's Profile in My UPS or on www.ups.com/subscribe and selecting the option labeled, "Remove me from UPS marketing e-mail communications." There are certain e-mails that UPS may continue to send to UPS customers. For example, UPS uses e-mail to deliver information that registered users request. UPS also uses e-mail to provide details about customer account(s) and operational information regarding existing products, services and systems.</p>