



Niksilogistic LLC  
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Soyuznaya Street, Khimki, Khimki Urban District,  
Moscow Region, 141402, Russia  
Office: Office 113, Premises 1/1, Building 4, 116  
Volokolamskoye Highway, Moscow, 125371, Russia  
OGRN: 1227700239854  
INN: 9709080235  
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## PERSONAL DATA PROCESSING POLICY

Version dated 24 May 2026

This Personal Data Processing Policy sets out the procedure for processing and protecting the personal data of users of the websites <https://www.niksilogistic.com/> and <https://www.niksilogistic.ru/>, owned by Niksilogistic Limited Liability Company.

### 1. General Provisions

1.1. This Policy has been developed in accordance with Federal Law No. 152-FZ of the Russian Federation “On Personal Data” and other applicable laws and regulations of the Russian Federation.

1.2. This Policy applies to all personal data that the Operator may receive from Users when they use the websites <https://www.niksilogistic.com/> and <https://www.niksilogistic.ru/>, complete feedback forms, transportation quotation request forms, consultation request forms, callback request forms, or otherwise interact with the Operator by telephone, email, or other communication channels.

1.3. By using the Website, completing forms on the Website, or submitting their data and enquiries to the Operator, the User confirms that they have read and understood this Policy.

1.4. The User’s personal data is processed on the basis of the User’s consent provided when completing forms on the Website, as well as in other cases provided for by the laws of the Russian Federation.

1.5. The Operator does not verify the accuracy of the personal data provided by the User and assumes that the User provides accurate and up-to-date information.

### 2. Personal Data Processed by the Operator

2.1. The Operator may process the following personal data of the User:

- surname, first name and patronymic, if applicable;
- telephone number;
- email address;
- company name;
- job title;
- company Taxpayer Identification Number (INN), if voluntarily provided by the User;
- information provided by the User in a message, request, comment, or feedback form;
- transportation route details;
- information about the nature of the cargo, its weight, volume, number of packages, and other request parameters, if such information is provided by the User;
- history of enquiries and communications with the User;
- information about the status of a request, transaction, or enquiry;
- call data, including telephone number, date, time, and duration of the call;
- telephone call recordings, where call recording is used and the User has been notified of such recording;
- IP address;

- cookie data;
- information about the User's actions on the Website;
- source from which the User accessed the Website;
- UTM tags;
- technical information about the browser, device, operating system, and Website visit parameters.

2.2. The Operator does not request special categories of personal data, including information concerning health, political opinions, religious beliefs, biometric data, or other special categories of personal data.

2.3. The User must not submit special categories of personal data through the Website forms or provide information unrelated to the purpose of processing the request or enquiry.

### **3. Purposes of Personal Data Processing**

3.1. The Operator processes Users' personal data for the following purposes:

- receiving and processing Users' requests;
- calculating transportation costs;
- preparing commercial proposals and quotations;
- providing consultations and feedback;
- contacting the User by telephone, email, or other communication channels specified by the User;
- informing the User about the status of a request, shipment, or service;
- organising transportation, logistics support, and document flow;
- clarifying cargo parameters, route, timing, cost, and transportation terms;
- maintaining a customer database and enquiry history in the CRM system;
- managing transactions in the CRM system;
- assigning tasks to managers and monitoring the processing of enquiries;
- monitoring the quality of telephone consultations and customer service;
- recording and storing telephone conversations where call-recording telephony is used;
- following up with a customer regarding services previously provided;
- offering similar logistics services where there is a lawful basis or the User has provided separate consent to receive advertising and informational communications;
- analysing advertising performance and lead sources;
- improving the quality and performance of the Website;
- analysing Website traffic;
- ensuring the proper operation of forms, services, and technical functions of the Website;
- ensuring Website security and preventing misuse;
- complying with the requirements of the laws of the Russian Federation.

3.2. Consent to receive advertising and informational communications is requested separately from consent to personal data processing where such communications are sent to the User for advertising purposes.

### **4. Personal Data Processing Procedure**

4.1. Personal data may be processed using automated means and without the use of automated means.

4.2. The Operator may perform the following actions with personal data: collection, recording, systematisation, accumulation, storage, clarification, updating, modification, use, transfer in cases provided for by this Policy and the laws of the Russian Federation, depersonalisation, blocking, deletion, and destruction.

4.3. The Operator takes the necessary organisational and technical measures to protect personal data against unlawful or accidental access, destruction, modification, blocking, copying, dissemination, disclosure, and other unlawful actions.

4.4. Access to personal data is granted only to persons who require such access to perform their job duties, process requests, support customers, work with CRM, telephony and analytics systems, or provide technical support for the Website.

## **5. Use of Third-Party Services and Contractors**

5.1. To operate the Website, process requests, perform analytics, communicate with Users, maintain the CRM system, and improve service quality, the Operator may use third-party services and technical contractors, including but not limited to:

- the Craftum website creation and hosting platform;
- the amoCRM customer relationship management system;
- web analytics services, including Yandex Metrica;
- telephony services, including Rostelecom;
- email services;
- hosting providers;
- domain, technical, and other services required for the operation of the Website and the processing of requests.

5.2. The Operator uses the amoCRM system to register requests, maintain communication history, process customer enquiries, assign tasks to managers, monitor transaction status, and follow up with customers regarding services previously provided or services in which they have expressed interest.

5.3. Telephony services may be used by the Operator to receive and process calls, register enquiries, create transactions in the CRM system, monitor service quality, and store telephone call recordings. When making a call, the User may be notified that the conversation is being recorded.

5.4. Personal data is transferred to third-party services and contractors only to the extent necessary to achieve the purposes of personal data processing, operate the Website, process requests, communicate with the User, maintain the CRM system, perform analytics, provide telephony services, and fulfil the Operator's obligations.

5.5. The Operator does not sell Users' personal data to third parties.

5.6. Foreign analytics services may be used only in compliance with the requirements of the laws of the Russian Federation on personal data, including data localisation and cross-border personal data transfer requirements.

## **6. Use of Cookies, Analytics, and Technical Identifiers**

6.1. The Website may use cookies, Yandex Metrica, CRM identifiers, UTM tags, and other technical analytics tools to ensure the proper operation of the Website, analyse traffic, process requests, assess advertising performance, and improve service quality.

6.2. Cookies may be used for the following purposes:

- ensuring the proper operation of the Website;
- saving user preferences;
- analysing Website traffic;
- assessing the effectiveness of advertising campaigns;
- improving the structure and content of the Website;
- ensuring the proper operation of feedback and request forms;
- linking the User's actions on the Website with a subsequent request or enquiry.

6.3. The User may restrict or disable cookies in their browser settings. However, certain Website functions may not operate correctly as a result.

6.4. Detailed information about the use of cookies may be provided in a separate Cookie Policy.

## **7. Advertising and Informational Communications**

7.1. The Operator may send the User informational and advertising communications concerning its services, offers, transportation terms, and other materials only where the User has provided separate consent, if such consent is required by the laws of the Russian Federation.

7.2. Consent to receive advertising and informational communications is not a mandatory condition for submitting a request through the Website.

7.3. The User may opt out of advertising and informational communications by sending a relevant

request to [info@niksilogistic.com](mailto:info@niksilogistic.com) or by using another opt-out method specified in the communication, where such a method is provided.

## **8. Personal Data Retention Periods**

8.1. Personal data is processed and stored for the period necessary to achieve the purposes of processing, process the request, provide services, maintain business communications, manage the transaction, and fulfil the Operator's contractual and legal obligations.

8.2. Personal data may be stored in the CRM system and other services used by the Operator for the duration of the customer relationship and, after the transaction has been completed, for the period required to confirm the fact of the enquiry, fulfil obligations, maintain business history, and protect the rights and legitimate interests of the Operator, unless otherwise established by the laws of the Russian Federation.

8.3. Personal data must be deleted, blocked, or depersonalised once the purposes of processing have been achieved or upon withdrawal of the User's consent to personal data processing, unless otherwise provided by the laws of the Russian Federation.

## **9. User Rights**

9.1. The User has the right to:

- obtain information about the processing of their personal data;
- request clarification or correction of their personal data;
- request the blocking or deletion of their personal data;
- withdraw consent to personal data processing;
- submit enquiries, requests, and claims to the Operator in connection with personal data processing;
- opt out of advertising and informational communications;
- appeal against the actions or inaction of the Operator in accordance with the procedure established by the laws of the Russian Federation.

9.2. To exercise their rights, the User may send a request to [info@niksilogistic.com](mailto:info@niksilogistic.com).

9.3. The User is advised to include in the request their surname, first name, contact details for a response, the substance of the request, and information enabling the Operator to identify the User's enquiry or request.

## **10. Withdrawal of Consent to Personal Data Processing**

10.1. The User may withdraw consent to personal data processing by sending a relevant notice to [info@niksilogistic.com](mailto:info@niksilogistic.com).

10.2. Upon receipt of the withdrawal notice, the Operator ceases processing the User's personal data, except where continued processing is permitted or required by the laws of the Russian Federation.

10.3. Withdrawal of consent does not affect the lawfulness of personal data processing carried out before the withdrawal was received.

## **11. Cross-Border Transfer of Personal Data**

11.1. The Operator may use technical and analytics services that involve the transfer or processing of certain technical data outside the Russian Federation only in compliance with the requirements of the laws of the Russian Federation on personal data.

11.2. Where a cross-border transfer of personal data is required, the Operator takes the measures prescribed by the laws of the Russian Federation.

## **12. Personal Data Security**

12.1. The Operator takes the necessary legal, organisational, and technical measures to protect Users' personal data.

12.2. Such measures may include:

- restricting access to personal data;
- using passwords and differentiating access rights;

- controlling access to the CRM system, email, telephony services, and other systems;
- appointing persons responsible for personal data processing;
- using technical information security measures;
- monitoring the actions of persons who have access to personal data;
- deleting or blocking data once the purposes of processing have been achieved or where there are lawful grounds to do so.

### **13. Amendments to the Policy**

13.1. The Operator may amend this, Policy.

13.2. A new version of the Policy enters into force upon its publication on the Website, unless otherwise provided in the new version.

13.3. The current version of the Policy is permanently available on the Website.

### **14. Operator Contact Details**

For matters relating to personal data processing, the User may contact the personal data Operator:

NIKSILOGISTIC LLC

Taxpayer Identification Number (INN): 9709080235

Primary State Registration Number (OGRN): 1227700239854

Tax Registration Reason Code (KPP): 504701001

Registered address: Premises 7, Building 7, Soyuznaya Street, Khimki, Khimki Urban District, Moscow Region, 141402, Russia

Actual address / office: Office 113, Room 1/1, Building 4, 116 Volokolamskoye Highway, Moscow, Russia

Email address for enquiries concerning personal data processing:

Email: [info@niksilogistic.com](mailto:info@niksilogistic.com)

