	PT ICDX LOGISTIK BERIKAT		
	PRIVACY POLICY		
	Document Number: 001/ILB/L/10/2024	Version: 1.0	Effective Date: 21 October 2024
	Prepared by: Legal	Checked by: Iwan Gunawan	Approved by: Hilman Faza Nur Muhammad

I. Terms and Conditions

As used in this Privacy Policy, the following terms and definitions apply:

“Company” refers to PT ICDX Logistik Berikat (ILB), a limited liability company established and operating under the laws of the Republic of Indonesia and domiciled in Central Jakarta. ILB manages and operates the Platform.

“Information” refers to assets in the form of, including but not limited to, data, information, facts details, ideas and/or marks that are highly important to the organization’s business and must be adequately protected. Information may be stored in various forms, including but not limited to financial reports, application and web source codes, videos, and others.


“Personal Data” refers to customer, business partners, and/or other parties’ data that are identified or can be identified individually or in combination with other information directly or indirectly that the Company possesses or is likely to have access to. Personal Data can be in the form of general or specific Personal Data, including but not limited to health data or information, biometric data, genetic data, criminal records, child's data, and/or personal financial records.

“Platform” refers to all applications, websites, and information systems owned and managed by the Company to support its business activities.

II. General Policy

For the Company, the security of user Information and Personal Data is our top priority. This Privacy Policy document contains the types of Information and Personal Data collected, processed, and stored by the Company, as well as how we use such Information and Personal Data.

If you have additional questions or require more information about our Privacy Policy, please contact us at info@ilb.co.id.

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This Privacy Policy applies to all activities where Information and Personal Data are collected, processed, and stored within the Company's Platform.

III. Types, Relevance, and Purpose of Processing Information and Personal Data

The Information and Personal Data requested from you, and the specific reasons why you are asked to provide them, will be explained at the time we request you to provide such Information and Personal Data. However, in general, your requested Information and Personal Data will only be used for administrative verification purposes of prospective clients as part of the overall business activities of the Company.

If you contact us directly, we may receive additional information, such as your name, phone number, email address, the content of messages and/or attachments you send to us, and any other information you may choose to provide.


When you register for an account, we may request your contact information, including:

- a. Name, address, phone number, and email address;
- b. Business information related to logistics and customs services;
- c. Transaction data and service usage information; and
- d. Other information provided by users during interactions with ILB.

IV. How We Use Your Information

We use the information we collect in various ways, including to:

- a. Manage services and ensure compliance with financial regulations;
- b. Contact users regarding transactions and services;
- c. Fulfill legal obligations and regulatory compliance requirements;
- d. Provide, manage, and improve the Company's services;
- e. Process user transactions and requests;
- f. Contact users regarding services and business interests;
- g. Fulfill legal and regulatory obligations;

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- h. Provide, operate, and maintain our Platform;
- i. Improve, customize, and expand our Platform;
- j. Understand and analyze how you use our Platform;
- k. Develop new products, services, features, and functionalities;
- l. Communicate with you, either directly or through one of our partners, including customer service, to provide updates and other information relating to the Platform, as well as for marketing and promotional purposes;
- m. Send you emails; and
- n. Detect and prevent fraud.

V. File Log

The Company follows a standard procedure of using log files. These files log user Information when they visit our Platform. The information collected by log files includes device type, Internet Protocol (IP) address, browser type, Internet Service Provider (ISP), date and timestamp, and possibly the number of clicks on the Platform. This information is not linked to any personally identifiable information. The purpose of collecting this information is to analyze trends, administer the site, track user movement on the Platform, and gather demographic information.

VI. Cookies and Web Beacons

Like other websites, the Company's website uses 'cookies'. These cookies are used to store information including visitor preferences and the pages on the website that visitors accessed or visited. This information is used to optimize user experience by customizing our web page content based on visitors' browser types and/or other information.

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VII. Third-Party Privacy Policies

The Company may share Personal Data with:

- a. Regulators, law enforcement agencies, courts, and/or other entities authorized under applicable laws and regulations;
- b. Business partners and service providers who assist the Company's operations; and
- c. Other parties with user consent or as required by applicable laws and/or court decisions.

VIII. User Rights

We want to ensure that you are fully aware of all your data protection rights. Every user is entitled to the following:

Right to Information – You have the right to obtain information about the clarity of identity, legal basis, purpose of the request and use of your Information and Personal Data, as well as the accountability of the Company and any third parties with whom the Company shares your Information and Personal Data, as described in point VIII.


Right to Rectification – You have the right to request that we correct, complete, and/or rectify any Information and Personal Data you believe to be inaccurate. You also have the right to request that we complete Information and Personal Data you believe to be incomplete.

Right to Access – You have the right to request and obtain a copy of your Information and Personal Data in a format that is commonly used or machine-readable.

Right to Withdraw Consent – You have the right to withdraw your consent regarding the storage and processing of your Information and Personal Data managed by us.

Right to Restrict Processing – You have the right to request that we temporarily halt and/or restrict the processing of your Information and Personal Data under certain conditions.

Right to Object to Processing – You have the right to object to our processing of your Information and Personal Data under certain conditions.

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Right to Lodge a Complaint – You have the right to lodge a complaint regarding decisions made solely on automated processing that have legal or significant effects on you.

Right to File a Claim and Receive Compensation – You have the right to file claims and/or legal remedies in the event of a breach of Information and Personal Data processing by the Company. You also have the right to receive compensation for breaches of Information and Personal Data processing as determined by court decisions and/or alternative dispute resolution institutions that have permanent legal force.

Right to Data Portability – You have the right to request that we transfer the data we have collected to another organization, or directly to you, under certain conditions.

If you make a request, we have one (1) month to respond to you. If you would like to exercise any of these rights, please contact us at info@ilb.co.id.

IX. Retention Period


All Information and Personal Data we collect and process through the Company’s Platform will be retained for ten (10) years from the date of collection and processing. After this ten (10) year period, your Information and Personal Data will be permanently deleted and/or destroyed.

X. Compliance with Laws and Standards

To ensure the security of the collected Information and Personal Data, the Company complies with applicable data protection laws in the Republic of Indonesia, specifically Law No. 27 of 2022 on Personal Data Protection, including all implementing regulations and any amendments from time to time.

Additionally, the Company applies an Information and Personal Data security management system based on the ISO/IEC 27001:2022 standard.

The management of Information and Personal Data security ensures the confidentiality, availability, and integrity of Information and Personal Data. It involves the implementation and management of appropriate controls, consideration of various threats, and compliance

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with regulations and the ISO/IEC 27001:2022 standard with the aim of ensuring sustainable business success and minimizing the consequences of Information and Personal Data security incidents.

XI. Contact

For further questions regarding this Privacy Policy, please contact:

PT ICDX Logistik Berikat

Gedung Midpoint Place Lt. 23, Jl. K.H. Fachrudin No.26, Tanah Abang,

Jakarta 10250 - Indonesia

Email: info@ilb.co.id

Website: <https://www.ilb.co.id>