WareVerseHub Data Privacy Policy

Notice relating to the Personal Data (Privacy) Ordinance (Cap. 486) . September 2026

WareVerseHub ("WareVerseHub," "we," "us") operates an online marketplace that matches businesses needing warehouse storage ("customers") with warehouse operators ("providers") who have capacity to list. This document explains what personal data we collect, how we store and use it, share and the choices you have.

1. INFORMATION WE COLLECT AND STORE YOUR DATA

Account information - When you sign up as a logistic customer or warehouse provider we collect your name, email, phone number, password (stored as a hash only), and company information including registration number, business address, contact person, and incorporation documents. A verified, approved account is required to book storage or list a facility.

Warehouse listings (providers) - Facility name, address, capacity, storage types, features, photos, supporting documents, pricing, and contact details so we can match customers. Once a listing is approved, those details including address and facility contact may appear on the public listing.

Payment information - Card payments are processed by our payment provider, Stripe. WareVerseHub stores Stripe reference identifiers (customer, payment method, checkout session, and payment intent) and the amount, currency, and status of the transaction. We do not collect or store full card numbers. Where a provider saves a card for subscription billing, that card is held by Stripe, not by us. We do not collect bank account numbers. Stripe's privacy practices are governed by their own policy.

Communications. In-platform chat and dispute messages (including attachments), Contact Us and location-inquiry forms, career applications and resumes, and transactional emails sent through our email service are retained for support, dispute handling, recruitment, and legal compliance.

Usage data. When you sign in we store your IP address, browser type, a device identifier, a short device label, and whether you used Remember Me. Remember Me keeps the session for about 30 days. Without it, the session lasts about 24 hours and ends after about 12 hours of inactivity. Refresh tokens are stored only as a hash. Search filters may appear in server request logs. We do not keep a separate history of pages you viewed. We use these records to keep you signed in and to protect the service

Reviews. Star rating, comments, and your name if you review a warehouse. Reviews may be shown on the public listing.

Required vs optional. Fields marked as required on a form are obligatory. If you do not provide them, we may be unable to create your account, complete a booking or payment, reply to an enquiry, or consider a job application. Other **fields** are voluntary.

2. HOW WE USE INFORMATION

- Match customers with providers and operate the marketplace
- Verify and approve accounts, companies, and warehouse listings
- Process quotes, bookings, extensions, cancellations, payments, and payouts
- Send transactional notifications (verification codes, booking notices, invoices)
- Detect and prevent fraud or abuse of the platform

- Improve the service through aggregate analytics
- Comply with legal, tax, and regulatory obligations in Hong Kong

3. WHO WE SHARE YOUR DATA WITH

- Counterparties when a booking, quote, or dispute is in progress (the customer or provider sees the name and company details needed for that transaction)
- Service providers who power the platform: Stripe (card payments); our hosting server's email service (for sending transactional and service-related emails); and, when remote file storage is enabled, Contabo Object Storage (documents, photos, and attachments).We do not provide your personal data to others for their direct marketing.
- WareVerseHub staff, on a need-to-know basis
- Legal authorities & regulators where required by valid legal process
- Successors in a merger, acquisition, or asset sale, with notice to you

We do not provide your personal data to others for their direct marketing.

4. DATA RETENTION

Account and transaction records are retained for the life of your account plus the period required for tax and legal compliance in Hong Kong (typically seven years). Enquiry, career, and communication records are retained as needed to respond and unless a legal hold extends this. You may request deletion of your account at any time; data tied to completed bookings, invoices, or disputes may be retained in a redacted form to satisfy legal obligations.

5. YOUR RIGHTS

Under the Personal Data (Privacy) Ordinance you have the right to request access to and correction of personal data we hold about you. You may update most account details while signed in. After a customer profile is approved, company name and registration number are locked contact us if those need correction.

To exercise these rights, or for privacy enquiries, contact the Data Protection Officer at support@warehousehub.com. We may need enough information to confirm you are entitled to make the request. Any fee for a data access request will not be excessive.

6. SECUIRTY

We use industry-standard practices: HTTPS in transit, bcrypt-hashed passwords, hashed refresh tokens, role-based access, rate limiting and lockout on sensitive routes such as login, tokenized card storage with Stripe, and audit logs of sign-in and of account and administrative actions, including IP address and browser.

7. CHILDREN

The platform is a business service and is not directed to individuals under 18. We do not knowingly collect personal data from minors.

8. CHANGES

We may update this policy. Material changes will be communicated by email to active account holders and posted here with a new “Last updated” date.

9. Contact

Contact us for support & further information at the contact details (email & phone number) listed at Contact Us page

10. NOTICE AT COLLECTION

The personal data you provide will be used to process this form and to operate WareVerseHub (account, listing, booking, payment, enquiry, job application, or review, as applicable).

Required fields are obligatory. If you do not provide them, we may be unable to complete this request.

We may share your data with the other party to a booking, Stripe (for payment), our email and file-storage providers, and our staff. Listing and review information you submit may be published on our website.

You may request access to or correction of your personal data by contacting our Data Protection Officer at support@wareversehub.com