

# California Privacy Rights

**Effective Date:** 05/01/2026

**Last Updated:** 07/31/2026

## Your California Privacy Rights

If you are a California resident, you have certain rights regarding your personal information under the California Consumer Privacy Act (CCPA), as amended by the California Privacy Rights Act (CPRA).

BJS Distribution Couriers & Storage Services Inc. is committed to respecting these rights and providing a straightforward process for exercising them.

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## Your Rights

Subject to applicable law, you may have the right to:

### Right to Know

You may request information about the personal information we have collected about you, including:

- The categories of personal information collected
  - The specific pieces of personal information we hold
  - The sources from which the information was collected
  - The purposes for collecting the information
  - The categories of third parties with whom information has been disclosed
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### Right to Access

You may request a copy of the personal information we maintain about you.

Where technically feasible, we will provide the information in a portable and readily usable format.

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## Right to Correct

If you believe any personal information we hold about you is inaccurate, you may request that we correct it.

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## Right to Delete

You may request that we delete personal information we have collected from you, subject to certain legal exceptions.

Examples where we may retain information include:

- Completing a delivery or service you requested
  - Detecting security incidents
  - Preventing fraud
  - Complying with legal obligations
  - Exercising or defending legal claims
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## Right to Opt Out of Sale or Sharing

BJS Distribution Couriers & Storage Services Inc. does **not** sell personal information collected through this website.

We also do **not** knowingly share personal information for cross-context behavioural advertising.

If our practices change in the future, this page and our Privacy Policy will be updated, and we will provide an appropriate method for exercising your rights.

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## Right to Non-Discrimination

We will not discriminate against you for exercising your California privacy rights.

Exercising your rights will not result in:

- Denial of services
- Different pricing
- Reduced service quality
- Different levels of customer support

except where permitted by applicable law.

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## Information We Collect

The categories of personal information we may collect include:

- Identifiers
- Contact information
- Delivery information
- Internet and device information
- Website usage information
- Technical diagnostics

A full description of these categories is available in our Privacy Policy.

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## How to Submit a Request

You may submit a request by contacting our Privacy Officer.

### Email

privacy@bjshomedelivery.com

Please include enough information for us to identify the records relating to your request.

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## Verifying Your Identity

Before responding to a request, we may need to verify your identity.

Depending on the nature of your request, we may ask you to provide information such as:

- Order number
- Delivery ZIP Code
- Name associated with the delivery
- Email address or telephone number used for the delivery

We will only request information reasonably necessary to verify your identity.

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## Response Time

We aim to respond to verified requests within **45 days**, as required by applicable California law.

Where additional time is reasonably necessary, we may extend this period by up to **45 additional days**. If an extension is required, we will notify you and explain the reason.

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## Authorised Agents

You may appoint an authorised agent to submit a request on your behalf.

Where permitted by law, we may require:

- Written authorisation from you, or
- Proof that the authorised agent is legally permitted to act on your behalf.

We may also contact you directly to verify your identity before processing the request.

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## Global Privacy Control (GPC)

Our website recognises browser-based Global Privacy Control (GPC) signals where required by applicable law.

If we ever engage in activities that constitute the sale or sharing of personal information under California law, a valid GPC signal will be treated as a request to opt out of those activities.

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## Record Keeping

We maintain records of privacy requests where required by law.

These records are retained solely for compliance purposes and are protected using appropriate security measures.

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## Contact Us

If you have questions regarding your California privacy rights or wish to exercise your rights, please contact:

**Privacy Officer**

BJS Distribution Couriers & Storage Services Inc.

Email: **[privacy@bjshomedelivery.com](mailto:privacy@bjshomedelivery.com)**

Customer Service: **[customerservice.usa@bjshomedelivery.com](mailto:customerservice.usa@bjshomedelivery.com)**

Telephone: **+1 (559) 372-2927**