

Privacy Policy

Effective Date: 05/01/2026

Last Updated: 07/31/2026

1. Introduction

BJS Distribution Couriers & Storage Services Inc. ("BJS", "we", "our", or "us") respects your privacy and is committed to protecting the personal information you provide when using our delivery tracking services.

This Privacy Policy explains how we collect, use, disclose and safeguard your information when you visit our United States delivery tracking portal located at:

<https://us.track.bjshomedelivery.com>

This policy applies only to information collected through this website and associated delivery tracking services.

2. Who We Are

Legal Entity

BJS Distribution Couriers & Storage Services Inc.

Operational Address

7435 W Sunnyview Avenue
Visalia
California 93291
United States

Customer Services

customerservice.usa@bjshomedelivery.com

Privacy Enquiries

privacy@bjshomedelivery.com

Telephone

+1 (559) 372-2927

3. Scope

This Privacy Policy applies to:

- Visitors to our tracking website
- Customers tracking deliveries
- Individuals receiving delivery notifications
- Users contacting our customer support team

This Privacy Policy does not apply to third-party websites that may be linked from this website.

4. Personal Information We Collect

Depending on how you use the website, we may collect the following categories of personal information.

Identification Information

- Name
- Delivery address
- ZIP Code
- Order number

Contact Information

- Email address
- Telephone number

Delivery Information

- Delivery status
- Delivery preferences

- Requested delivery changes
- Customer communications

Device Information

- IP address
- Browser type
- Device type
- Operating system
- Screen resolution
- Language preferences

Website Usage Information

- Pages viewed
- Time spent on pages
- Navigation behaviour
- Click activity
- Website performance data

Technical Information

- Cookies
- Session identifiers
- Diagnostic information
- Error logs

We do not intentionally collect special categories of personal information through this website.

5. Information We Do Not Collect

This tracking portal does not store:

- Payment card information
- Banking information
- Customer passwords
- User accounts
- Delivery photographs
- Electronic proof of delivery

- Driver licence information

Some of this information may exist within separate operational systems used to fulfil deliveries but is not collected through this website.

6. How We Collect Information

Information may be collected:

- Directly from you
 - When you enter your order number and ZIP Code
 - When you submit a contact request
 - Through cookies
 - Through analytics technologies
 - Through website diagnostics
 - Through Microsoft Clarity
 - Through Google Analytics 4
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7. How We Use Personal Information

We use personal information to:

- Provide delivery tracking
- Display delivery progress
- Verify delivery enquiries
- Respond to customer support requests
- Improve our website
- Diagnose technical issues
- Maintain website security
- Prevent fraud
- Comply with legal obligations

We do not use your information for behavioural advertising.

8. Cookies and Analytics

Our website uses cookies and similar technologies.

These technologies help us:

- Maintain website functionality
- Understand website performance
- Improve customer experience
- Diagnose technical issues
- Analyse anonymous usage trends

We currently use:

- Essential cookies
- Google Analytics 4
- Microsoft Clarity

Microsoft Clarity helps us understand how visitors interact with our website through session recordings and heatmaps. Clarity masks sensitive form fields and is used solely to improve website usability and performance.

Further information can be found in our [Cookie Policy](#).

9. Legal Basis for Processing

Where applicable, we process information because it is:

- Necessary to fulfil delivery-related services
 - Necessary to respond to customer enquiries
 - Required to comply with legal obligations
 - Necessary to protect legitimate business interests
 - Used with your consent where required by law
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10. Disclosure of Personal Information

We may disclose information to trusted service providers including:

- Cloud hosting providers
- Website infrastructure providers
- Analytics providers

- Customer support platforms
- Email service providers
- SMS communication providers
- Technology support providers

Each provider processes information only for authorised business purposes.

We do not sell your personal information.

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

11. Data Retention

We retain personal information only for as long as reasonably necessary to:

- Provide our services
- Resolve disputes
- Meet legal obligations
- Prevent fraud
- Improve website security

Retention periods vary depending upon the nature of the information and applicable legal requirements.

12. Security

We maintain reasonable administrative, technical and physical safeguards designed to protect personal information.

These include:

- HTTPS encryption
- Access controls
- Monitoring
- Secure cloud infrastructure
- Regular software updates
- Network security controls

No system can be guaranteed to be completely secure.

13. Children's Privacy

This website is not intended for children under the age of 13.

We do not knowingly collect personal information from children.

14. International Data Transfers

Your information may be processed within the United States or by trusted service providers operating in other jurisdictions where appropriate safeguards are in place.

15. Your California Privacy Rights

If you are a California resident, you may have the following rights under the California Consumer Privacy Act (CCPA), as amended by the California Privacy Rights Act (CPRA).

Subject to applicable law, you may request to:

- Know what personal information we collect
- Access your personal information
- Correct inaccurate information
- Delete personal information
- Obtain a copy of your information
- Opt out of any future sale or sharing of personal information, if applicable
- Receive equal service regardless of exercising your privacy rights

To exercise these rights, contact:

privacy@bjshomedelivery.com

We may request information necessary to verify your identity before processing your request.

16. Global Privacy Control

Where required by applicable law, we recognise Global Privacy Control (GPC) signals transmitted by compatible web browsers as a valid request to opt out of any applicable sale or sharing of personal information.

17. Changes to this Privacy Policy

We may update this Privacy Policy from time to time.

Any updates will be published on this page together with the revised effective date.

18. Contact Us

Questions regarding this Privacy Policy should be directed to:

Privacy Officer

BJS Distribution Couriers & Storage Services Inc.

Email: privacy@bjshomedelivery.com

Customer Service: customerservice.usa@bjshomedelivery.com

Telephone: +1 (559) 372-2927