Privacy notice

Learn what data this website uses, why it is used and how to exercise your rights.

1. Responsibility and contact

This notice covers KSLBR's institutional website and its contact, quotation and Ombudsman forms. KSLBR is responsible for decisions about the use of data received through these channels. Contact address: Rua Surubim, 504, suite 61, Cidade Monções, São Paulo/SP, postal code 04571-050, Brazil. Phone: +55 (11) 3238-9788.

For privacy matters and data rights, email canalouvidoria@kslbr.com with "Data protection" in the subject. General assistance is also available at contato@kslbr.com.

2. Data used

Contact: name, email, topic and message; company and phone are optional. Quotation: name, email, company, service, origin, destination and operation details; phone, weight and volume are optional. Ombudsman: report category and description; name and email are required only if you choose to identify yourself to receive a response. These forms do not request attachments, Brazilian identity numbers, bank details or sensitive personal data.

Hosting and service providers may record technical data such as IP address, date and time, browser and access logs to deliver and protect the service. Map preferences are stored only when you make a choice. This version has no configured advertising, audience analytics or behavioral profiling tools.

3. Purposes and legal grounds

Quotation data is used to assess and prepare the proposal you request, as a preliminary step toward a possible contract at your request (LGPD article 7, V). Contact messages and reports are handled to respond, examine issues and improve service on legitimate-interest grounds, limited to what is necessary and respecting your rights (article 7, IX). Data-rights requests and applicable legal duties rely on compliance with a legal or regulatory obligation (article 7, II).

Forwarding through the external form service and loading optional maps require a specific, informed choice. Form authorization is limited to forwarding that request, including possible international processing, under LGPD articles 7, I, and 33, VIII. It does not authorize advertising. You may use phone or direct email as alternative channels.

4. Sharing and transfers

Forms are processed on Locaweb hosting and forwarded through Gmail using a dedicated sending account. Contact and quotation requests go to contato@kingshipline.com; Ombudsman reports go exclusively to canalouvidoria@kingshipline.com. Google, Locaweb, website hosting and receiving email services participate in this flow. Reports are not published on the website.

Global infrastructure and external providers may involve processing outside Brazil. The form discloses this before submission and requests specific authorization. Google Maps stays blocked until you permit it and may receive technical data when loaded. Applicable transfer mechanisms must comply with the LGPD and ANPD regulations.

5. Optional identification in the Ombudsman channel

You may submit a report without providing a name or email. If you wish to preserve your identity, do not include identifying details in the report. We cannot reply individually without contact information. The absence of a name does not mean absolute technical anonymity: infrastructure and the forwarding service may process technical connection data.

6. Retention and closure

The website does not store form contents in its own database or save browser drafts. Forwarded data is processed as necessary to assess and complete the request and is subject to forwarding and email providers' routines. Retention must be limited to the purpose and the need to comply with duties or exercise rights; afterward, data must be deleted or anonymized where applicable. Contact the privacy channel for the criteria applicable to your request.

To limit abuse and duplicate messages, the processor keeps timestamps, submission identifiers and technical hashes in a private folder. These records contain neither report contents nor plain-text IP addresses; they expire after 24 hours and are removed on the next operation. Gmail may retain copies of sent emails under the account and service rules. Providers may also maintain their own technical logs.

7. Your rights

You may request confirmation of processing, access, correction, sharing information and, where applicable, anonymization, blocking, deletion or portability. You may also withdraw consent, object in circumstances provided by law and request review of automated decisions, if any. This website does not make automated decisions about your interests. Rights are exercised free of charge, subject to legal conditions and exceptions.

Send your request to canalouvidoria@kslbr.com. Describe the right you wish to exercise and a reply channel, without attaching identity documents initially. We may request proportionate information to confirm your identity and protect your data. Confirmation and access requests follow LGPD article 19, including a full statement within 15 days. You may also contact the ANPD and other competent authorities.

8. Security and submission precautions

Pages and submission endpoints use HTTPS. Fields have length limits and forms include an anti-spam control. No measure eliminates every risk. Avoid sending passwords, bank information, complete documents or unnecessary sensitive data. If reporting information about other people, limit it to what is strictly necessary to understand the matter.

9. Maps, preferences and external links

Fonts, images and institutional documents are served by this website. Google fonts are not requested from Google and maps do not load automatically before your map choice. The cookie policy explains the local preference and its duration. Links to social networks, news sources and external services take you to those environments when you access them, subject to their operators' practices.

10. Version and scope

Version dated November 5, 2026. This notice describes this website version's features. Contracts and logistics operations may require specific information and notices in their respective channels. Material changes will be reflected on this page and in its downloadable version.

Online version and documents: https://kslbr.com/en/privacidade/