PRIVACY POLICY

Last updated: April 2020

1. INTRODUCTION

Truck IT App, LLC (“Truck IT”, “we,” “us” or “our”) respects your privacy and is committed to protecting it through our compliance with this Privacy Policy. Please read this Privacy Policy carefully to understand our policies and practices regarding your personal information and how we collect, store, process, transfer, share and use your personal information. “Personal information” means any information that identifies or can be associated with you.

By downloading, registering with, or using our websites (the “Sites”), or our services and applications for which your company (“Company”) has subscribed (such services and applications, together with the Sites, the “Services”), you agree to this Privacy Policy. This Privacy Policy applies to all personal information we collect through our Services, even if you have not signed up for a Truck IT account. If you do not agree with our policies and practices, do not download, register with, or use the Services. Terms that are not defined in this Privacy Policy have the meaning given to them in our Terms of Service.

Please note that this Privacy Policy does not apply to the use of personal information collected outside of the Services, including personal information:

• We collect offline; or
• Collected on any third-party apps, services or websites, including websites you may access through the Services.

Those third parties may have their own privacy policies, which we encourage you to read before providing information to or through them. We do not accept any responsibility or liability for their privacy policies or any information you provide to or through them.

Please note that if you choose not to provide us with your information, we may not be able to provide some or all of the Services or respond to your other requests.

2. INFORMATION WE COLLECT AND HOW WE COLLECT IT

2.1. Categories of Information

When you use the Services, the categories of personal information about you that we collect may include:
• your contact information (such as your name, work email address and telephone number)
• your business information (such as the name and location of your Company)
• your employment information
• other personal profile information
• your payment information
• your mobile device and (when enabled) your location information
• other information provided by third parties (including your Company)
• any information you may choose to provide when you fill out a “free text” box on forms available through the Services (for example, your comments and opinions that you express when you comment on a blog post or other content posted through the Services, or when you contact us by email, mail or phone).

We may collect your personal information when you provide it to us directly or when your Company provides it to us on your behalf.

3.2. Information You Provide to Us

When you download, register with, access or use the Services, or when you otherwise contact us, we may ask you to provide, or you may voluntarily provide, information, including personal information, to provide you with Services or the support you request.

• Account information: A Truck IT account is required for certain features of the Services. If you register for a Truck IT account, we may require certain information, such as your first and last name, company name, email address, and password.
• Payment information: When you use our Services to make, accept, request, or record payments, we may require you to provide certain billing details, contact information (e.g., your name, business name, address, email address, and phone number), financial information corresponding to the selected Services (e.g., a credit card number and expiration date or a bank account number), and in some instances identification information (e.g., date of birth, social security number, or tax identification number).
• Proof of Insurance/Insurance Certificate: In order for you to use the Services and/or open a Truck IT account, we may require you to upload your current insurance certificate or other proof of insurance coverage.
• Additional Profile Information: You may choose to provide us certain additional information as part of your Truck IT account profile.
• Other Information You Provide: You may choose to voluntarily provide additional information to us (for example, by filling out and submitting online and other forms for events, webinars, or whitepapers; responding to surveys; participating in contests, promotions or other marketing activities; providing suggestions or improvements; posting content via our sites or applications; or which you otherwise choose to submit through the Services).

3.3. Information Automatically Collected and Tracked

When you download, access, or use the Services, they may use technology to automatically collect information, including personal information, about the Services and how you use them.

• Usage Details. When you access and use the Services, we may automatically collect certain details of your access to and use of the Services, including traffic data, location data, logs, and other communication data and the resources that you access and use on or through the Services.
• Device Information. We may collect information about your device (mobile, computer or otherwise) and internet connection, including the device's unique device identifier, IP address, operating system, browser type, mobile network information, and the device's telephone number.
• Stored Information and Files. The Services also may access metadata and other information associated with other files stored on your device.
• Location Information. The Services may collect information about the location of your device and other location-based information.
• Behavioral Information. We also may use technologies to collect information about your activities over time and across third-party websites, apps, or other online services (i.e., behavioral or interest-based tracking).
• Transaction Information. When you use our Services to make, accept, request, or record payments or jobs, we collect information about when and where the transactions occur, the names of the transacting parties, a description of the transactions, the payment or transfer amounts, billing information, the devices and payment methods used to complete the transactions, and other related transaction details.

The technologies we use for automatic information collection may include:

• Cookies. A cookie is a small file placed on your device or hard drive. It may be possible to refuse to accept cookies by activating the appropriate setting on your smartphone or internet browser. However, if you select this setting you may be unable to access certain parts of our Services. For more information on cookies and similar technologies, please see our Cookie Policy.
• Web Beacons. Certain pages or sites in the Services and our emails may contain small electronic files known as web beacons (also referred to as clear gifs, pixel tags, and single-pixel gifs) that permit us, for example, to count users who have visited those pages or opened an email and for other related app statistics (for example, recording the popularity of certain app content and verifying system and server integrity).
• Flash Local Shared Objects (LSOs). When we post videos or other media on the Services, third parties may use local shared objections (LSOs), also known as Flash cookies, to store your choices for things like volume control or to further personalize certain features. Cookie management tools provided by your browser will not delete Flash cookies. To learn how to manage privacy and storage setting for Flash cookies, visit www.macromedia.com/support/documentation/en/flashplayer/help/settings\_manager.html#117118.

3.4. Information We Collect from Third Parties

We may collect information, including personal information, that others provide about you when they use the Services, or obtain information from other sources (including social media networks) and combine that with information we collect through the Services. Any information request regarding the disclosure of your personal information to us should be directed to such third parties.

• Third Party Services. When you use the Services or any content made available through the Services, certain third parties may use automatic information collection and tracking technologies to collect information about you or your device. These third parties may include advertisers, ad networks, and ad servers; analytics companies; your mobile device manufacturer; your mobile service provider; and other third parties. We do not control third parties’ collection or use of your information to serve interest-based advertising. This information varies and is controlled by those third party services or as authorized by you via your privacy settings with those services.
• Marketing Service Providers/Business Partners. We may also receive information collected by our marketing service providers on our behalf, including marketing lead generation service providers, marketing opt-in lists or other data aggregators, as well as information shared with us through referrals by our business partners.
• Other Sources. To the extent permitted by applicable law, we may receive additional information about you, such as demographic data, identity or account verification information, or fraud detection information, from third party service providers and/or partners, and combine it with information we have about you.

4. HOW WE USE YOUR INFORMATION

4.1. Provide Our Services

We use your information to provide or facilitate:
• Access to, and use and support of, the Services
• Payment processing and account management
• Order fulfillment
• Customer service and support
• Updates, security alerts, and account notifications
• Other services requested by you as described when we collect the information.

4.2. Understand and Improve Our Services

We use your information to analyze, operate, protect, improve, and customize the Services and user experience, such as by performing data analytics and studying how the Services are used.

4.3. Administer and Protect the Services

We use your information to:
• Prevent, detect, investigate, and mitigate fraud, security incidents, abuse, or other potentially harmful or illegal activities.
• Maintain the network and information security to protect information against loss, damage, theft or unauthorized access.
• Perform troubleshooting, testing, and system maintenance.
• Conduct security investigations and risk assessments.
• Verify your identity.
• Conduct checks against databases and other information sources, to the extent permitted by applicable laws and with your consent where required.

4.4. Legal and Safety

We use your information to:

• Prevent, detect, investigate, and mitigate fraud, security incidents, abuse, or other potentially harmful or illegal activities.
• Comply with our legal obligations, including managing legal and regulatory requests and requirements.
• Enforce or defend our rights under our Terms of Service, Privacy Policy, and other agreements and policies.
• Resolve any disputes with any of our users and enforce our agreements with third parties.

4.5. Provide and Improve Our Marketing

We use your information to:

• Send you promotional messages, marketing, advertising, and other information that we think may be of interest to you.
• Personalize, measure, and improve our marketing and advertising.
• Administer referral programs, rewards, surveys, sweepstakes, contests, or other promotional activities or events sponsored or managed by Truck IT or its third-party partners.
• Analyze, operate, protect, improve, and customize the Services and user experience, such as by performing data analytics and studying how the Services are used.

5. HOW WE SHARE YOUR INFORMATION

We share your information collected through the Services in the following ways:

• With another user as necessary to facilitate or complete a transaction with you or promote the reliability and security of a transaction with you. This may include basic information, ratings, vehicle information, pickup location, delivery location, and real-time location.
• If you use an an account or profile associated with another party, we may share your information with the owners of that profile. This may include an employee using a Company’s Truck IT account or profile to post a job listing; or a driver using an an account or profile owned by a hauling company or Operator.
• With contractors, service providers, and business partners. This may include payment processors, marketing providers, cloud storage providers, attorneys, accountants, data analytic providers, insurance providers, strategic partners, and business partners with whom Truck IT is delivering a specialized service.
• With our corporate family of companies that are related by common ownership or control, to enable or support us in providing the Services.
• With a buyer or other successor in the event of a merger, divestiture, restructuring, reorganization, dissolution, or other sale or transfer of some or all of Truck IT’s assets, whether as a going concern or as part of bankruptcy, liquidation, or similar proceeding, in which personal information held by Truck IT about the Services and users are among the assets transferred.
• With third parties to market their products or services to you if you have consented to/not opted out of these disclosures.
• For any purpose disclosed by us when you provide the information.
• To comply with any court order, law, or legal process, including to respond to any government or regulatory request.
• To enforce our rights arising from any contracts entered into between you and us, including the Terms of Service, and for billing and collection.
• If we believe disclosure is necessary or appropriate to protect the rights, property, or safety of, our customers or others.
• With our insurance partners to help determine and provide relevant coverage in the event of an incident.
• We may share aggregated information (information about our users that we combine so that it no longer identifies or references an individual user) and other anonymized information for regulatory compliance, industry and market analysis, demographic profiling, marketing and advertising, and other business purposes.
• Whenever you consent to sharing.

6. YOUR CHOICES ABOUT OUR MARKETING ACTIVITIES

6.1. Marketing Communications

From time to time, you may receive marketing communications from us if you have requested information from us or purchased services from us and, in each case, you have not opted out of receiving such communications. In any case, most such communications we send will be by email. For some communications, we may use personal information we collect about you to help us determine the most relevant marketing information to share with you.

6.2. Opt-Out

You can ask us to stop sending you marketing messages at any time by contacting us at support@truckitapp.com or by using the contact information set forth below.

6.3. Non-Marketing Messages

Please note that if you do opt out of or do not grant consent to receiving marketing related messages from us, we may still send you non-marketing messages.

6.4. Affiliate Usage

Your personal information may also be shared with any affiliates of Truck IT, who may also use this information for the same purposes outlined in this Privacy Policy.

7. INTEREST-BASED ADVERTISING

7.1. Interest-Based Advertising

We may participate in interest-based advertising and use third party advertising companies to serve you targeted advertisements based on your browsing history. If so, we may permit third party online advertising networks, social media companies and other third party services to collect information about your use of the Services over time so that they may play or display ads on the Services, on other websites, apps or services you may use, and on other devices you may use. Typically, though not always, the information used for interest-based advertising is collected through cookies or similar tracking technologies. We and our third party partners use this information to make the advertisements you see online more relevant to your interests, as well as to provide advertising-related services such as reporting, attribution, analytics and market research.

7.2. Online Resources

To learn about interest-based advertising and how you may be able to opt-out of some of this advertising, you may wish to visit the Network Advertising Initiative’s online resources, at http://www.networkadvertising.org/choices or the DAA’s resources at www.aboutads.info/choices. Please note that opting-out of receiving interest-based advertising through the NAI’s and DAA’s or Your Online Choices online resources will only opt-out a user from receiving interest-based ads on that specific browser or device, but the user may still receive interest-based ads on his or her other devices. You must perform the opt-out on each browser or device you use. In addition, some of these opt-outs may not be effective unless your browser is set to accept cookies. If you delete cookies, change your browser settings, switch browsers or computers, or use another operating system, you will need to opt-out again.

8. PRIVACY SETTINGS

You may adjust the privacy settings of your account within the Services. Any content you post on the Services may be viewed by other users in accordance with privacy settings available through the Services. Truck IT can, but has no obligation, to monitor your content, and Truck IT can remove any content or other information you post for any reason or no reason.

9. DATA SECURITY

We have implemented measures designed to secure your personal information from accidental loss and from unauthorized access, use, alteration, and disclosure. Unfortunately, no method of transmission over the internet or method of electronic storage is 100% secure. Therefore, while we strive to protect your personal information, we cannot guarantee its absolute security. If you have any questions about the security of our Services, please contact us at support@truckitapp.com.

10. CHILDREN UNDER THE AGE OF 16

The Services are not intended for children under 16 years of age, and we do not knowingly collect personal information from children under 16. If we learn we have collected or received personal information from a child under 16 without verification of parental consent, we will delete that information. If you believe we might have any information from or about a child under 16, please contact us at support@truckitapp.com or by using the contact information set forth below.

11. YOUR CALIFORNIA PRIVACY RIGHTS

California Civil Code Section 1798.83 permits users of our Services that are California residents to request certain information regarding our disclosure of personal information to third parties for their direct marketing purposes. To make such a request, please contact us at support@truckitapp.com.

12. INTERNATIONAL DATA TRANSFER

Your personal information may be transferred to, stored, and processed in the United States or a country that is not regarded as providing the same level of protection for personal information as the laws of your home country. We have put in place appropriate safeguards (such as contractual commitments) in accordance with applicable legal requirements to provide adequate protections for your personal information.

13. CHANGES TO OUR PRIVACY POLICY

We may update our Privacy Policy from time to time. If we make material changes to how we treat our users' personal information, we will post the new Privacy Policy on this page with a notice that the Privacy Policy has been updated and notify you by email to the primary email address and/or phone number specified in your account, or an in-Services alert the first time you use the Services after we make the change. Modifications will be effective as of the date stated on the update, or such other date as communicated in the notice to you.

The date the Privacy Policy was last revised is identified at the top of the page. You are responsible for ensuring we have an up-to-date active and deliverable email address and/or phone number for you and for periodically visiting this Privacy Policy to check for any changes.

14. CONTACT INFORMATION

To ask questions or comment about this Privacy Policy and our privacy practices, contact us at support@truckit.com or Truck IT, 1438 W. Peachtree St, Ste 210, Atlanta, GA 30309.