

1. Introduction

Welcome to HartStone Logistics LLC ("Company," "we," "us," or "our"). We are committed to protecting the privacy of our customers, partners, and website visitors. This Privacy Policy explains how we collect, use, disclose, and safeguard your personal information when you visit our website (www.HartStoneLogistics.com), use our freight and shipping services, or otherwise interact with us.

By accessing or using our services, you acknowledge that you have read, understood, and agree to be bound by this Privacy Policy. If you do not agree, please discontinue use of our services immediately.

2. Information We Collect

We collect the following categories of personal information to provide and improve our freight and shipping services:

2.1 Information You Provide Directly

- Contact Information: Full name, email address, phone number, and mailing address.
- Shipping Details: Origin and destination addresses, shipment descriptions, weight and dimensions, and any special handling instructions.
- Account Information: Username, password, and communication preferences when you create an account.
- Communications: Any information you provide when you contact us via email, phone, or online forms, including customer support inquiries.

2.2 Information Collected Automatically

- Device & Browser Data: IP address, browser type, operating system, device identifiers, and referring URLs.
- Usage Data: Pages visited, time spent on pages, click patterns, and other interaction data.
- Cookies & Tracking Technologies: We use cookies, web beacons, and similar technologies to enhance your experience. See Section 6 for details.

2.3 SMS and Mobile Communications Data

NEW — Added for Avaya SMS Campaign Registration

When you provide your mobile phone number and consent to receive SMS communications from HartStone Logistics LLC, we collect:

- Your mobile phone number.
- Your express consent to receive SMS messages, including the date, time, and method of consent.
- Your opt-out requests (STOP replies) and opt-in confirmations.
- Message delivery status and interaction data.

SMS opt-in data and mobile phone numbers collected for SMS communications will not be sold, shared, or transferred to third parties for marketing purposes under any

circumstances. This data is used solely to send the shipment and operational communications you have consented to receive.

3. How We Use Your Information

We use the personal information we collect for the following purposes:

- Processing and fulfilling freight and shipping orders, including tracking and delivery notifications.
- Communicating with you regarding your shipments, account, or inquiries via email, phone, or SMS.
- Sending SMS shipment updates, check call notifications, load status alerts, and delivery confirmations to customers and carriers who have provided express consent.
- Improving our website, services, and customer experience through analytics.
- Complying with legal and regulatory obligations, including record-keeping requirements.
- Detecting, preventing, and addressing fraud, security issues, or technical problems.

4. How We Share Your Information

We do not sell your personal information. We may share your information with the following categories of third parties:

- Carrier & Logistics Partners: To facilitate the transportation, warehousing, and delivery of your shipments.
- Service Providers: Third-party vendors who perform services on our behalf, such as payment processing, IT support, email delivery, and analytics.
- Legal & Regulatory Authorities: When required by law, subpoena, court order, or governmental regulation.
- Business Transfers: In connection with a merger, acquisition, reorganization, or sale of assets, your information may be transferred to the acquiring entity.

SMS Opt-In Data — No Third-Party Sharing: Mobile phone numbers and SMS opt-in consent collected by HartStone Logistics LLC will not be sold, shared, or transferred to third parties for marketing purposes under any circumstances. This data is used exclusively to deliver the SMS communications you have consented to receive from HartStone Logistics LLC.

5. Data Retention

We retain your personal information only for as long as necessary to fulfill the purposes outlined in this Privacy Policy, unless a longer retention period is required or permitted by law. Shipping records may be retained for a minimum period as required by applicable transportation and tax regulations. SMS consent records are retained for a minimum of four (4) years in accordance with TCPA compliance best practices.

6. Cookies & Tracking Technologies

Our website uses cookies and similar tracking technologies to improve functionality and analyze usage patterns. You may control cookie preferences through your browser settings. Disabling cookies may limit certain features of our website.

- Essential Cookies: Required for core website functionality (e.g., login sessions, quote requests).

- Analytics Cookies: Help us understand how visitors interact with our website.
- Marketing Cookies: Used to deliver relevant advertisements and track campaign performance.

7. Your Rights & Choices

Depending on your jurisdiction, you may have the following rights regarding your personal information:

- Access & Portability: Request a copy of the personal data we hold about you.
- Correction: Request correction of inaccurate or incomplete information.
- Deletion: Request deletion of your personal data, subject to legal retention requirements.
- SMS Opt-Out: Reply STOP to any text message at any time to opt out of SMS communications. You will receive one confirmation and no further messages will be sent.
- Opt-Out of Marketing Email: Unsubscribe from marketing communications at any time by clicking the "unsubscribe" link in any email or contacting us directly.
- Do Not Track: We honor Do Not Track browser signals where technically feasible.

To exercise any of these rights, please contact us at LNeal@HartStoneLogistics.com or 480-480-6844.

8. Data Security

We implement industry-standard technical and organizational measures to protect your personal information against unauthorized access, alteration, disclosure, or destruction. These measures include encryption of data in transit (TLS/SSL), access controls, firewalls, and regular security assessments. However, no method of transmission over the Internet is 100% secure, and we cannot guarantee absolute security.

9. Children's Privacy

Our services are not directed to individuals under the age of 18. We do not knowingly collect personal information from children. If you believe we have inadvertently collected such information, please contact us so we can promptly delete it.

10. Third-Party Links

Our website may contain links to third-party websites or services. We are not responsible for the privacy practices of those third parties. We encourage you to review their privacy policies before providing any personal information.

11. International Data Transfers

If you access our services from outside the United States, please be aware that your information may be transferred to, stored, and processed in the United States or other jurisdictions. By using our services, you consent to such transfers in accordance with this Privacy Policy.

12. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. Any changes will be posted on this page with a revised "Effective Date." We encourage you to review this policy periodically. Your continued use of our services after any modifications constitutes acceptance of the updated Privacy Policy.

13. Contact Us

If you have any questions, concerns, or requests regarding this Privacy Policy or our data practices, please contact us at:

- Email: LNeal@HartStoneLogistics.com
- Phone / Text: 480-480-6844

- Mailing Address: HartStone Logistics LLC, 7014 E Camelback Rd, Ste B100A, Scottsdale, AZ 85251
- Website: www.HartStoneLogistics.com

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