



6220 E. Thomas Rd, Suite 200
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(480) 447-4184 *(phone)*
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STREAM LOGISTICS LLC
Privacy Policy of STREAMLOGISTICS.COM

Effective date: November 27, 2018

We appreciate your trust and take several steps to protect your privacy. This Privacy Policy (this "Policy") describes how we collect and use information you provide when visiting the website located at <http://www.StreamLogistics.com> (the "Site") or using the services (the "Services") offered by Stream Logistics, LLC, a Delaware limited liability company ("us", "we", or "our") and the Load Suite mobile application (hereinafter referred to as the "Service"). The Site and Services are made available to you, subject to this Policy and other requirements. By visiting the Site or using the Services, you are accepting the practices described in the latest version of this Policy. We may modify this Policy at any time by posting a revised version on the Site.

This page informs you of our policies regarding the collection, use, and disclosure of personal data when you use our Service and the choices you have associated with that data.

We use your data to provide and improve the Service. By using the Service, you agree to the collection and use of information in accordance with this policy. Unless otherwise defined in this Privacy Policy, the terms used in this Privacy Policy have the same meanings as in our Terms and Conditions.

Our Privacy Policy Explains:

- Information Collection and Use
- Use of Data
- Transfer of Data
- Disclosure of Data
- Security Of Data
- Service Providers



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Your Options Regarding the Collection of Information
Links To Other Sites
Children's Privacy
Changes to This Privacy Policy
Contact Us

Information Collection And Use

We collect several different types of information for various purposes to provide and improve our Service to you.

Types of Data Collected

Personal Data

While using our Service, we may ask you to provide us with certain personally identifiable information that can be used to contact or identify you ("Personal Data"). Personally identifiable information may include, but is not limited to:

- Email address
- First name and last name
- Phone number
- Address, State, Province, ZIP/Postal code, City
- Cookies and Usage Data

We collect information to better understand and recognize our customers. Information is collected from the Site and Services in two ways:

- Information you give us. We may collect information, which may include Personal Information, that you give directly to us. For example, if you create any type of an account ("Account") with us, or an Account is created for you, we collect some or

all of the following: company name, individual name, title, address, telephone number(s), email address(es), payment preferences, bank accounts, credit/debit card details, and your choice of Services. We also record and retain information, which may include Personal Information, from the communications and interaction that you initiate with us, such as orders, inquiry forms, emails, posts, chats, support tickets, payments, and payment history.

• Information from use of the Site and Services. We may collect information, which may include Personal Information, when you and third parties use the Site or Services. Like many websites, the Site also utilizes standard technology to generate web server logs and to read and write “cookies.” These technologies collect information about your use of the Site and Services. This information may include:

- o Visit information, such as date and time of use, referring/exit web pages, number of visits, pages visited, hyperlinks used, duration of visit, search queries, shopping cart, and order details.

- o Device information, such as hardware model, settings, operating system version, internet protocol address, browser type and language, unique device identifiers, and mobile device information including mobile phone number, if applicable.

- o Use information, as applicable, such as telephony log information like your phone number, calling-party number, forwarding numbers, time and date of calls, duration of calls, SMS routing information, and type of calls.

- o Location information, like GPS information, if enabled.

- o Email receipt and read confirmation.

- o Unique application number.

• Information from your use of the Services. When you are using the Services you may input or upload Content onto our system which we collect and store. That Content may include:



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- o Personal Information regarding your customers, employees, vendors, contractors and transporters.
- o Details regarding order bids and estimates.
- o Details regarding shipping orders, including the identification of the shipper, recipient, transporter, costs, pick up and delivery dates and locations.
- o Commissions for employees.

We take reasonable steps to ensure that Personal Information is reliable for its intended use, accurate, complete and current. Please do not send us nor share with us any Sensitive Personal Information

What is Personal Data/Information?

For purposes of this Policy, the following definitions shall apply:

“Agent” means any third party that collects or uses Personal Information under the instructions of, and solely for, us or to which we disclose personal information for use on our behalf.

“Content” means, unless the context requires otherwise, data, text, files, audio, video, images and/or other content.

“Personal Information” means any information or set of information that identifies or could be used by us or a third party to identify an individual.

“Sensitive Personal Information” means Personal Information that reveals personal information specifying medical or health conditions; personal sexuality; racial or ethnic origin; political opinions; religious, ideological or philosophical beliefs; trade union-related membership, views or activities; information on social security measures; or administrative or criminal proceedings and sanctions, which are treated outside pending proceedings.



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“Third Party Content” means Content made available to you by any third party for or in conjunction with the Services.

“Your Content” means Content you input, add, edit or upload to the Services otherwise transfer, process, use or store in connection with the Services.

Usage Data

We may also collect information that your browser sends whenever you visit our Service or when you access the Service by or through a mobile device (“Usage Data”).

This Usage Data may include information such as your computer's Internet Protocol address (e.g. IP address), browser type, browser version, the pages of our Service that you visit, the time and date of your visit, the time spent on those pages, unique device identifiers and other diagnostic data.

When you access the Service with a mobile device, this Usage Data may include information such as the type of mobile device you use, your mobile device unique ID, the IP address of your mobile device, your mobile operating system, the type of mobile Internet browser you use, unique device identifiers and other diagnostic data.

Tracking & Cookies Data

We use cookies and similar tracking technologies to track the activity on our Service and hold certain information.

Cookies are files with small amount of data which may include an anonymous unique identifier. Cookies are sent to your browser from a website and stored on your device. Tracking



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technologies also used are beacons, tags, and scripts to collect and track information and to improve and analyze our Service.

You can instruct your browser to refuse all cookies or to indicate when a cookie is being sent. However, if you do not accept cookies, you may not be able to use some portions of our Service. You can learn more how to manage cookies in the [Browser Cookies Guide](#).

Examples of Cookies we use:

- Session Cookies. We use Session Cookies to operate our Service.
- Preference Cookies. We use Preference Cookies to remember your preferences and various settings.
- Security Cookies. We use Security Cookies for security purposes.

Use of Data

STREAM LOGISTICS LLC uses the collected data for various purposes:

- To provide and maintain the Service.
- To help you navigate the Site and Services.
- To notify you about changes to our Service.
- To allow you to participate in interactive features of our Service when you choose to do so.
- To facilitate the sign up of an Account and the subscription of Services.
- To communicate with you regarding your use of the Site and Services.
- To personalize your experience and responding to your requests and inquiries.
- To better understand how the Site and Services are being used so we can improve them and engage and retain users.
- To diagnose problems in the Site and Services.
- To provide you with the services for which you have subscribed.
- To provide customer care and support



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- To provide analysis or valuable information so that we can improve the Service
- To monitor the usage of the Service
- To detect, prevent and address technical issues
- To send you business messages such as those related to payments or expiration of your subscriptions.
- To send you information about us, new Services or features, special offers, newsletters, and similar information (collectively, "Marketing Communications").
- To conduct market research about our customers, their interests, and the effectiveness of our marketing campaigns.
- To tailor a website, Service, application, or marketing to your likely interests.
- To reduce fraud, software piracy, and protecting us and our customers.

We will retain your Personal Information for as long as necessary to provide you with the Site and Services to which you have subscribed, or as needed to comply with our legal obligations or enforce our agreements.

Transfer Of Data

Your information, including Personal Data, may be transferred to – and maintained on – computers located outside of your state, province, country or other governmental jurisdiction where the data protection laws may differ than those from your jurisdiction.

If you are located outside United States and choose to provide information to us, please note that we transfer the data, including Personal Data, to United States and process it there.

Your consent to this Privacy Policy followed by your submission of such information represents your agreement to that transfer.

STREAM LOGISTICS LLC will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this Privacy Policy and no transfer of your Personal



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Data will take place to an organization or a country unless there are adequate controls in place including the security of your data and other personal information.

Disclosure Of Data

Legal Requirements

STREAM LOGISTICS LLC may disclose your Personal Data in the good faith belief that such action is necessary to:

- To comply with a legal obligation
- To protect and defend the rights or property of STREAM LOGISTICS LLC
- To prevent or investigate possible wrongdoing in connection with the Service
- To protect the personal safety of users of the Service or the public
- To protect against legal liability

Stream Logistics not in the business of selling Personal Information to others. We work with companies and Agents that help us run our business. These companies may provide services such as providing computing and network infrastructure resources, sending postal mail and email, delivering packages, analyzing data, website analytics, providing marketing assistance, providing search results and links (including paid listings and links), processing credit card and other payments, and providing customer service. In some cases, these companies have access to some of your Personal Information in order to provide services to you on our behalf. They are not permitted to use your Personal Information for their own purposes.

Stream Logistics may share or publish aggregate information that doesn't specifically identify you, such as statistical information about visitors to our websites or statistical information about how customers use our Site or Services. To the extent that we have your Sensitive Personal Information, without your affirmative or explicit (opt-in) permission, such information will not be disclosed to a third party or used for a purpose other than its original purpose or subsequently authorized purpose.



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Stream Logistics may also share your Personal Information when:

- When you agreed to the sharing.
- When responding to an inquiry or request initiated by you, to the extent reasonably needed.
- Within the Stream Logistics LLC family of companies for purposes described in this Policy.
- With our resellers, sales partners, and Agents if you are a business customer and agreed to receive our Marketing Communications. Note that we do not share Personal Information about consumers with third parties for their own marketing purposes unless the consumer agreed to that sharing.
- When we are required to provide information in response to a subpoena, court order, or other applicable law or legal process, or to comply with a written government request.
- When we have a good faith belief that the disclosure is necessary to prevent or respond to fraud, defend our websites, Services, or applications against attacks, or to protect the property and safety of us, our customers and users, or the public.
- When we have a legitimate business need and we are expressly authorized to do so by applicable law.
- When we have to collect money you owe us, including through legal proceedings.
- As needed, to identify, contact, or take legal action against customers or third parties violating our Acceptable Use Policy, interfering with property rights or with the Service, or breaking the law.
- If we merge with or are acquired by another company, we sell a website, application, or business unit or all or a substantial portion of our assets are acquired by another company. In those cases, your Personal Information will likely be one of the assets that is transferred.



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What Information Can You Access/Update?

To request access to your Personal Information or if you have privacy concerns about information we collect, please contact our Privacy Officer at legal@streamlogistics.com. We will make commercially reasonable efforts to provide you reasonable access to your Personal Information, if any, we maintain within 30 days of your request. We provide this access to your Personal Information, if any, so you can review, correct, amend, or delete such information where it is inaccurate. In the unlikely event that we cannot provide you access to this information, we will explain why we cannot do so. For example, we may not be able to provide this access if it would be disproportionately burdensome or would violate the rights of others.

For California Residents. Stream Logistics LLC Services are for business and commercial use only. Accordingly, the disclosure requirements of California Civil Code Section 1798.83 (also known as S.B. 27), do not apply to any Personal Information we may collect.

Security Of Data

The security of your data is important to us, but remember that no method of transmission over the Internet, or method of electronic storage is 100% secure. While we strive to use commercially acceptable means to protect your Personal Data, we cannot guarantee its absolute security.

Service Providers

We may employ third party companies and individuals to facilitate our Service ("Service Providers"), to provide the Service on our behalf, to perform Service-related services or to assist us in analyzing how our Service is used.



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These third parties have access to your Personal Data only to perform these tasks on our behalf and are obligated not to disclose or use it for any other purpose.

Analytics

We may use third-party Service Providers to monitor and analyze the use of our Service.

- Google Analytics
- Google Analytics is a web analytics service offered by Google that tracks and reports website traffic. Google uses the data collected to track and monitor the use of our Service. This data is shared with other Google services. Google may use the collected data to contextualize and personalize the ads of its own advertising network.
- For more information on the privacy practices of Google, please visit the Google Privacy & Terms web page: <https://policies.google.com/privacy?hl=en>

Your Options Regarding the Collection of Information?

- You may choose not to provide certain Personal Information, but doing so may prevent you from creating an Account or using some Services.
- You may edit or update your profile and the related Personal Information associated with your Account at any time.
- Your web browser may allow you to block, restrict, or “opt-out” of our and third party’s use of cookies. Some web browsers also enable users to clear cookies that are stored on the browser.
- You may opt-out of any of Stream Logistics Marketing Communications. To do so, follow the unsubscribe link that appears at the end of each communication.



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Links To Other Sites

Our Service may contain links to other sites that are not operated by us. If you click on a third party link, you will be directed to that third party's site. We strongly advise you to review the Privacy Policy of every site you visit.

We have no control over and assume no responsibility for the content, privacy policies or practices of any third party sites or services.

Children's Privacy

Our Service does not address anyone under the age of 18 ("Children").

We do not knowingly collect personally identifiable information from anyone under the age of 18. If you are a parent or guardian and you are aware that your Children has provided us with Personal Data, please contact us. If we become aware that we have collected Personal Data from children without verification of parental consent, we take steps to remove that information from our servers.

Changes To This Privacy Policy

We may update our Privacy Policy from time to time. We will notify you of any changes by posting the new Privacy Policy on this page.

We will let you know via email and/or a prominent notice on our Service, prior to the change becoming effective and update the "effective date" at the top of this Privacy Policy.



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You are advised to review this Privacy Policy periodically for any changes. Changes to this Privacy Policy are effective when they are posted on this page.

Contact Us

If you have any questions about this Privacy Policy, please contact us:

- By visiting this page on our website: streamlogistics.com