

# Privacy Policy for Elite Shipping LLC

Effective Date: January 2024

## Introduction

At Elite Shipping LLC, we prioritize the privacy and security of our customers' personal information. This Privacy Policy outlines how we collect, use, and protect the information you provide to us, specifically when we communicate via SMS with our drivers and customers for business-related purposes. By using our services, you agree to the collection and use of your information in accordance with this policy.

## 1. Types of Information Collected

We collect certain types of personal information to provide and improve our services. The types of information we may collect are the following:

- Full Name
- Contact Information, including Phone Numbers and Email Addresses
- Vehicle and Delivery Details (for Drivers)

## 2. How Information is Collected

We collect information through:

- Direct Interactions, such as Filling Out Forms on Our Website or Providing Information over the Phone
- SMS Communications, which are Strictly Used for Business-Related Purposes

- Website and Application Usage through Cookies or Other Tracking Technologies

### **3. Purpose of Data Collection**

The information we collect is used exclusively for business-related purposes, including:

- Communicating with Drivers for Operational Updates, Delivery Notifications, and Scheduling
- Ensuring the Safety and Security of Our Drivers and Shipments
- Improving Our Services and Responding to Customer Inquiries

### **4. Data Security Measures**

To protect your personal information, we employ industry-standard security measures, such as:

- Data Encryption During Transmission and Storage
- Regular Audits of Our Data Practices and Systems
- Limited Access to Your Personal Information to Authorized Personnel Only

### **5. Data Sharing**

Elite Shipping LLC does not share, sell, or disclose any SMS consent, phone numbers, or personal information with third parties for marketing or other purposes. We maintain this data strictly for communication between the company and our drivers and customers and do not pass it along to any third-party entities.

## 6. User Rights

You have the right to access, update, or delete your personal information at any time. To exercise these rights or if you have questions about your data, please reach out to us using the contact information provided below.

## 7. SMS Consent

By providing your phone number to Elite Shipping LLC, you consent to receive SMS communications for business-related purposes only. This consent is solely between Elite Shipping LLC and the individual, and it will not be shared with any third parties.

## 8. Contact Information

If you have questions or concerns about this Privacy Policy or our data practices, please contact us:

Elite Shipping LLC

Email: [support@eliteshippingva.com](mailto:support@eliteshippingva.com)

Phone: [\(888\) 973-9103](tel:(888)973-9103)