

Freight Source LLC

Privacy Notice

Effective June 30, 2026 · Version 1.0

Freight Source LLC (“Freight Source,” “we,” “us,” or “our”) provides a software platform for motor carriers and freight brokers. This Privacy Notice explains what personal information we collect, how we use and share it, and the choices and rights you have. It applies to our website at freight-source.com and to the Freight Source carrier, broker, load-board, and related online services (together, the “Services”).

1. Who We Are

Freight Source LLC is an Indiana limited liability company. For privacy questions, contact us at privacy@freight-source.com.

2. Information We Collect

We collect the following categories of information:

- **Account and contact information:** name, business name, email address, phone number, and the credentials you use to access the Services.
- **Business and operational data:** information you and your organization enter or generate when using the Services, such as motor-carrier and broker identifiers (e.g., MC/DOT numbers), company details, load and dispatch information, and related records.
- **Payment information:** subscription and billing details. Card payments are processed by our payment processor, Stripe. We do not collect or store full payment-card numbers; we retain only non-sensitive references such as a customer identifier, subscription identifier, status, and billing dates.
- **Technical and usage data:** information generated automatically when you use the Services, such as log data, device and browser information, and session identifiers used to keep you signed in and to secure your account.

3. How We Use Information

We use personal information to:

- Provide, operate, maintain, and secure the Services;
- Authenticate users and protect accounts (including one-time-passcode verification);
- Process subscriptions and payments and send service and billing communications;
- Verify carrier operating authority through public regulatory sources;
- Respond to inquiries and provide support;
- Comply with legal obligations and enforce our agreements; and

- Detect, prevent, and address security incidents, fraud, and misuse.

We do not sell personal information, and we do not use it for cross-context behavioral advertising.

4. How We Share Information

We share personal information only as needed to operate the Services and as described below:

- **Service providers.** We use a small set of established providers that process information on our behalf under appropriate contractual protections: Cloudflare (application hosting, security, and data storage), Stripe (payment processing), and Resend (transactional email). We share only what each provider needs to perform its function.
- **Regulatory sources.** To verify carrier operating authority, we query public records made available by the U.S. Federal Motor Carrier Safety Administration (FMCSA). This involves regulated public business data, not consumer personal data.
- **Legal and safety.** We may disclose information where required by law, regulation, or valid legal process, or to protect the rights, property, or safety of Freight Source, our customers, or others.
- **Business transfers.** If we are involved in a merger, acquisition, financing, or sale of assets, information may be transferred as part of that transaction, subject to this Notice.

We do not store payment-card data; that information is handled directly by Stripe under its PCI-DSS-compliant program.

5. How We Protect Information

We maintain administrative, technical, and physical safeguards designed to protect personal information. These include encryption of data in transit (TLS) and at rest, salted password hashing, one-time-passcode verification for administrative access, least-privilege and tenant-isolated access controls, and reliance on independently audited infrastructure providers. No method of transmission or storage is completely secure, but we work to protect your information and to address security events promptly.

6. Data Retention

We retain personal information only as long as necessary to provide the Services, for legitimate business purposes, or to meet legal, regulatory, and contractual obligations, after which it is securely deleted or anonymized. Short-lived data such as login codes and session records expires automatically. Following termination of an account, we delete or return customer data in accordance with our contractual commitments, subject to any legal retention requirements.

7. Your Choices and Rights

Depending on your location, you may have rights regarding your personal information, including the right to access, correct, update, or delete it, and to object to or restrict certain processing. To exercise a right, contact us at privacy@freight-source.com. We will respond in accordance with applicable law. Account users can also update much of their information directly within the Services. If your data was

provided to us by an organization you work with (for example, your employer or a broker/carrier partner), we may direct your request to that organization.

8. Cookies and Similar Technologies

The Services use only the cookies and local browser storage necessary to operate, such as keeping you signed in and remembering basic preferences. We do not use third-party advertising or cross-site tracking cookies.

9. Children's Privacy

The Services are intended for business use and are not directed to children under 16. We do not knowingly collect personal information from children.

10. Data Location

Our infrastructure providers operate globally distributed networks, and information may be processed in the United States and other locations where these providers maintain facilities. We rely on providers that maintain recognized security and privacy safeguards.

11. Changes to This Notice

We may update this Privacy Notice from time to time. When we make material changes, we will update the effective date above and, where appropriate, provide additional notice. We encourage you to review this Notice periodically.

12. Contact Us

If you have questions, concerns, or complaints about this Notice or our handling of personal information, contact us at:

Freight Source LLC

privacy@freight-source.com

We investigate and respond to privacy inquiries and complaints in accordance with applicable law and our contractual commitments.