

CUSTOMER TERMS & CONDITIONS AGREEMENT

Privacy Policy for NGL Transport, LLC

Effective Date: June 1, 2026

PRIVACY POLICY

NGL Transport, LLC ("NGL Transport," "we," "our," or "us") respects your privacy and is committed to protecting the personal information of our customers, shippers, brokers, carriers, vendors, website visitors, and other business partners. This Privacy Policy describes how we collect, use, disclose, and safeguard information in connection with our transportation and logistics services.

By using our services or providing information to us, you acknowledge and agree to the practices described in this Privacy Policy.

1. Information We Collect

We may collect information including, but not limited to:

Business Information

- Company name
- Contact name
- Billing and shipping addresses
- Telephone numbers
- Email addresses
- Customer account information

Shipment Information

- Pickup and delivery locations
- Shipment descriptions
- Weight and dimensions
- Freight classifications
- Hazardous material information (when applicable)
- Proof of delivery documents
- Bills of lading and shipping documents

Financial Information

- Billing information
- Payment history
- Tax exemption certificates
- Credit application information
- ACH or wire payment information when voluntarily provided

Website Information

When visiting our website, we may automatically collect:

- IP address
- Browser type
- Device information
- Pages visited
- Date and time of access
- Cookies and similar technologies

2. How We Use Information

We use collected information to:

- Provide transportation and logistics services
- Schedule pickups and deliveries
- Process invoices and payments
- Verify customer identity
- Communicate shipment updates
- Respond to customer inquiries
- Maintain regulatory compliance
- Improve our services
- Detect fraud or unauthorized activity
- Maintain safety and security
- Comply with legal obligations

3. Information Sharing

We do not sell your personal information.

We may share information only as necessary with:

- Contract drivers and owner-operators
- Shippers and consignees
- Insurance providers
- Government agencies when legally required
- Payment processors
- Technology service providers assisting our operations
- Legal counsel or regulatory authorities when required by law

Information is shared only to the extent necessary to perform transportation services or comply with applicable laws.

4. Data Security

NGL Transport uses commercially reasonable administrative, physical, and electronic safeguards designed to protect information from unauthorized access, disclosure, alteration, or destruction.

While we strive to protect your information, no method of electronic transmission or storage can be guaranteed to be completely secure.

5. Records Retention

We retain business records only as long as necessary to:

- Complete transportation services
 - Meet accounting requirements
 - Comply with FMCSA, DOT, IRS, and other applicable regulations
 - Resolve disputes
 - Enforce contractual obligations
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6. Cookies

Our website may use cookies or similar technologies to improve functionality, analyze website traffic, and enhance the user experience.

Users may disable cookies through their browser settings; however, certain website functions may not operate properly.

7. Third-Party Services

Our website or communications may contain links to third-party websites or services. NGL Transport is not responsible for the privacy practices or content of those third parties.

8. Your Rights

Depending on your location and applicable law, you may have the right to:

- Request access to your information
 - Request deletion of certain information where permitted by law
 - Request correction of inaccurate information
 - Request information regarding how your data is used
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Certain information may be retained where required by law or for legitimate business purposes.

9. Children's Privacy

Our services are intended for businesses and adults. We do not knowingly collect personal information from children under the age of 13.

10. SMS and Email Communications

If you provide your telephone number or email address, you consent to receive communications regarding quotes, shipments, invoices, scheduling, customer service, and other business-related matters.

You may opt out of marketing communications at any time. Transactional communications related to active shipments or accounts may continue as necessary to provide services.

11. Compliance

NGL Transport complies with applicable federal and state privacy laws governing the collection, use, and protection of business information. Nothing in this Privacy Policy limits our ability to comply with lawful requests from governmental or regulatory authorities.

12. Changes to This Policy

We reserve the right to modify this Privacy Policy at any time. Updated versions will become effective upon posting to our website unless otherwise required by law.

13. Contact Information

Questions regarding this Privacy Policy may be directed to:

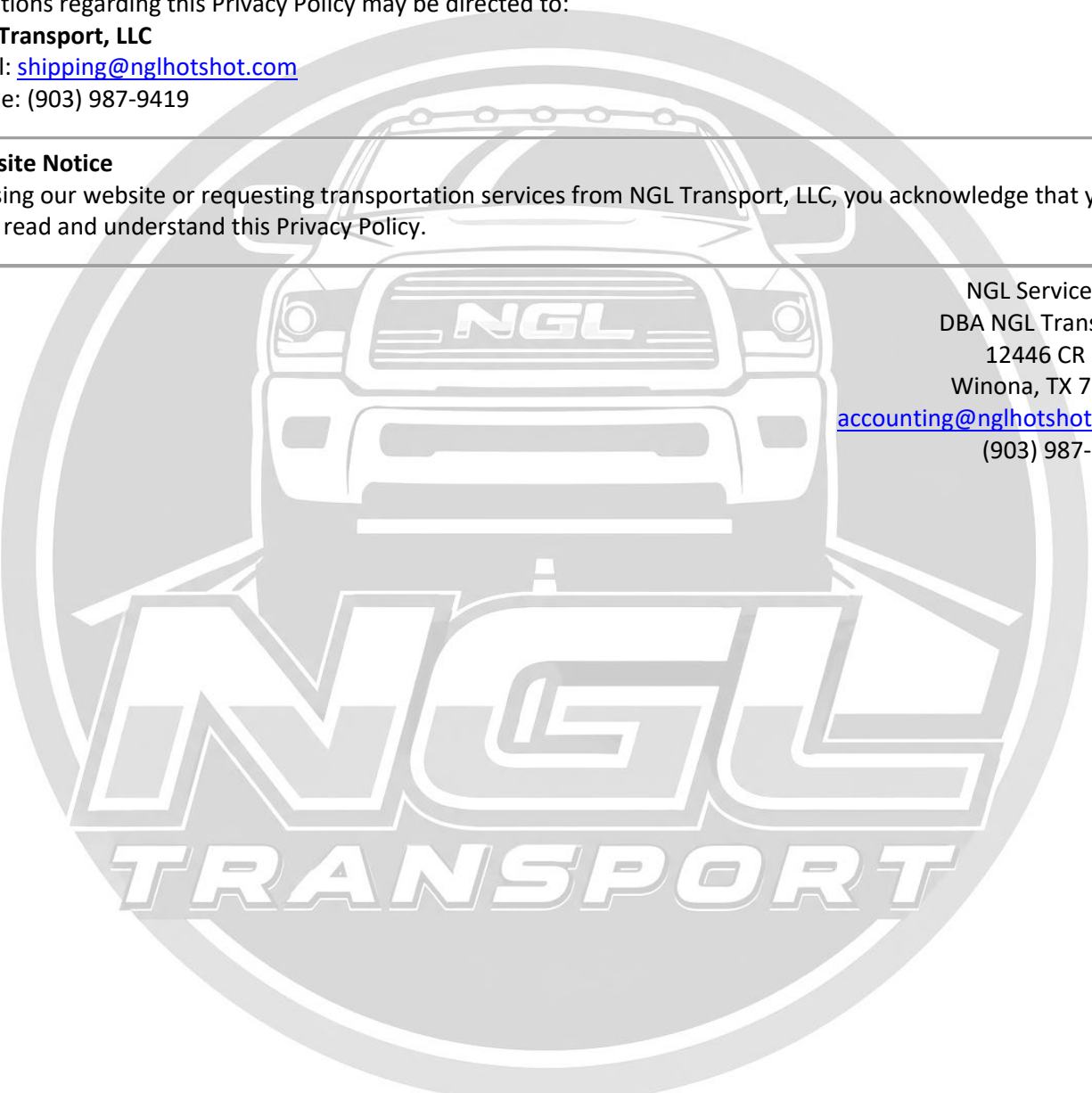
NGL Transport, LLC

Email: shipping@nglhotshot.com

Phone: (903) 987-9419

Website Notice

By using our website or requesting transportation services from NGL Transport, LLC, you acknowledge that you have read and understand this Privacy Policy.



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