

# Privacy Policy

**Crum Logistics Services, Inc.**

**Effective Date:** 8/1/26

Crum Logistics Services, Inc. ("Crum Logistics," "we," "our," or "us") respects your privacy and is committed to protecting the personal information collected through our website, [www.crumlogistics.com](http://www.crumlogistics.com), and our logistics operations.

This Privacy Policy explains how we collect, use, disclose, and safeguard information obtained through our website, customer interactions, carrier relationships, transportation services, and related communications.

By accessing or using our website, you agree to the terms of this Privacy Policy.

## Information We Collect

### Information You Provide

We may collect personal information that you voluntarily submit, including:

- Name
- Company name
- Email address
- Telephone number
- Mailing address
- Freight or shipment information
- Messages submitted through our contact forms
- Customer service requests
- Carrier-related information
- Vendor and business partner information

The website contains a contact form on its Contact Us page for users to submit inquiries.

## Information Collected Automatically

When you visit our website, we may automatically collect certain information, including:

- IP address
- Browser type
- Device type
- Operating system
- Referring website
- Pages visited
- Date and time of access
- Website usage statistics

This information is used to help maintain security, improve website functionality, and better understand visitor activity.

### **Google reCAPTCHA**

Our contact forms utilize Google reCAPTCHA to help protect the website from spam, fraud, and automated submissions. The Contact Us page specifically states that submissions are protected by reCAPTCHA and subject to Google's Privacy Policy and Terms of Service.

Information collected through reCAPTCHA may include device and usage data necessary to determine whether a visitor is a legitimate user.

### **How We Use Information**

We may use information we collect to:

- Respond to inquiries
- Provide logistics and transportation services
- Communicate with customers and carriers
- Manage freight transactions
- Establish and maintain business relationships
- Process carrier onboarding requests
- Improve customer service
- Monitor website performance
- Maintain security and prevent fraud
- Comply with legal and regulatory requirements
- Protect our rights and business interests

Crum Logistics provides third-party logistics services, freight management, customer service, carrier coordination, and transportation solutions throughout the United States, Canada, and Mexico.

### **Customer Information**

Information provided by customers may include:

- Contact information
- Shipping and freight requirements
- Routing information
- Business records
- Service requests
- Billing and invoicing information

We use this information to provide transportation and logistics services, communicate shipment updates, coordinate freight movements, and support customer relationships.

## **Carrier Information**

Crum Logistics works with transportation carriers and may collect information necessary for carrier qualification and business operations, including:

- Company name
- Contact information
- Operating authority information
- Insurance information
- Tax documentation
- Payment information
- Safety and qualification information

Carrier information is used for contracting, load tendering, settlement processing, compliance verification, and transportation management purposes.

## **How We Share Information**

We do not sell personal information.

We may disclose information to:

### **Service Providers**

Third parties who assist with:

- Website hosting
- Technology support
- Transportation management systems
- Accounting services
- Communications platforms
- Payment processing
- Business operations

## **Transportation Operations**

Information may be shared with customers, carriers, brokers, warehouses, and transportation partners when necessary to coordinate freight movements and provide requested services.

## **Legal Compliance**

We may disclose information when required to comply with:

- Federal law
- State law
- Regulatory requests
- Court orders
- Subpoenas
- Government investigations

## **Business Protection**

Information may be used or disclosed when necessary to:

- Prevent fraud
- Enforce agreements
- Protect company assets
- Resolve disputes
- Maintain security

## **Business Transfers**

If Crum Logistics is involved in a merger, acquisition, sale, restructuring, or transfer of assets, information may be transferred as part of that transaction.

We do not sell personal information in the traditional sense. If our practices change, we will update this Privacy Policy and provide any legally required notices or choices.

## **Cookies and Similar Technologies**

Our website may use cookies and similar technologies to:

- Improve website functionality
- Analyze website traffic
- Enhance user experience
- Maintain security

Users may control cookie settings through their web browser preferences.

## **Data Security**

We implement reasonable administrative, technical, and physical safeguards intended to protect information from unauthorized access, disclosure, alteration, or destruction.

Although we take security seriously, no method of internet transmission or electronic storage can be guaranteed to be completely secure.

## **Data Retention**

We retain information as long as reasonably necessary to:

- Provide services
- Conduct transportation operations
- Maintain business records
- Comply with legal requirements
- Resolve disputes
- Enforce contractual obligations

Certain records may be retained for longer periods when required by applicable transportation, tax, accounting, insurance, or regulatory requirements.

### **Consumer Privacy Rights**

Depending on applicable law and your state of residence, you may have the right to:

- Access personal information
- Correct inaccurate information
- Request deletion of information
- Receive a copy of certain information
- Appeal certain privacy decisions
- Exercise rights provided by applicable state privacy laws

Individuals wishing to exercise privacy rights may contact us using the information listed below.

We may need to verify identity before processing certain requests.

### **Children's Privacy**

Our services are intended for businesses, transportation professionals, and adults.

We do not knowingly collect personal information from children under the age of 13.

If we become aware that such information has been collected without appropriate consent, we will take reasonable steps to delete it.

### **Third-Party Websites**

Our website may include links to third-party websites and services.

We are not responsible for the privacy practices, security, or content of third-party websites. Users should review the privacy policies of those websites before providing personal information.

### **Changes to This Privacy Policy**

We may update this Privacy Policy periodically.

Changes will be posted on this page with an updated effective date.

Continued use of our website after modifications constitutes acceptance of the revised policy.

### **Contact Us**

**Crum Logistics Services, Inc.**

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Email: [logistics@crumlogistics.com](mailto:logistics@crumlogistics.com)

Website: [www.crumlogistics.com](http://www.crumlogistics.com)