

OTL Brokerage LLC, is committed to protecting your privacy while providing you with a positive experience on our website and in using our products and services.

This Privacy Policy explains how we process personal information, including business contact information and other types of personal information that are submitted to us through our Services or otherwise collected, stored, used, disclosed, inferred, acquired or processed by us in connection with developing, improving or providing our Services.

This Privacy Policy also describes OTL Brokerage practices for collecting, storing, using, disclosing, and otherwise processing personal information in relation to visitors to our website ("Website"), OTL Brokerage's marketing activities, and Customers' use and access of our Services.

This Notice also describes our policy of not sharing your personal information with third party companies.

We recommend that you read this Notice in full to ensure you are fully informed.

HOW WE COLLECT YOUR PERSONAL INFORMATION

- You provide your personal information to us when you voluntarily fill in forms on our Website such as when you request to contact our operations team. This personal information may include: first and last name, company name, job title, work email address, country and/or state, phone number and the content of your request.
- We collect your personal information when you actively provide it to us through your interactions with us.
- We may automatically collect personal information from you as you use our Services, or visit our Websites as a user including recording communications, when enabled.
- We may receive personal information about you from a business or commercial partner or another user and Service providers.
- We may infer or derive personal information based on other information we collect, such as with Service features that provide conversational intelligence.

WHAT PERSONAL INFORMATION WE COLLECT

Personal Information you actively provide to us or we collect from third parties, business partners, other users, and service providers

Your Contact Information/Identifiers:

- Name, username, email address, phone number and address. Your payment information:
- Billing information.

Other information:

- Social media profiles, LinkedIn URLs and custom profiles.

*Note that users and participants control the content that they provide, and it may include any category of personal information.

Your communications with us:

- Calls (including recordings), emails and messages, etc.

SMS messages:

- Content of blocked SMS messages that violate our spam rules.

SMS/Text Messaging for Inbound Calls

•You may choose to opt in to receive SMS text messages from **OTL Brokerage** for appointment scheduling and follow-up communications. After you contact us by phone, you may receive a one-time opt-in request asking if you would like to receive SMS follow-ups, such as appointment scheduling links or service information. Only users who reply **YES** will receive ongoing SMS messages. Consent to receive SMS messages is optional and is not required to receive service. Message and data rates may apply. Reply **STOP** to opt out at any time or **HELP** for assistance.

HOW WE USE YOUR PERSONAL INFORMATION

We use your personal information for the following purposes: Communicate with you; Verify your identity to prevent fraud in compliance with applicable law; Create your account; Provide you with OTL Brokerage LLC Services including respond to your requests for support; Develop and improve the OTL Brokerage LLC Services; Manage your freight and logistics delivery and our customer relationship; Market and advertise our Services; Perform surveys; Provide internal training and ensure quality assurance; Improve and optimize your interactions with our teams; Provide customers dashboards and reports; Conduct fraud and

threat analysis and, detect and prevent spam or unlawful or abusive activity or other violations of our Acceptable Use of Policy (“AUP”); Monitor performance of our data centers and networks; Conduct analytics to improve our Website, OTL Brokerage LLC Service performance; Personalize your experience with our Websites and Services; Comply with applicable law including those regulating call detail records; and Perform billing for our Services.

To create new products, services and tools that we may use internally or offer to others, including Customers.

To verify your identity and establish your account.

To send you updates, emails, newsletters and other information that may be of interest to you.

COOKIES AND SIMILAR TECHNOLOGIES

We use cookies and similar tracking technology (collectively, “Cookies”) to collect and use personal information about you. For further information about the types of Cookies we use, the functions they perform, and how you can control Cookies.

HOW WE RESPECT YOUR PRIVACY RIGHTS

We provide you with the opportunity to access, review, modify, and delete your personal information that we process.

- Please note that we will not share your personal information with third party companies.

Requests from End Users regarding personal information we process on behalf of our Customers as a Data Processor

We will not share your personal information with third parties for the third parties.

if you believe OTL Brokerage LLC may have collected or stored personal information about you on behalf of a OTL Brokerage LLC customer as a data processor or if you wish to access, review, modify or delete any content of your communications, under applicable law or otherwise, you should direct your request to that Customer.

- Please contact us as soon as possible if you notice any inaccuracy or incompleteness.
- **Objection:** You can let us know that you object to the collection or processing of your personal information for certain purposes.

- **Restriction of Processing:** You can ask us to restrict further processing of your personal information. (This just means you can ask us to stop using it for the reasons we have been using it.) This may mean that we have to delete your account.

HOW WE KEEP YOUR PERSONAL INFORMATION SECURED

Keeping your information secure is important to us. We have taken appropriate steps designed to reduce the risk that your personal information may be subject to loss, misuse, unauthorized access, disclosure or destruction.

HOW LONG WE RETAIN YOUR PERSONAL INFORMATION

We will retain your personal information for no longer than is necessary to fulfill the purposes for which the information was originally collected unless a longer retention period is required or permitted by law, for legal, tax or regulatory reasons, or other legitimate and lawful business purposes.

Where we have no ongoing legitimate business need to process your personal information, we will delete it.

THIRD-PARTY SITES

This Notice does not apply to, nor are we responsible for, the privacy, information or other practices of any third parties, including any third party operating any site or service to which the Website or Apps link including but not limited to social media sites. The inclusion of a link on the Website does not imply our endorsement of the linked site or service. You should check the privacy notices of those sites before providing your personal information to them.

UPDATES TO THIS NOTICE

We may update this Notice from time to time in response to changing legal, technical, or business developments. If we make changes to our Notice, we will post those changes on this page in addition to updating the "Last Updated" or effective date at the top of this webpage. If we make material changes, we will notify you either by emailing you or by posting a notice of such changes prominently on this page prior to such material changes taking effect.

CONTACT US

If you have any questions, comments or concerns about this Notice, please e-mail us at operations@otlbrokerage.com or, you can write to us at:

OTL Brokerage LLC.
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