

# Privacy Policy Overview for SMS Communications

## 1. What Personal Information is Collected

We may collect the following types of personal information:

- Full name
  - Mobile phone number
  - Email address
  - Company name and job title (if applicable)
  - Communication preferences
  - Location or delivery address (if provided voluntarily or required for dispatch)
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## 2. How Personal Information is Used

Your information is used for the following purposes:

- To communicate time-sensitive updates related to logistics, dispatch, and delivery
  - To confirm scheduling, pickup, and drop-off details
  - To provide customer support and respond to inquiries
  - To send alerts, reminders, and important service notifications via SMS or other agreed-upon methods
  - To improve operational efficiency and coordination within our team and with our clients
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## 3. Who Personal Information is Shared With

We do **not** sell or share your personal information with third parties for marketing purposes. We may share your information with:

- Internal team members and authorized personnel involved in logistics coordination
  - Technology service providers (e.g., Microsoft Teams) strictly for operational needs and platform functionality
  - Regulatory or law enforcement entities only when legally required
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## 4. SMS Consent and Marketing Use

**"SMS consent is not shared with third parties or affiliates for marketing purposes."**

You will only receive SMS messages relevant to the services you've agreed to. We do not send promotional or marketing content via SMS unless explicitly opted into, and we never share your SMS consent with external parties.

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## **5. Accessibility of Privacy Policy**

- Our full Privacy Policy is available [here](#) *(Insert live hyperlink)*
- A direct link to our Privacy Policy is included on all SMS opt-in forms, located near the consent checkbox or language
- As a best practice, we also include a link to our Privacy Policy in the footer of every page on our website