

Privacy Policy for TDM Transport, Inc. - 10DLC Compliance

Effective Date: December 5, 2024

At TDM Transport, Inc. ("we," "our," or "us"), we are committed to protecting your privacy and ensuring the security of your personal information. This Privacy Policy outlines how we collect, use, and protect your information, especially in relation to our use of 10DLC (10-Digit Long Code) messaging for communication with clients and drivers. By using our services, you consent to the practices described in this policy.

1. Information We Collect

TDM Transport, Inc. collects only the information necessary to facilitate our transportation brokerage services. The types of personal data we collect may include, but are not limited to:

- Name
- Phone number
- Email address
- Shipment details (e.g., shipment status, load tracking, updates)
- Communications between our team and clients/drivers

2. How We Use Your Information

We use the information we collect for the following purposes:

- To communicate with clients about the status of shipments and loads.
- To send updates and inquiries related to transportation logistics.
- To directly communicate with drivers about loads and schedules.
- To comply with applicable regulations, including those related to 10DLC messaging.

3. 10DLC Compliance

TDM Transport, Inc. uses 10DLC messaging for business communications, which allows us to send text messages to clients and drivers. These messages are **not automated** and are sent manually by our team. Our communications are solely related to updates, inquiries, and information about shipments or loads.

As part of compliance with The Campaign Registry and 10DLC guidelines, we ensure that:

- All messages sent are legitimate, relevant, and intended for transportation logistics.
- We do not engage in any marketing, promotional, or unsolicited messaging.
- We comply with regulations regarding the use of 10DLC messaging for business purposes.

4. Data Security

We take reasonable precautions to protect your personal information. This includes employing security measures to safeguard data against loss, misuse, or unauthorized access. However, no method of transmission over the internet is 100% secure, and we cannot guarantee absolute security.

5. Sharing of Information

We do not sell, rent, or lease your personal information to third parties. However, we may share your information in the following circumstances:

- To service providers that assist us in conducting our business (e.g., texting service providers).
- As required by law, regulation, or legal process (such as subpoenas or court orders).

6. Retention of Data

We retain personal information only for as long as necessary to provide our services or as required by applicable law. Once the information is no longer needed, we will take reasonable steps to delete or anonymize it.

7. Your Choices and Rights

You may update, correct, or request deletion of your personal information by contacting us at 970-482-8998 or info@tdmtransport.com. If you wish to opt-out of receiving text messages, please notify us, and we will ensure that your contact preferences are respected.

8. Changes to This Privacy Policy

We reserve the right to update or modify this Privacy Policy at any time. If we make material changes, we will notify you by updating the date of the policy and, in some cases, provide further notice through direct communication.

9. Contact Us

If you have any questions or concerns regarding this Privacy Policy or our data practices, please contact us at:

TDM Transport, Inc.
Phone: 970-482-8998
Email: info@tdmtransport.com

By using our services, you acknowledge that you have read and understood this Privacy Policy.

This Privacy Policy is intended to align with The Campaign Registry and 10DLC compliance standards while ensuring that our clients' and drivers' personal information is handled securely and responsibly.