

SMS/Text Messaging Privacy Policy

Effective Date: 4/20/2026

This SMS/Text Messaging Privacy Policy ("SMS Privacy Policy") explains how **CargoTel, Inc.** ("we," "us," or "our") collects, uses, and shares information in connection with our SMS/text messaging program (the "SMS Program"). This policy applies when you provide your mobile number on our website or otherwise opt in to receive text messages from us.

1. Information We Collect

- **Mobile number** you provide to enroll in the SMS Program.
- **Opt-in details**, such as the date/time, method of sign-up, and the language shown to you at sign-up.
- **Message data**, including the content of messages we send and any messages you send to us (e.g., STOP, HELP, or other replies).
- **Device and usage data** that may be provided by carriers or our SMS service providers (e.g., delivery status and timestamps).

2. How We Use Information

- Provide you with the SMS Program, including sending transactional or informational texts you request.
- Communicate about your account, requests, orders, quotes, appointments, or service updates (as applicable).
- Provide customer support and respond to your replies.
- Monitor and improve the SMS Program, including troubleshooting delivery issues and preventing fraud or abuse.
- Comply with legal obligations and enforce our terms.

3. Consent, Opt-In, and Message Frequency

By providing your mobile number and opting in, you consent to receive text messages from us at that number. Consent is not a condition of purchase. Message frequency varies based on your interactions with us and the type of messages you choose to receive.

4. Opt-Out and Help

You can opt out of the SMS Program at any time by replying **STOP** to any message we send. After you opt out, you may receive a final text confirming your opt-out. For help, reply **HELP** or contact us using the information in the “Contact Us” section below.

5. SMS Program Opt-In/Opt-Out Policy

Opt-In (How you sign up). You will only receive SMS messages from us if you affirmatively opt in. We may collect your opt-in through one or more of the following methods: (a) a website form where you enter your mobile number and check an SMS consent box (not pre-checked); (b) texting a keyword to a number we provide; (c) a written or electronic consent captured during account creation, checkout, onboarding, or a service request. Where required, we will send a confirmation message to verify your enrollment.

Opt-Out (How you stop messages). You can cancel at any time by replying **STOP**. We also honor common opt-out keywords such as **UNSUBSCRIBE, END, QUIT, and CANCEL**. After we receive your opt-out request, we will send a final confirmation message and then stop sending SMS messages to your number (except as needed to confirm your request or as otherwise permitted by law).

Re-enrollment and Help. If you opt out and later want to rejoin, you may re-enroll by signing up again through the SMS opt-in method we provide at that time. For help at any time, reply **HELP** or contact us using the information in the “Contact Us” section below.

6. Carrier Charges

Message and data rates may apply. Check your mobile plan for details. Carriers are not liable for delayed or undelivered messages.

7. How We Share Information

We may share information related to the SMS Program with vendors and service providers that help us deliver messages, operate our website, provide customer support, and maintain our systems (for example, an SMS platform provider and telecommunications partners). These parties may access information only to perform services for us and are required to protect it.

No sale or marketing use of SMS opt-in data. We do not sell, rent, or share your mobile number, SMS opt-in information, or text messaging consent data with third parties or affiliates for their marketing or promotional purposes. All other categories of data sharing exclude text messaging originator opt-in data and consent.

8. Data Retention and Security

We retain SMS Program information for as long as needed to operate the SMS Program, maintain business records, comply with legal obligations, resolve disputes, and enforce our agreements. We use reasonable administrative, technical, and physical safeguards designed to protect information; however, no security measure is perfect.

9. Your Choices and Requests

You can opt out at any time by replying STOP (see Section 4). You may also contact us to request access to, correction of, or deletion of certain information we maintain about you, subject to applicable law and legitimate business needs.

10. Children's Privacy

The SMS Program is not directed to children under 13, and we do not knowingly collect information from children under 13 through the SMS Program. If you believe a child has provided us a mobile number, please contact us so we can take appropriate steps.

11. Changes to This SMS Privacy Policy

We may update this SMS Privacy Policy from time to time. The Effective Date at the top indicates when it was last revised. Material changes will be communicated as required by law.

12. Contact Us

If you have questions about this SMS Privacy Policy or our SMS Program, contact us at:

- **CargoTel, Inc.**
- **Email:** support@cargotel.com
- **Phone:** 443.957.1984
- **Mailing address:** PO Box 287, Riderwood, MD 21139