

Privacy Policy

Yazoo Express Logistics, LLC

Effective Date: January 27, 2023

Last Updated: November 19, 2025

Introduction

Yazoo Express Logistics, LLC (“we,” “us,” or “our”) is committed to protecting your privacy. This Privacy Policy explains how we collect, use, disclose, and safeguard your personal information when you use our freight brokerage and logistics services, visit our website at www.yazooexpresslogistics.com, or communicate with us via phone, email, or text message.

By using our services or providing us with your personal information, you agree to the practices described in this Privacy Policy.

1. Information We Collect

We collect personal information necessary to provide freight brokerage, third-party logistics (3PL), and related transportation services. The types of information we collect include:

1.1 Personal Contact Information

- Full name
- Company name and title
- Business address
- Email address
- Phone number (mobile and/or landline)
- Fax number

1.2 Shipment and Transaction Information

- Pickup and delivery locations
- Shipment details (weight, dimensions, freight type, special handling requirements)
- Delivery instructions and preferences
- Bill of lading (BOL) numbers and reference numbers
- Proof of delivery (POD) documentation
- Shipment tracking data and status updates

1.3 Financial and Billing Information

- Billing address
- Payment method information (credit card, ACH, wire transfer details)
- Invoice and payment history
- Credit references and creditworthiness information
- Tax identification numbers (EIN, SSN for sole proprietors)

1.4 Communication Records

- Email correspondence
- Phone call records and voicemail messages
- Text message (SMS) conversations
- Customer service inquiries and support tickets
- Feedback and satisfaction surveys

1.5 Technical and Website Information

- IP address
- Browser type and version
- Device information
- Pages visited on our website
- Date and time of visits
- Referring website addresses
- Cookies and similar tracking technologies

1.6 Carrier Information (for carriers in our network)

- Motor Carrier (MC) and DOT numbers
- Insurance certificates and policy information
- FMCSA safety ratings
- Equipment and fleet information
- Driver information and credentials
- Performance and compliance records

2. How We Collect Information

We collect personal information through the following methods:

2.1 Directly From You

- When you request a quote or book a shipment
- When you create an account or register for services
- When you contact us via phone, email, or text message

- When you complete forms on our website
- When you provide documentation for shipments
- When you opt in to receive SMS notifications

2.2 Automatically Through Technology

- Through cookies and tracking technologies on our website
- Through shipment tracking systems and GPS data from carriers
- Through automated communication systems

2.3 From Third Parties

- From carriers and drivers in our network
 - From credit reporting agencies (for credit evaluation)
 - From public databases (FMCSA, DOT records for carrier verification)
 - From business partners and referral sources
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3. How We Use Your Personal Information

We use your personal information for the following purposes:

3.1 Service Delivery

- To provide freight brokerage and 3PL logistics services
- To arrange transportation with qualified carriers
- To coordinate pickup and delivery of shipments
- To track shipments and provide status updates
- To communicate with you about your shipments
- To resolve issues, delays, or claims

3.2 Business Operations

- To process payments and manage billing
- To maintain accurate business records
- To verify creditworthiness and establish payment terms
- To evaluate and onboard carriers into our network
- To monitor carrier performance and compliance
- To improve our services and customer experience

3.3 Communication

- To respond to your inquiries and requests
- To send shipment notifications and updates via SMS, email, or phone
- To provide customer support

- To send invoices and payment reminders
- To request feedback on our services
- To send occasional business updates or service announcements

3.4 Legal and Compliance

- To comply with applicable laws and regulations
- To enforce our terms and conditions and contracts
- To protect our legal rights and prevent fraud
- To respond to legal requests and court orders
- To maintain insurance and bonding requirements

3.5 Marketing (with your consent)

- To inform you about our services and capabilities
- To send promotional offers or discounts
- To maintain customer relationships

You may opt out of marketing communications at any time by contacting us or following unsubscribe instructions in our messages.

4. SMS Text Messaging and Consent

4.1 SMS Opt-In

When you provide your mobile phone number and consent to receive text messages from Yazoo Express Logistics, you agree to receive: - Shipment status updates and notifications - Pickup and delivery confirmations - Delay or issue alerts - Quote follow-ups and booking confirmations - Invoice and payment notifications - Appointment reminders

4.2 SMS Consent Is Not Shared

SMS consent is not shared with third parties or affiliates. Your mobile phone number and SMS consent are used exclusively by Yazoo Express Logistics for direct communication with you regarding our services. We do not sell, rent, or share your SMS consent or mobile phone number with any third-party companies, affiliates, or marketing partners.

4.3 SMS Frequency and Charges

- Message frequency varies based on shipment activity (typically 3-5 messages per active shipment)
- Standard message and data rates may apply from your mobile carrier
- We do not charge for SMS messages, but your carrier may

4.4 SMS Opt-Out

You may opt out of SMS communications at any time by: - Replying “STOP” to any text message from us - Contacting us at (888) 927-8617 or service@yazooexpresslogistics.com - Requesting removal during any phone conversation

Opting out of SMS will not affect your ability to use our services. You will continue to receive critical communications via email and phone.

4.5 SMS Support

For SMS support or questions, reply “HELP” to any message or contact us at (888) 927-8617.

5. How We Share Your Personal Information

We share your personal information only as necessary to provide our services and fulfill our legal obligations. We do not sell your personal information to third parties.

5.1 With Motor Carriers

We share shipment-related information with qualified motor carriers in our network to facilitate pickup and delivery, including: - Pickup and delivery locations and contact information - Shipment details (weight, dimensions, freight type) - Special handling instructions - Contact information for coordination

Carriers are contractually obligated to use this information solely for transportation services and to protect your information.

5.2 With Service Providers

We may share information with trusted third-party service providers who assist with our business operations, including: - Payment processors and financial institutions - Insurance providers - Technology and software vendors (CRM, TMS, communication platforms) - Legal and accounting professionals

These service providers are bound by confidentiality agreements and may only use your information to perform services on our behalf.

5.3 For Legal and Safety Reasons

We may disclose your information when required by law or to protect our rights, including: - In response to subpoenas, court orders, or legal processes - To comply with federal and state transportation regulations - To protect against fraud or illegal activity - To enforce our contracts and terms of service - In connection with insurance claims or litigation - To protect the safety of our employees, customers, or the public

5.4 Business Transfers

If Yazoo Express Logistics is involved in a merger, acquisition, sale of assets, or bankruptcy, your personal information may be transferred as part of that transaction. You will be notified of any such change via email or prominent notice on our website.

5.5 With Your Consent

We may share your information with other parties when you provide explicit consent or direct us to do so.

6. Data Security

We implement reasonable administrative, technical, and physical safeguards to protect your personal information from unauthorized access, use, disclosure, or destruction, including:

- Secure servers and encrypted data transmission (SSL/TLS)
- Access controls and password protection
- Regular security assessments and updates
- Employee training on data privacy and security
- Secure storage of physical documents

However, no method of transmission over the internet or electronic storage is 100% secure. While we strive to protect your information, we cannot guarantee absolute security.

7. Data Retention

We retain your personal information for as long as necessary to: - Provide our services and maintain our business relationship - Comply with legal and regulatory requirements (typically 7 years for financial records) - Resolve disputes and enforce our agreements - Maintain business records and historical data

When personal information is no longer needed, we securely delete or anonymize it in accordance with our data retention policies.

8. Your Privacy Rights

Depending on your location, you may have certain rights regarding your personal information:

8.1 Access and Correction

You have the right to request access to the personal information we hold about you and to request corrections if it is inaccurate or incomplete.

8.2 Deletion

You may request deletion of your personal information, subject to legal and contractual obligations that require us to retain certain records.

8.3 Opt-Out of Marketing

You may opt out of marketing communications at any time by: - Clicking “unsubscribe” in marketing emails - Replying “STOP” to marketing text messages - Contacting us directly at service@yazooexpresslogistics.com or (888) 927-8617

8.4 California Privacy Rights (CCPA)

If you are a California resident, you have additional rights under the California Consumer Privacy Act (CCPA), including: - The right to know what personal information is collected, used, and shared - The right to request deletion of personal information - The right to opt out of the sale of personal information (Note: We do not sell personal information) - The right to non-discrimination for exercising your privacy rights

To exercise these rights, contact us at service@yazooexpresslogistics.com or (888) 927-8617

8.5 How to Exercise Your Rights

To exercise any of these rights, please contact us using the information in the “Contact Us” section below. We will respond to your request within 30 days.

9. Cookies and Tracking Technologies

Our website uses cookies and similar tracking technologies to enhance your browsing experience and analyze website traffic.

9.1 Types of Cookies We Use

- **Essential Cookies:** Required for website functionality
- **Analytics Cookies:** Help us understand how visitors use our website
- **Preference Cookies:** Remember your settings and preferences

9.2 Managing Cookies

You can control cookies through your browser settings. However, disabling cookies may limit your ability to use certain features of our website.

10. Third-Party Links

Our website may contain links to third-party websites. We are not responsible for the privacy practices or content of these external sites. We encourage you to review the privacy policies of any third-party websites you visit.

11. Children's Privacy

Our services are not directed to individuals under the age of 18. We do not knowingly collect personal information from children. If we become aware that we have collected information from a child under 18, we will take steps to delete it promptly.

12. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices, technology, legal requirements, or other factors. When we make changes, we will: -

Update the "Last Updated" date at the top of this policy - Post the revised policy on our website - Notify you via email or SMS if changes are material

Your continued use of our services after changes are posted constitutes acceptance of the updated Privacy Policy.

13. Contact Us

If you have questions, concerns, or requests regarding this Privacy Policy or our privacy practices, please contact us:

Yazoo Express Logistics, LLC

Phone: (888) 927-8617

Email: service@yazooexpresslogistics.com

Website: www.yazooexpresslogistics.com

We will respond to your inquiry within 5 business days.

14. Consent

By using our services, visiting our website, or providing us with your personal information, you acknowledge that you have read and understood this Privacy Policy and consent to the collection, use, and sharing of your information as described herein.

For SMS communications specifically, by opting in to receive text messages, you consent to receive automated SMS notifications from Yazoo Express Logistics at the mobile number provided. SMS consent is not shared with third parties or affiliates.

Thank you for trusting Yazoo Express Logistics with your logistics needs. We are committed to protecting your privacy and providing military-grade service with integrity and accountability.