



## KINGSGATE LOGISTICS LLC PRIVACY POLICY

**Policy Effective:**

**Last Modified:**

We have developed this Privacy Policy (the “**Privacy Policy**” or “**Policy**”) to inform you how Kingsgate Logistics, LLC and its affiliates (“We,” “us,” “our”), collect, use, maintain, protect, and disclose information you submit or we collect from you.

Please read this Policy carefully to understand our policies and practices regarding your information and how we will treat it. This Policy may change from time to time (see **Changes to Our Privacy Policy**). In most instances, your continued use of the website located at <[www.kingsgatelogistics.com](http://www.kingsgatelogistics.com)> and any software and/or services we provide to you (collectively, the “**Website**”) after we make changes is deemed to be acceptance of those changes, so please check the Policy periodically for updates.

This Policy applies to information we collect:

- On our Website.
- In email, text, and other electronic messages between you and our Website.
- From any other sources that include links to this Policy.

### **Children Under the Age of 18**

Our Website is not intended for, and should not be accessed or used by, children under 18 years of age. No one under age 18 may provide any personal information to or on the Website. We do not knowingly collect, share, or sell personal information from children under 18. If you are under 18, do not use our Website, register on our Website, make any purchases through our Website or provide any information about yourself to us, including your name, address, telephone number, email address, or any screen name or user name you may use. If we learn we have collected or received personal information from a child under 18 without verification of parental consent, we will delete that information. If you believe we might have any information from or about a child under 18, please contact us at [helpdesk@kingsgatelogistics.com](mailto:helpdesk@kingsgatelogistics.com).

### **Information We Collect About You and How We Collect It**

We may collect several types of information from and about you, including.

- Personal identifiers, such as name, postal address, e-mail address or telephone number.

- Consumer habits, such as purchasing history.
- Information about your internet connection, equipment used to access the Website, browser type, usage details, IP address or persistent electronic identifiers.

We may collect this information from the following sources:

- Directly from you when you provide it to us, such as:
  - Information that you provide by filling in forms. This includes information provided at the time of registering for use of our Website or requesting further services.
  - Records and copies of your correspondence (including email addresses), if you contact us.
- Through your online activity, such as browsing our Website. We may use automatic data collection technologies to collect certain information about your equipment, browsing actions, and patterns, including:
  - Information from tracking technologies, such as browser cookies, flash cookies, or web beacons.
  - Details of website visits, such as traffic data, location data, logs, resources used to access the website.
  - Information about the user's computer and internet connection, such as IP address, operating system, or browser type.

We may use cookies to analyze site performance and traffic to enhance user experience.

We may collect sensitive data, such as your geolocation information.

### **How We Use Your Information**

We may use information that we collect about you or that you provide to us, including any personal information:

- To present our Website and its contents to you.
- To provide you with information, products, or services that you request from us.
- To fulfill any other purpose for which you provide it, such as to fulfill your orders.
- To carry out our obligations and enforce our rights arising from any contracts entered into between you and us, including for billing and collection.
- To notify you about changes to our Website or any products or services we offer or provide through it.
- In any other way we may describe when you provide the information or for any other purpose with your consent.

## **Disclosure of Your Information**

We may disclose personal information that we collect or you provide as described in this Privacy Policy:

- To contractors, vendors, service providers, and other third parties we use to support our business.
- To a buyer or other successor in the event of a merger, divestiture, restructuring, reorganization, dissolution, or other sale or transfer of some or all of the Author's assets, whether as a going concern or as part of bankruptcy, liquidation, or similar proceeding, in which personal information held by the Author is among the assets transferred.
- To fulfill the purpose for which you provide it.
- For any other purpose disclosed by us when you provide the information or with your consent.

We may also disclose your personal information:

- To comply with any court order, law, or legal process, including to respond to any government or regulatory request.
- If we believe disclosure is necessary or appropriate to protect the rights, property, or safety of the Author, our customers, or others. This includes exchanging information with other companies and organizations for the purposes of fraud protection and credit risk reduction.

## **Choices About How We Use and Disclose Your Information**

We strive to provide you with choices regarding the personal information you provide to us. We have created mechanisms to provide you with the following control over your information:

- **Tracking Technologies.** We utilize certain tracking technologies, such as cookies and geolocation and IP address tracking. These tracking technologies allows us to make our Website more responsive to your needs by delivering a better and more personalized experience to you. We use cookies to identify you as a valid user, to ensure that no one else can sign on simultaneously with your account from another computer and to help us serve you better based on your registration preferences. You can reset your browser to refuse cookies or to indicate when a cookie is being sent. By changing your preferences, you can accept all cookies, you can be notified when a cookie is set, or you can reject all cookies. If you do so and cookies are disabled, you may be required to reenter your information more often and certain features of our Website may be unavailable.
- **Sensitive Data.** We may collect sensitive data, such as your geolocation information. We take specific business practices to limit the use and disclosure of sensitive personal data, such as aggregating and/or de-identifying the sensitive data. You may direct us to use this sensitive data only for purposes necessary to perform the service that you request from us, with the exception of collection or processing of sensitive personal data for security purposes, maintaining and/or servicing accounts, and undertaking activities to verify/maintain the quality of a service.

If you would like to learn more or opt out of our use of sensitive data or tracking technologies, such as cookies, geolocation, or IP address tracking, you can contact us at [helpdesk@kingsgatelogistics.com](mailto:helpdesk@kingsgatelogistics.com).

## **State Privacy Rights**

If you are a resident of the states of California (under California's "Shine the Light" law (Civil Code Sections § 1798.83)), Virginia, Colorado, Utah, Connecticut, or Nevada, you have certain rights under applicable data privacy laws. Such rights include the following:

### **A. The Right to Know / Confirm & Right to Access**

You have the **right to know/confirm** whether we are processing your personal data and **access** any personal data we have processed, including:

- The categories of personal information we have collected about you
- The categories of sources from which the personal information was collected
- Our business or commercial purpose for collecting, selling, or sharing personal information
- The categories of third parties with whom we sell or share personal information, if any; and
- The specific pieces of information we have collected about you

You also have the right to obtain a copy of the personal information you have provided to us in a portable, readily usable format that can be easily transferred to a third party.

Please note that we are not required to:

- Retain any personal information about you that was collected for a single one-time transaction if, in the ordinary course of business, that information about you is not retained;
- Re-identify, de-aggregate, or otherwise link any data that, in the ordinary course of business, is not maintained in a manner that would be considered personal information; or
- Provide the personal information to you more than twice in a 12-month period.

### **B. The Right to Delete or Correct**

You have the right to delete or correct the information we have retained about you. Subject to certain exceptions, on receipt of a verifiable request from you, we will:

- Delete your personal information from our records;
- Direct any service providers to delete your personal information from their records; and
- Correct any inaccuracies in your personal information.

Your request to know or delete may be denied for any reason allowable under applicable state privacy law. For example, we may deny your request to delete if the personal information is

necessary for us or a service provider to complete the transaction for which we collected the personal information, comply with a legal obligation, or make other internal or lawful uses of that information that are compatible with the context in which you provided.

### **C. The Right to Non-Discriminatory Treatment**

You have the right to not be discriminated against by us because you exercised any of your rights under the applicable state privacy law. This means we cannot, among other things:

- Deny goods or services to you;
- Charge different prices or rates for goods or services, including through the use of discounts or other benefits or imposing penalties;
- Provide a different level or quality of goods or services to you; or
- Suggest that you will receive a different price or rate for goods or services or a different level or quality of goods or services.

Please note that we may charge a different price or rate or provide a different level or quality of goods and services to you if that difference is reasonably related to the value provided to our business by your personal information, as described above in “Notice Regarding Loyalty Programs and Financial Incentives.”

### **How to Exercise Your Rights**

It is important that the personal information we hold about you is accurate and current. Please keep us informed if your personal information changes. If you are a resident of California, Virginia, Colorado, Utah, Connecticut, or Nevada, you may exercise the rights described above, subject to limited exceptions under applicable law.

If you or an authorized representative want to review, verify, correct, or withdraw consent to the use of your personal information you may send us an email at [helpdesk@kingsgatelogistics.com](mailto:helpdesk@kingsgatelogistics.com) to request access to, correct, or delete any personal information that you have provided to us. We may not accommodate a request to change information if we believe the change would violate any law or legal requirement or cause the information to be incorrect. We may request specific information from you to help us confirm your identity and your right to access, and to provide you with the personal information that we hold about you or make your requested changes. Any personal information we collect from you to verify your identity in connection with your request will be used solely for the purposes of verification. To verify a request, you will need to provide:

- Enough information to identify you;
- Proof of your identity and address; and
- A description of what right you want to exercise and the information to which your request relates.
- If your request is submitted on your behalf by an authorized representative, you may also have to provide a copy of the written authorization contract.

If we are unable to verify your request, we may deny the request or ask you for additional information that is reasonably necessary to authenticate your identity in connection with the consumer request.

Once submitted, you will receive an email within 10 days that we will use to verify your identity and provide confirmation of your request. We will respond to your request to know or delete or correct within 30 days from the day we receive the request. If necessary, we may extend the time period to a maximum of 30 additional days from the day we receive the request. In such case, you will receive an email notifying you of the extension and explaining the reason for the extension. Any disclosure in response to a request to know will cover the 12 month period preceding the business's receipt of the request and will be delivered in a readily useable format, by mail or electronically at the consumer's option.

Applicable law may allow or require us to refuse to provide you with access to some or all of the personal information that we hold about you, or we may have destroyed, erased, or made your personal information anonymous in accordance with our record retention obligations and practices. If we cannot provide you with access to your personal information, we will inform you of the reasons why, subject to any legal or regulatory restrictions.

**If you are a resident of Virginia, Colorado, or Connecticut, you also have the right to appeal our decision if we deny your consumer request.** If we deny your consumer request, you can send an email to [helpdesk@kingsgatelogistics.com](mailto:helpdesk@kingsgatelogistics.com) to request an appeal of the denial. Within 45 days of receipt of your appeal, we will inform you of the action we took or did not take in response to your appeal. [We may extend the 45-day period by an additional 15 days where reasonably necessary and inform you of the delay and the reasons for the delay.] If your appeal is denied, we will provide you with an online mechanism to contact the Attorney General to submit a complaint in your respective state.

We will provide access to your personal information, subject to exceptions set out in applicable privacy legislation. Examples of such exceptions include:

- Information that is aggregated or de-identified.
- Information that is part of a formal dispute resolution process.
- Information that is about another individual that would reveal their personal information or confidential commercial information.
- Information that is prohibitively expensive to provide.

If you are concerned about our response or would like to correct the information provided, you may contact us at [helpdesk@kingsgatelogistics.com](mailto:helpdesk@kingsgatelogistics.com).

### **Data Security**

We have implemented the following measures designed to secure your personal information from accidental loss and from unauthorized access, use, alteration, and disclosure:

- Information is stored on secure servers behind firewalls
- De-identifying or aggregating the information
- Intrusion monitoring

- Separation from other servers and data
- Restrictive measures taken in the API to limit access based on user role and scope

Unfortunately, the transmission of information via the internet is not completely secure. Although we do our best to protect your personal information, we cannot guarantee the security of your personal information transmitted to our Website. Any transmission of personal information is at your own risk. We are not responsible for circumvention of any privacy settings or security measures contained on our Website.

### **Changes to Our Privacy Policy**

It is our policy to post any changes we make to our Privacy Policy on this page. The date the Privacy Policy was last revised is identified at the bottom of the page. You are responsible for ensuring we have an up-to-date active and deliverable email address for you, and for periodically visiting our Website and this Privacy Policy to check for any changes.

### **Contact Information**

To ask questions or comment about this Privacy Policy and our privacy practices, contact us at:

- Email: [helpdesk@kingsgatelogistics.com](mailto:helpdesk@kingsgatelogistics.com)
- Phone: (800) 874-7447