

## Privacy Policy

At Karloo Logistics Ltd. (“we,” “us,” or “our”), your privacy and trust are important to us. This Privacy Policy outlines how we collect, use, and protect your personal information when you interact with us or visit [karloologistics.com](http://karloologistics.com). This policy is designed to comply with applicable privacy laws in Canada and the United States, including PIPEDA and CCPA.

### 1. Information We Collect

We may collect personal and business-related information, including:

Contact Information: such as name, email, phone number, business name, and address.

Communication Data: including SMS opt-ins, phone numbers for text notifications, and consent records.

Transactional Details: such as shipment records, quotes, and billing information.

Technical Information: including browser data, IP addresses, and site usage (collected via cookies or analytics tools).

### 2. Use of Information

We use your information to:

Provide and manage logistics and transportation services

Communicate with you about shipments, service updates, and inquiries

Improve our website and user experience

Fulfill legal or regulatory requirements

We do not sell, rent, or share your personal information with third parties for marketing purposes.

### 3. SMS Consent & Mobile Opt-In

If you provide your phone number and opt in to receive text messages from us:

You are consenting to receive SMS communication related to your logistics services.

Mobile opt-in, SMS consent, and phone numbers collected for SMS communication purposes will not be shared with any third party or affiliates for marketing purposes.

### 4. Customer Confidentiality

All client data, shipment records, and communications are treated as confidential. Access is restricted to authorized personnel and trusted service providers who are bound by confidentiality agreements and data protection policies.

## 5. Cookies and Tracking Technologies

We use cookies to understand how users interact with our website and to enhance functionality. You can manage or disable cookies via your browser settings.

## 6. Your Rights

Depending on your location, you may have rights to:

Access or correct your personal information

Request data deletion or restriction

Withdraw consent for non-essential communications

To exercise these rights, contact us at [info@karloologistics.com](mailto:info@karloologistics.com)

## 7. Data Security

We implement physical, administrative, and technological safeguards to protect your personal data from unauthorized access, loss, or misuse. However, no system is 100% secure.

## 8. Policy Updates

This Privacy Policy may be updated periodically to reflect changes in legal requirements or our practices. Updated versions will be posted on our website with a revised effective date.

## 9. Contact Us

If you have questions about this Privacy Policy or how your data is handled, please contact us:

**Email:** [info@karloologistics.com](mailto:info@karloologistics.com)

**Web:** <https://karloologistics.com/>

**Phone:** +1 800-646-1476