

LoadHound™ LLC Terms & Conditions

The following Terms & Conditions ("Terms & Conditions") govern the use of the service provided by LoadHound, LLC (hereinafter referred to as "LoadHound") which may consist of web sites, mobile applications, installed applications, and service offerings ("Service"). Use of the LoadHound Service is acceptance by you ("You") of these Terms & Conditions. "You" refers to the individual using the Service, and if You use the Service on behalf of a corporation, LLC, partnership, or other business entity, then You shall include that business entity and any individuals associated therewith using our Service. Once You accept these Terms & Conditions, You hereby acknowledge and agree that at anytime, and at its sole discretion, LoadHound may modify the Terms & Conditions by posting the modified Terms & Conditions on the Service, accessible via a link entitled LoadHound Terms & Conditions associated with this Service and/or site or any successor site explicitly designated. If You do not agree to these Terms & Conditions, You are not granted permission to use the Service.

DESCRIPTION OF SERVICE

LoadHound currently provides USA & CANADA users with an online freight matching service which allows users to post and search for available loads and trucks and use any other freely offered services integrated within our Website (the "Service"). You agree that the Service may include certain communications from LoadHound such as service announcements, and administrative messages, and that these communications are considered part of LoadHound membership and you will not be able to opt out of receiving them. Unless explicitly stated otherwise, any new features that augment or enhance the current Service, including the release of new LoadHound properties, shall be subject to these Terms & Conditions. You agree that the Service is provided "AS-IS" and that LoadHound assumes no responsibility for the timeliness, deletion, mis-delivery or failure to store any user communications or personalization settings. You are responsible for obtaining access to the Service and that access may involve third party fees (such as Internet service provider or airtime charges). In addition, you must provide and are responsible for all equipment necessary to access the Service.

APPROPRIATE USE.

You acknowledge that our Service is a neutral venue where customers may meet; as such we have no control over the quality, safety, or legal aspects of the transactions that may take place.

You certify:

A. For LoadHound freight match Services:

1. You are a bona fide shipper, freight broker, 3PL, freight forwarder, intermodal or rail company or motor carrier of a legal age to operate and to enter into an agreement of this nature.
2. You shall maintain appropriate authority and will cease immediately to use the LoadHound Service if for any reason You no longer maintain such authority.
 - a. You will not represent yourself as operating under the authority of any company without express permission from such company.
 - b. You will not attempt to broker freight without proper legal authority.
 - c. You will not enter into any transaction to transport freight without the appropriate carrier authority.
 - d. You will not enter into any transaction to transport freight without the appropriate level of insurance coverage or bond.
 - e. You will not enter into a transaction to transport freight outside the geographic bounds of your carrier authority.
 - f. You will not enter into a transaction to transport commodities You are not authorized to transport.

B. That your use of the LoadHound Service is solely for your commercial purposes related to your movement of freight or other services offered by LoadHound on the Service, and that You shall not reproduce, republish, resell, or distribute such information in any format, in whole or in part, for sale or commercial use by third parties.

C. Your access or use of the Service is not for the purpose of competing with LoadHound with respect to its services offered. You agree any violation shall create irreparable harm.

D. That without prior written permission of LoadHound, You will not allow non-registered users access to the LoadHound Service and will never provide your password to any non-registered user, nor will You share any information from the Service with any non-authorized users. It is a violation of these Terms & Conditions to share your login.

E. You shall not resell or assign your rights or obligations under these Terms & Conditions.

F. You agree that any violation of the above may result in (1) immediate termination of your registration and access to the Service, (2) enforcement by LoadHound availing itself of any legal remedy under state and/or federal law. If a legal remedy is sought by LoadHound, You shall be responsible for legal costs, including without limitation, reasonable attorney fees.

G. You shall conduct your business in an ethical manner and shall not engage in any illegal, deceptive, misleading or fraudulent practice.

H. Use of any import/export capability to transfer LoadHound information from your computer system shall be restricted to one or more identified computers located at your address(es), and shall not be distributed to any other location(s). Unless otherwise stated, all information downloaded or exported from LoadHound Service is intended for use by You and shall not be distributed to any other users or locations.

I. LoadHound reserves the right to limit concurrent user sessions based upon your package subscription.

J. You agree that LoadHound may, under certain circumstances and without prior notice, immediately terminate your LoadHound

account and access to the Service. Cause for such termination shall include, but not be limited to, (a) breaches or violations of the Terms & Conditions or other incorporated agreements or guidelines, (b) requests by law enforcement or other government agencies, (c) a request by You (self-initiated account deletions), (d) discontinuance or material modification to the Service (or any part thereof), (e) unexpected technical or security issues or problems, and (f) extended periods of inactivity. Termination of your LoadHound account includes (a) removal of access to all offerings within the Service, (b) deletion of your password and all related information, files and content associated with or inside your account (or any part thereof), and (c) barring further use of the Service. Further, you agree that all terminations for cause shall be made in LoadHound's sole discretion and that LoadHound shall not be liable to you or any third-party for any termination of your account or access to the Service.

CHANGE TO TERMS & CONDITIONS/SERVICE & DISCONTINUANCE.

LoadHound may, from time to time, at our sole discretion, make changes to certain of the Terms & Conditions. Notification of any changes will be highlighted on the LoadHound Service associated with these Terms & Conditions or site, accessible via a link entitled Terms & Conditions. Your continued use of the Service after any changes shall constitute your agreement. LoadHound reserves the right (1) to modify, discontinue or suspend any aspect of our Service or site at anytime, and (2) to impose limitations/restriction or restrict access to our Service without notice or liability.

CONFIDENTIALITY/NON-DISCLOSURE.

LoadHound may disclose to You, or You may otherwise learn of or discover, our documents, business practices, object code, source code, management styles, day-to-day business operations, capabilities, systems, current and future strategies, marketing information, financial information, software technologies, processes, procedures, methods and applications, or other aspects of our business ("Our Information"). You hereby agree and acknowledge that any and all of Our Information is confidential and shall be our sole and exclusive intellectual property and proprietary information. You agree to use Our Information only for the specific purposes as allowed by these Terms & Conditions. Any disclosure of Our Information to a third party, specifically including a direct competitor, is strictly prohibited and will be vigorously challenged in a court of law. All obligations contained herein shall survive the termination of the Service or any agreement associated herewith. Furthermore, You acknowledge that Our Information is proprietary, confidential and extremely valuable to us, and that we would be materially damaged by your disclosure of Our Information. You acknowledge and agree that monetary damages provide an insufficient remedy for the breach of this confidentiality obligation, and that we shall be entitled to injunctive relief.

INTELLECTUAL PROPERTY.

All content on our Service (e.g., text, applications, graphics, forums, logos, trademarks, information, and software) is the property of LoadHound and is protected by U.S. and international copyright, trademark and other intellectual property laws. The content on our site may not be distributed, copied or displayed, reproduced or transmitted in any form or manner whatsoever unless You have previously obtained permission from an authorized officer of LoadHound.

NO RESALE OF SERVICE

You agree not to reproduce, duplicate, copy, sell, trade, resell or exploit for any commercial purposes, any portion of the Service, use of the Service, or access to the Service.

YOUR ACCOUNT.

To access our Service You must register. You agree to provide true, accurate and complete information as prompted by the registration form and all forms You access on our site or receive directly from a LoadHound representative, and You agree to update this information to maintain its truthfulness, accuracy, and completeness.

EMAIL COMMUNICATION.

A key part of our Service is email communications with our users. By using our Service, You agree that we may send You email, that You have elected to participate in our email program, that LoadHound may forward email messages to You and that You further elect to receive electronic messages without limitation from LoadHound. You may elect to opt out of marketing emails from LoadHound business partners or associates.

MILEAGE

As an added benefit option for members, LoadHound displays the mileage of posted loads. It is meant only to give users an estimate as to the distance between the starting and destination points of the load. LoadHound does not lay any claims to the accuracy of the mileage and in no way is the broker/shipper/carrier/trucker bound to it. The broker/shipper/carrier/trucker has the final say as to the mileage he/she will pay for.

OTHER SITES.

This Service may, from time to time, contain links to other Internet websites for the convenience of users in locating information, products, or services that may be of interest. These sites and any other sites operated or maintained by third parties are operated or maintained by organizations over which LoadHound exercises no control, and LoadHound expressly disclaims any and all responsibility for the content, information, links, and other items, the accuracy and completeness of the information, and the quality of products or services made available or advertised on these third-party sites. LoadHound does not control, endorse, promote, or have any affiliation with any other website unless expressly stated herein.

MOBILE SERVICES.

LoadHound may provide certain services that are available to You via your mobile phone or other mobile device if You have subscribed to them, including the ability to use your mobile device to receive and reply to messages from LoadHound and access certain other features (collectively, the "Mobile Services"). Your mobile carrier's normal messaging, data, and other rates and fees may apply to your use of the Mobile Services. In addition, downloading, installing, or using certain Mobile Services may be prohibited or restricted by your mobile carrier, and not all Mobile Services may work with all carriers or devices. Therefore, You are responsible for checking with your mobile carrier to determine if the Mobile Services are available for your mobile devices, what restrictions, if any, may be applicable to your use of the Mobile Services and how much they will cost You. By using the Mobile Services, You agree that LoadHound may communicate with You by SMS, MMS or other electronic means to your mobile device and that certain information about your usage of the Mobile Services may be communicated to LoadHound. In the event You change or deactivate your mobile telephone number, You agree to promptly update your mobile subscription account information with us to ensure that the messages LoadHound intends to send to You are not sent to another entity who acquires such mobile telephone number.

DRIVER SAFETY.

You agree to assume full responsibility to drive safely, observe all traffic rules/laws and use your own personal best judgment while driving. You agree that You will not enter or change information or otherwise interact with the Service while driving.

COMMUNICATIONS WITH THE SERVICE.

LoadHound welcomes your feedback and suggestions about how to improve our Service. By transmitting any suggestions, information, material, or other content (collectively, "User Content") to LoadHound, You automatically grant LoadHound the royalty-free, perpetual, irrevocable, non-exclusive right and license to use, reproduce, modify, adapt, publish, translate, create derivative works from, distribute, redistribute, transmit, perform and display such User Content (in whole or part) throughout the universe and/or to incorporate it in other works in any form, media, or technology now known or later developed for the full term of any rights that may exist in such User Content. Further, LoadHound is free to use any ideas, concepts, know-how, techniques, and suggestions contained in any communications You send to this Service for any purpose whatever, including, but not limited to, creating and marketing products or services using such information.

WE PROTECT OUR USER BASE

We have built the Service for your use. We try to guard our users against those that may attempt to take advantage of others or who simply do not follow the rules. Therefore, You understand that we have the right to terminate any user's registration or any user's access to the Service, at any time, in our sole and independent discretion and judgment. If You are submitting content to our Service, You warrant and represent that the information is accurate, that You are authorized to submit the information, and that the information content, format and delivery method is appropriate. In order to protect each user we reserve the absolute right to review, reject or modify the information submitted in our sole and independent discretion. By transferring information You agree that LoadHound, its affiliates, and assigns are licensed to use the information in a manner we deem reasonable in our sole and independent judgment.

LOADHOUND DISCLAIMER.

LoadHound presents information in many ways; most often on our websites; always as a service to You. Our goal is to provide the most accurate information available in our complex and constantly changing transportation marketplace. While we endeavor to be as accurate and timely as possible, we make no warranty or guarantee concerning accuracy, reliability, completeness, or suitability, and provide all information AS IS. Use of our Service is at your own risk. LoadHound does not make safety determinations; we report safety data using government data including, but not limited to FMCSA records. The LoadHound carrier compliance product is aggregate content LoadHound receives from government and commercial sources customarily determined to be reliable. LoadHound endeavors to keep this information as updated as possible, however, You must make your own determination as to safety, authority and/or business practices. LoadHound provides a venue for brokers, carriers and shippers to meet in order to offer, sell and buy services. LoadHound is not involved in the actual transaction between buyer and seller. While we may help facilitate, we have no control over and do not guarantee safety or legality. It is your sole responsibility, as a user of the Service, to check the credentials, including but not limited to the safety/authority record, of any party introduced to You by our Service.

THIS SERVICE AND THE CONTENT ON AND MADE AVAILABLE HEREIN, AND THE SERVICES AND PRODUCTS OFFERED IN CONNECTION THEREWITH ARE MADE AVAILABLE ON AN "AS IS" BASIS ONLY. USE OF THIS SERVICE IS ENTIRELY AT YOUR OWN RISK. YOU ACKNOWLEDGE THAT SUCH INFORMATION AND MATERIALS MAY CONTAIN INACCURACIES OR ERRORS AND WE EXPRESSLY EXCLUDE LIABILITY FOR ANY SUCH INACCURACIES OR ERRORS TO THE FULLEST EXTENT PERMITTED BY LAW. LOADHOUND MAKES NO REPRESENTATIONS OR WARRANTIES, AND HEREBY DISCLAIMS ALL REPRESENTATIONS AND WARRANTIES, WITH RESPECT TO THIS SERVICE AND THE CONTENT ON AND MADE AVAILABLE THROUGH THIS SERVICE, AND THE SERVICES AND PRODUCTS OFFERED IN CONNECTION THEREWITH, EXPRESS AND IMPLIED, WRITTEN AND ORAL, ARISING FROM COURSE OF DEALING, COURSE OF PERFORMANCE, USAGE OF TRADE, AND OTHERWISE, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, ACCURACY, TITLE, QUALITY, SYSTEMS INTEGRATION, AND NON-INFRINGEMENT. LoadHound shall not be liable for any direct, special, indirect, incidental, consequential, exemplary, extra-contractual, or punitive damages of any kind whatsoever, including, without limitation, lost revenues or lost profits, which may or does result from the use of, access to, or inability to use this Service, the content, or the products or services connected

therewith, regardless of legal theory, whether or not any party had been advised of the possibility or probability of such damages, and even if the remedies otherwise available fail their essential purpose. You acknowledge that LoadHound's sole obligation and exclusive responsibility in the event of material and continuing non-conformity, defect or error in the Service shall be to take reasonable corrective actions upon discovery of the problem, and in no event shall LoadHound and/or its third party information provider's cumulative liability under these Terms & Conditions exceed the total fees paid by You to LoadHound during the preceding 6 months. LoadHound's liability is limited to the fullest extent permitted by law.

INDEMNIFICATION.

You agree to defend, indemnify, and hold harmless LoadHound, its contractors/subsidiaries/affiliated companies, and all of their respective directors, officers, employees, representatives, proprietors, partners, shareholders, servants, principals, agents, predecessors, successors, assigns, and attorneys from and against any and all suits, actions, claims, proceedings, damages, settlements, judgments, injuries, liabilities, losses, risks, costs, and expenses (including without limitation attorneys' fees and litigation expenses relating to or arising from this Service, your use of this Service (or any derivatives of this Service offered to You) or any use under your password whether or not authorized by You, your fraud, violation of law, or willful misconduct, and any breach by You of these Terms & Conditions, including, but not limited to, your use of our site, uploading, emailing, posting, publishing, transmitting or submitting any content related to our site, or any misrepresentation, breach of warranty or certification made by You.

ADVERTISEMENTS, MEDIA POSTINGS, MONITORING, INDEMNIFICATION.

LoadHound allows companies to present advertising messages on its Service, but does not represent or endorse the accuracy or reliability of any of the advertisements (collectively), i.e., links, downloads, distributions and other information accessed directly or indirectly from third-party advertisements contained on this Service, nor the quality of any products, information or other materials displayed, purchased or obtained by any consumer, as a result of an advertisement or any other information or offer in connection with the Service or products. Although LoadHound may, from time to time, monitor or review discussions, chats, blogs, forums, social media postings, transmissions, bulletin boards, and the like on the Service, LoadHound is under no obligation to do so and assumes no responsibility or liability arising from the content of any such locations nor for any error, defamation, libel, slander, omission, falsehood, obscenity, pornography, profanity, danger, or inaccuracy contained in any information contained within such locations on the Service. You are prohibited from posting or transmitting any unlawful, threatening, libelous, defamatory, obscene, scandalous, inflammatory, pornographic, or profane material or any material that could constitute or encourage conduct that could be considered a criminal offense, give rise to civil liability, or otherwise violate any law. LoadHound will fully cooperate with any law enforcement authorities or court order requesting or directing LoadHound to disclose the identity of anyone posting any such information or materials. LoadHound reserves the right to remove messages or material posted by You, as a user of the Service, to message boards or other areas, at its sole discretion. By submitting messages and/or materials to the Service, You agree to indemnify, defend and hold harmless LoadHound from all damages, costs and expenses, including reasonable attorneys' fees and costs arising out of all claims, challenges or actions, including claims for infringement, libel and slander, related to your submission.

FEES/PAYMENTS/CREDIT/CANCELLATION.

You shall pay all fees at the current rates in accordance with the current LoadHound payment policies, which may be modified from time to time at the sole discretion of LoadHound; customarily by written notice. You are responsible for all applicable taxes. Services require pre-paid fees unless otherwise stated. If any amount due LoadHound is not paid as specified, such amount may be subject to a finance charge, equal to 1.5% of the unpaid balance per month (18% per annum) or the highest amount allowable by law whichever is greater. LoadHound shall apply all payments on accounts first to finance charges, and the remainder, if any, to the principal. LoadHound reserves the right to hold You responsible for reasonable costs associated with collection, including but not limited to collection agency fees.

Payment is due on or before bill date while Service is active even if not used. You agree that any returned payment may be subject to a returned payment fee. Failure to make payments may result in loss of promotion or discount applied to your account. Prices are subject to change upon notice. LoadHound reserves the right to deny Service to anyone at its sole discretion and to cancel Service upon reasonable notice and/or reasonable attempts to notify. For credit card customers, You understand that your credit card may be charged for the Services selected immediately upon activation. Thereafter, your credit card may be charged in advance for Services provided.

With respect to accounts created using a credit card, You authorize automatic credit or charge card billing by LoadHound and agree the charges will be billed by LoadHound to any credit or charge card that You have provided to LoadHound. You understand that all fees and charges are nonrefundable. You agree that LoadHound will not be responsible for any expenses that are incurred resulting from overdrawing bank accounts or exceeding credit limits as a result of an automatic charge by LoadHound.

If you cancel your account any time before your monthly billing date, you will not be billed for the following month or any month thereafter. In the event that you cancel your subscription, the unexpired portion of your subscription will not be refunded, applied to another subscription, or transferred to anyone else and is not convertible to cash or other form of credit. Payments made as part of a monthly subscription cannot be used as credit toward annual subscription charges and are non-transferable. Increases in subscription rates will apply to existing accounts at the time of their renewal and will not exceed the subscription rate that has been in effect and posted for 30 days. Customers subscribing at specially discounted promotional rates may be subject to varying rate increases, none of which shall exceed the posted subscription rate for the prior 30 days.

CREDIT CARD INTERNATIONAL/FOREIGN TRANSACTION FEE

All membership service fees/charges are in USD currency or as otherwise stated and therefore might accompany a Credit Card

International/Foreign Transaction Fee of approximately 1% (depending on your financial institution). LoadHound does not cover or issue refunds for Credit Card International/Foreign Transaction Fees. LoadHound does not issue refunds for overdraft fees.

CURRENCY EXCHANGE RATE & FLUCTUATIONS

All membership service fees/charges are in USD currency or as otherwise stated and therefore if converted into another currency by your financial institution, currency exchange rate fluctuations might occur LoadHound does not cover or issue refunds for currency exchange rate fluctuations.

FREE TRIAL MEMBERSHIP ABUSE

LoadHound actively monitors username and password usage and reserves the right to terminate a user's free trial membership immediately and without notice if trial membership abuse is detected. Trial membership abuse is defined as a user successfully registering for a free trial after having already received a free trial period membership. Trial membership abuse fees to be levied, without prior notice, are based on the amount of abuse that has been detected on a user's account.

ACCEPTED ONLINE PAYMENT METHODS

We accept: VISA, MasterCard, Discover.

ACH TRANSACTIONS RETURNED FOR NON-SUFFICIENT FUNDS

LoadHound will assess an insufficient funds charge of USD \$35.00 against your bank account should there be insufficient funds in the account at the time a membership fee payment occurs. No Service will be provided until the insufficient funds charge has been paid.

AUTOMATIC RECURRING BILLING

Subscription fees will be automatically renewed at the end of the original term selected, for a similar period of time, unless notice is received from the subscriber three (3) days before renewal. All trial account members shall be exempt from the 3-day notification requirement, but subscriber must notify LoadHound directly 24 hours prior to the end of the trial offer period in order to cancel automatic renewal. All trial offer memberships shall renew at the stated membership rate. Unless and until this agreement is cancelled in accordance with the terms hereof, subscriber hereby authorizes LoadHound to charge subscriber's chosen payment method to pay for the ongoing cost of membership.

DISPUTES.

All billing disputes must be presented in writing to LoadHound via e-mail within thirty (30) days of invoice date.

DISPUTE RESOLUTION

Any dispute you have regarding our services must be reported via e-mail within thirty (30) days of the date of the disputable action. You agree that any and all controversies or claims arising out of or relating to these Terms & Conditions and/or Your use of the Website, except matters exclusively between authorized users and not involving LoadHound, shall be settled by binding arbitration in accordance with the laws of the Commonwealth of Virginia. Any such controversy or claim shall be arbitrated on an individual basis, and shall not be consolidated in any arbitration with any claim or controversy of any other party. The arbitration shall be conducted in the Commonwealth of Virginia and judgment on the arbitration award may be entered in any court of competent jurisdiction. Either You or LoadHound may seek any interim or preliminary relief from a court of competent jurisdiction in the Commonwealth of Virginia, necessary to protect the rights or property of You or LoadHound pending the completion of arbitration.

NO THIRD PARTY BENEFICIARIES

You agree that, except as otherwise expressly provided in these Terms & Conditions, there shall be no third party beneficiaries to this Agreement.

GENERAL PROVISIONS.

Certain features, programs, products or services may contain separate terms and conditions, which are in addition to these LoadHound Terms & Conditions. In the event of conflicting provisions, the additional terms and conditions will govern.

You accept that LoadHound has the right to change the content or technical specifications of any aspect of the Service at any time, at its sole discretion. We want to make sure that the rules governing our relationship are well understood by all parties. In furtherance of this effort, the following general terms govern our relationship, this Service and your use of the site. These are the entire Terms & Conditions governing the use of LoadHound Services. No delay by either party shall waive rights under these Terms & Conditions. These Terms & Conditions are governed by, and are to be construed in accordance with, the laws of the Commonwealth of Virginia, without regard to that state's conflict of laws provisions. No waiver of any breach of these Terms & Conditions shall be a waiver of any other provision of these Terms & Conditions, and no waiver shall be valid unless in writing signed by the parties. If any provision of these Terms & Conditions is held invalid, such provision shall be restated to reflect, as nearly as possible, the original intention of LoadHound in accordance with applicable law and the remainder of the Terms & Conditions shall remain in full force. A registered user shall pay all reasonable costs and attorney fees incurred by LoadHound in enforcing the Terms & Conditions. These Terms & Conditions bind and inure to the benefit of each party's permitted successors and assigns and LoadHound may assign its right to payments and assign these Terms & Conditions without user's consent. The headings in these Terms & Conditions are for convenience only and do not alter the rights and obligations of the parties. The explanatory phrases and terms used in the Terms & Conditions are illustrative examples and other reasons may exist justifying and/or explaining the existence of certain terms. The provisions of these Terms & Conditions are not for the benefit of any third party.

CUSTOMER FEEDBACK.

If You have any suggestions, ideas or questions about these Terms & Conditions or our Service, please do not hesitate to let us know. We value your feedback and realize that your thoughts and ideas are often some of the best we receive. Please contact us via email from the "Contact Us" page.

PRIVACY STATEMENT

At LoadHound we recognize that privacy is important. This Privacy Statement applies to all of the products, Services and websites offered by LoadHound or its subsidiaries or affiliated companies; collectively, LoadHound's "Services." In order to achieve this goal, LoadHound may collect information during your visits to understand what differentiates You from other users. This Privacy Statement incorporated and made a part hereof, discloses the information gathering and dissemination practices of LoadHound.

LoadHound adheres to the US Safe Harbor Privacy Principles of Notice, Choice, Onward Transfer, Security, Data Integrity, Access and Enforcement, and is registered with the U.S. Department of Commerce's Safe Harbor Program.

INFORMATION WE COLLECT AND HOW WE USE IT

LoadHound offers a number of Services that do not require you to register for an account or provide any personal information to us. In order to provide our full range of Services, we may collect the following types of information:

- Information you provide – When You sign up for a LoadHound Service or promotion that requires registration, we ask You for personal information (such as your name, email address and an account password). For certain Services, such as our Freight Matching Services, we also request credit card or other payment account information which we maintain in encrypted form on secure servers. We may combine the information you submit under your account with information from other LoadHound Services or third parties in order to provide you with a better experience and to improve the quality of our Services. For certain Services, we may give you the opportunity to opt out of combining such information.
- Cookies – When you visit LoadHound, we send one or more cookies – a small file containing a string of characters – to your computer that uniquely identifies your browser. We use cookies to improve the quality of our Service by storing user preferences and tracking user trends, such as how people navigate our websites.
- Log information – When you access LoadHound Services, our servers automatically record information that your browser sends whenever you visit a website. These server logs may include information such as your web request, Internet Protocol address, browser type, browser language, the date and time of your request and one or more cookies that may uniquely identify your browser.
- User communications – When you send email or other communications to LoadHound, we may retain those communications in order to process your inquiries, respond to your requests and improve our Services.
- Affiliated sites – We offer some of our Services in connection with other web sites. Personal information that you provide to those sites may be sent to LoadHound in order to deliver the Service. We process such information in accordance with this Privacy Statement. The affiliated sites may have different privacy practices and we encourage you to read their privacy policies.
- Links – LoadHound may present links in a format that enables us to keep track of whether these links have been followed. We use this information to improve the quality of our customer relationship systems and customized content.
- Other sites – This Privacy Statement applies to LoadHound Services only. We do not exercise control over the sites displayed as links from within our various Services. These other sites may place their own cookies or other files on your computer, collect data or solicit personal information from you.

LoadHound processes personal information for the purposes described in this Privacy Statement. In addition to the above, such purposes include but are not limited to:

- Providing our Services to users, including the display of customized content and advertising;
- Auditing, research and analysis in order to maintain, protect and improve our Services;
- Ensuring the technical functioning of our network; and
- Developing new Services.

You can find more information about how we process personal information by referring to the supplementary privacy notices if any, for particular Services.

CHOICES FOR PERSONAL INFORMATION

When you sign up for a particular Service that requires registration, we ask you to provide personal information. If we use this information in a manner different than the purpose for which it was collected, then we will ask for your consent prior to such use. You have the right to revoke your consent to the use of your personal information at any time, with future effect. Just send an e-mail to the address provided in our contact details.

Most browsers are initially set up to accept cookies, but you can reset your browser to refuse all cookies or to indicate when a cookie is being sent. However, some LoadHound features and Services may not function without certain cookies on your browser. You may decline to submit personal information to any of our Services, in which case LoadHound may not be able to provide those Services to you.

INFORMATION SHARING

Your personal information is never disclosed to third parties outside LoadHound, its employees and agents, without your explicit permission. We disclose personal information to government institutions or authorities only if required to do so under relevant national law.

INFORMATION SECURITY

We take appropriate security measures to protect against unauthorized access to or unauthorized alteration, disclosure or destruction of data. These include internal reviews of our data collection, storage and processing practices and security measures, as well as physical security measures to guard against unauthorized access to systems where we store personal data.

We restrict access to personal information to LoadHound employees, contractors and agents who need to know that information in order to operate, develop or improve our Services. These individuals are bound by confidentiality obligations and may be subject to discipline, including termination and criminal prosecution, if they fail to meet these obligations.

DATA INTEGRITY

LoadHound processes personal information only for the purposes for which it was collected and in accordance with this Privacy Statement or any applicable Service-specific privacy notice. We review our data collection, storage and processing practices to ensure that we only collect, store and process the personal information needed to provide or improve our Services. We take reasonable steps to ensure that the personal information we process is accurate, complete, and current, but we depend on our users to update or correct their personal information whenever necessary.

ACCESSING AND UPDATING PERSONAL INFORMATION

When you use LoadHound Services, we make good faith efforts to provide you with access to your personal information and either to correct this data if it is inaccurate or to delete such data at your request if it is not otherwise required to be retained by law or for legitimate business purposes. We ask individual users to identify themselves and the information requested to be accessed, corrected or removed before processing such requests, and we may decline to process requests that are unreasonably repetitive or systematic, require disproportionate technical effort, jeopardize the privacy of others, or would be extremely impractical (for instance, requests concerning information residing on backup tapes), or for which access is not otherwise required. In any case where we provide information access and correction, we perform this Service free of charge, except if doing so would require a disproportionate effort. Some of our Services have different procedures to access, correct or delete users' personal information.

ENFORCEMENT

LoadHound regularly reviews its compliance with this Privacy Statement. When we receive formal written complaints at this address, it is LoadHound's policy to contact the complaining user regarding his or her concerns. We will cooperate with the appropriate regulatory authorities, including local data protection authorities, to resolve any complaints regarding the transfer of personal data that cannot be resolved between LoadHound and an individual.

CHANGES TO THIS PRIVACY STATEMENT

Please note that this Privacy Statement may change from time to time. We will not reduce your rights under this Privacy Statement without your explicit consent, and we expect most such changes will be minor. Regardless, we will post any Privacy Statement changes on this page and, if the changes are significant, we will provide a more prominent notice (including, for certain Services, email notification of Privacy Policy changes). If you have any additional questions or concerns about this Privacy Policy, please feel free to contact us any time through this web site.