

Privacy Policy – Lug Fast Logistics

Effective Date: November 11, 2025

1. Introduction

Lug Fast Logistics (“we,” “our,” or “the Company”) values your privacy. This Privacy Policy explains how we collect, use, store, and share your personal information when you use our platform, mobile app, or website (collectively, the “Services”).

2. Information We Collect

We may collect the following information from users:

- Account information: Name, email, phone number, company name.
 - Location data: GPS coordinates for tracking deliveries or service personnel.
 - Payment information: Transaction data for completed loads (via Stripe).
 - Uploaded files/photos: Receipts, proof-of-delivery, maintenance reports, or other job-related images.
 - Usage data: Interaction with our platform, app activity, and system logs.
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3. How We Use Your Information

Your information is used to:

- Facilitate logistics operations and service assignments.
 - Track deliveries, security, and job completion.
 - Process payments, invoices, and platform fees.
 - Improve our platform and provide customer support.
 - Comply with legal obligations and prevent fraud.
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4. Sharing Information

We do not sell your data. We may share information:

- With your authorized partners or service providers to facilitate operations.
 - With third-party services (like Stripe) for payment processing.
 - When required by law or to protect rights and safety.
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5. Data Retention

We store your data as long as necessary for operational purposes, regulatory compliance, or dispute resolution.

6. User Rights

You may:

- Request access to your data.
- Request correction or deletion of personal data.
- Opt out of marketing communications.

Contact:

Email: support@lugfastlogistics.com

7. Security

We implement reasonable technical and administrative safeguards to protect your data.

8. Updates

We may update this Privacy Policy from time to time. Changes are effective upon posting to our website or app