Truckers Helper Online - Privacy Policy

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Truckers Helper is committed to safeguarding your privacy online. We have implemented numerous technical and administrative measures to ensure that your data remains protected and secure and are committed to remaining on the cutting edge in providing the latest security protection to our users. Truckers Helper will never sell or rent your personal information to a third party.

Please review the following policy which details how your personal information will be treated as you make full use of our program. Truckers Helper reserves the right to amend this policy from time to time with or without notice and your use of this web site is your acknowledgement and acceptance of this policy.

This policy will let you know:

1. What personally identifiable information is collected from you and/or your company.
2. How Truckers Helper protects the privacy of your data.
3. What cookies are and how they are used.
4. How your information is used.
5. Who is collecting your information?
6. With whom your information may be shared.
7. How you may obtain access to your personal information.
8. What choices are available to you regarding collection, use, and distribution of your information.
9. How you can access, update, or delete your information.
10. How Truckers Helper treats your personal financial and health-related information.
11. The kind of security precautions that are in place to protect against the loss, misuse, or alteration of your information.
12. What else you should know about your online privacy.
13. Whom you can contact if you have additional questions.

Overview

Truckers Helper has made the privacy and security of our customer’s data a top priority. We understand your need for privacy and security and have instituted this policy to insure your protection. Truckers Helper online includes services for Drivers, Owner/Operators and fleets and while the information collected and required may vary this policy applies to all of our services.

1. What personally identifiable information does Truckers Helper collect from me?

To register for Truckers Helper’s online services, you will be asked to supply the following:

- Name of the person who will be the primary user (Admin for a company).
- User Name, which you select.
- Password, which you select.
- Email, which must be validated the next time you return to the program.

Your password can be changed at a later time as can the Admin contact for the account.

Additional personally identifiable information that may be or is collected during the registration process includes:

- Company name
- Company address (street address, town/city, state/province, zip/postal code, country)
- Contact e-mail address
- Contact name
- Contact phone number
- Federal tax ID
- Billing information
- Accounting information

In order to use Truckers Helper's services, Truckers Helper requires that you provide the company name, address (street, town/city, state/province, zip/postal code), and a valid contact e-mail address. If you do not wish to provide this information, you will not be able to use Truckers Helper's services.

Certain of our services ask for select employee information. It is up to you whether or not to supply this information. However, the usefulness of these services may depend in part upon the range of information that you provide. Payroll and tax reports will use this information and will not be valid without it.

If you contact Truckers Helper, we may keep a record of that correspondence. Truckers Helper also occasionally asks users to complete surveys that we use for research purposes.

2. How does Truckers Helper protect the privacy of my data?

Use of Truckers Helper is limited to customers and only customers can enter, edit, and use their data. These data are kept secure and private through the following means:

- The Truckers Helper system employs AES 256-bit secure-socket layer (SSL) data encryption—this exceeds the level of encryption required for online banking and is the same level of encryption that has been approved by the US Government for use with top secret information.
- In order to help prevent virus attacks, Truckers Helper has chosen Linux as the platform of choice on which to deploy its web and database servers. Access to the servers is limited and requires authentication. Without proper authentication, outside access to Truckers Helper's customer data is virtually impossible, given the multiple layers of firewalls and security measures that have been put in place.
- These protections notwithstanding, Truckers Helper is careful to prepare for all foreseeable contingencies. We have therefore set up a Master/Slave Database which synchronizes automatically every few milliseconds preventing data loss and providing for an automated fail over system in case our primary server fails. In addition to this, for more redundancy, our automated backup system stores the Data to a 'Geo-Redundant File system ' where the same Data is automatically replicated to a third, redundant location, twice a day. This means that even if a natural disaster were to totally destroy our primary facility the most you could lose would be a couple hours of data.

3. What are cookies and how does Truckers Helper use them?

As part of its provision of individualized, user-configurable accounting services, Truckers Helper uses "cookies" to store and sometimes track information about you. A cookie is a small amount of data that is sent to your browser from a web server and that is subsequently stored on your computer's hard drive. All areas within the Truckers Helper

service where you subsequently are prompted to log in or that are customizable require that you accept cookies. (See “What are my choices regarding collection, use, and distribution of my information?” for more information on cookies.)

Generally, we use cookies to:

- Remind us of who you are and to access your account information (stored on our servers) in order to keep your information private and secure and to make sure your information and only your information is accessible to you. This cookie is set when you register or sign in, and is modified, as necessary, when you sign out of our services.
- Measure certain traffic patterns, including which areas of Truckers Helper’s web site and services you have visited and your visiting patterns in the aggregate. We use this research to understand how our users’ habits are similar or different from one another so that we can improve the quality of the Truckers Helper service.

Truckers Helper also collects IP addresses for system administration purposes.

Please note, however, that, while Truckers Helper may sometimes supply aggregate traffic or behavioral data to third parties, we will never sell or rent any of the personally identifiable information that we collect from you. This data is stripped of all personally identifiable information. Thus, it contains no personal information about you that would allow third parties to identify you, have access to your financial data, or contact you by telephone, e-mail, or other means.

4. How does Truckers Helper use my information?

Truckers Helper’s primary goal in collecting personal information is to provide you, the user, with secure and private individualized trucking specific tracking and accounting services. The following paragraphs describe how we use this information.

- Company name and company address (street address, town/city, state/province, zip/postal code, country), are required for customer identification.
- Contact e-mail address is used as a means to provide customers with information about any changes to or updates in the Truckers Helper services.
- Contact name and contact phone number are used as a means of providing customers with information about any changes in or updates to the Truckers Helper services as well as for handling customer service inquiries, billing matters, and the like.
- Federal tax ID is used to further and specifically identify companies or customers for any reports, tax filings, or other legal documents where this information may be required.
- Legal name and address(es) are used for customer identification and contact by Truckers Helper pursuant to customer services billing and related matters.

Truckers Helper occasionally does research on its users’ demographics, interests, and behavior based on the information provided to us upon registration, from our server log files, or from surveys. We do this to better understand and serve our users and to determine which additional features or services we should provide to our customers. This research is compiled and analyzed on an aggregate basis and includes no personally identifiable information. Truckers Helper may share this aggregated data with advertisers or business partners. However, no personal identifiable information is shared in this manner.

Truckers Helper does not currently envision changing the way that it uses customers’ personal information. However, should this happen in the future, Truckers Helper will notify you by e-mail of the impending change (prior to the time the change is made), and you will have the option to decline to share your information in the proposed way or, if the new usage is essential to the Truckers Helper service, you will have the option to discontinue the service at that time and protect the privacy of your personal information.

5. Who is collecting your information?

When you are on the Truckers Helper site and are asked for personal information, you are sharing that information with Truckers Helper alone, unless specifically stated otherwise. If data is being collected and/or maintained by any company other than Truckers Helper, you will be notified prior to the time of the data collection or transfer. If you do not want your data to be shared, you can choose not to allow the transfer by not using that particular service.

Promotions that run on Truckers Helper may be sponsored by companies other than Truckers Helper or may be co-sponsored by Truckers Helper and another company. Some or all data collected during a promotion may be shared with the sponsor. If data will be shared, you will be notified prior to the time of data collection or transfer. You can decide not to participate in the promotion if you do not want your data to be shared.

Please be aware that currently, there are no advertisers on Truckers Helper's web site. We do intend to help defray costs for the free version of the program by allowing advertising in that portion of the program. Clicking any link to an advertiser's site or that takes you away from the Truckers Helper site terminates Truckers Helper's responsibilities under this Privacy Agreement and places the user under the TOS of the site they have transferred to.

6. With whom does Truckers Helper share my information?

As a general rule, Truckers Helper will not disclose any of your personally identifiable information except when we have your permission or under special circumstances, such as when we believe in good faith that the law requires it or under the circumstances described below. Please see the Terms of Service for more detailed information about the limited circumstances under which your personal information may be shared in this way. The following describes these circumstances:

- Many promotions offer opportunities to request additional information from sponsors. By requesting more information, you give Truckers Helper permission to transfer your personal information to the sponsor so that they can fulfill your request. In many instances, only your e-mail address will be shared. If more information will be shared with the sponsor, you will be notified prior to the transfer.
- Truckers Helper also may disclose account information in special cases when we have reason to believe that disclosing this information is necessary to identify, contact, or bring legal action against someone who may be violating Truckers Helper's Terms of Service or may be causing injury to or interference with (either intentionally or unintentionally) Truckers Helper's rights or property, other Truckers Helper users, or anyone else that could be harmed by such activities. Truckers Helper may disclose or access account information when we believe in good faith that the law requires it and for specific administrative and other purposes that we deem necessary to maintain, service, and improve our products and services.

7. How do I obtain access to my personal information?

Because all personal information is part of the individual account, any person who has been authenticated to access his/her own account will have access to his/her personal information as long as he/she has entered the correct user ID and password.

8. What are my choices regarding collection, use, and distribution of my information?

Truckers Helper may, from time to time, send you e-mail regarding our products and services. Only Truckers Helper (or agents working on behalf of Truckers Helper and under confidentiality agreements) will send you these direct mailings and only if you indicate that you do not object to these offers. From the beginning of the reception of such e-mails, there will be an option available to you to discontinue receiving such mailings. This option will be available

solely through those mailings and not through the sign-in process.

You also have choices with respect to cookies. By modifying your browser preferences, you have the choice to accept all cookies, to be notified when a cookie is set, or to reject all cookies. If you choose to reject all cookies, you will be unable to use Truckers Helper's services as we use a cookie when you log in to track your current session.

Truckers Helper does not sell or rent customer information to anyone. We will notify you at the time of data collection or transfer if your data will be shared with a third party and you will always have the option of not permitting the transfer. In particular, if you do not wish to allow your data to be shared with Truckers Helper's partners you can choose not to use a particular partner service.

9. What is Truckers Helper's policy on allowing me to update, correct, or delete my personally identifiable information?

Your Truckers Helper account can be deleted or deactivated, but doing so will result in your not being able to access any area of Truckers Helper's services. If you want to edit and/or change any part of your personally identifiable information other than company ID or user ID, which cannot be changed without creating a new account and/or new user, you can do so at any time by using your user ID, and password to access your account. Please use the live support link in the program if you'd like further instructions about deleting or deactivating your Truckers Helper account. Residual information will remain within our archive records.

10. How does Truckers Helper protect my financial data?

Keeping your financial information private is vitally important to us. Just as we safeguard all personally identifiable information, Truckers Helper will never rent or sell your personal financial information and this information is only available to persons authorized by your to log in to your account.

11. What security precautions are in place to protect the loss, misuse, or alteration of my information?

Your Truckers Helper information and Truckers Helper profile are password-protected so that you and only you and your company's authorized users have access to this information. You may edit your Truckers Helper information and Truckers Helper profile at any time by using your user ID, and password. Additionally administrative settings in the program allow you to control what sections of the program and what data are available to secondary users.

We recommend that you do not divulge your password to anyone. Truckers Helper will never ask you for your password in an unsolicited phone call or in an unsolicited e-mail. Also remember to sign out of your Truckers Helper account and close your browser window when you have finished your work. This will ensure that others cannot access your personal information if you share a computer with someone else or are using a computer in a public place like a library or Internet cafe.

Truckers Helper may store your personal data in a location different from its physical offices. At present, all customer information is stored on servers located in the United States. Whenever Truckers Helper handles personal information as described above, regardless of where this occurs, Truckers Helper takes steps to ensure that your information is treated securely and in accordance with the relevant Terms of Service and this Privacy Policy.

12. What else should I know about my privacy?

Please keep in mind that whenever you voluntarily disclose personal information online—for example, on message boards, through e-mail, or in chat areas-that information can be collected and used by others. In short, if you post

personal information online that is accessible to the public, you may receive unsolicited messages from other parties in return. Never post your email address or other private personal information on any forum or other publicly accessible area on the Internet.

Ultimately, you are solely responsible for maintaining the secrecy of your user ID, password, and/or any account information. Please be careful and responsible whenever you are online or otherwise communicating with people about your Truckers Helper account.

14. Where can I address any questions I might have about the privacy policy?

You may direct questions regarding this Privacy Policy to info@truckershelper.com.