

Privacy Policy

Effective Date: October 26, 2024

At Hammad Logistics (“we,” “us,” or “our”), we take your privacy seriously and are committed to protecting your personal information. This Privacy Policy outlines how we collect, use, and safeguard the information you share with us. By using our truck dispatching services, you agree to the terms set out in this policy.

1. Information We Collect

We collect information from you in several ways, including when you contact us, use our services, or engage with our website. The types of information we may collect include:

- **Contact Information:** This includes your name, phone number, email address, and physical address. We use this to communicate with you and for dispatch-related communications.
- **Dispatch Information:** We collect shipment details such as routes, delivery locations, vehicle identification, and delivery schedules to ensure accurate and efficient service.
- **Billing and Payment Information:** For invoicing purposes, we may collect payment details and billing addresses. This information is securely processed and stored.
- **Usage Data:** Our systems may collect data on how our services are used to improve user experience, including data related to service requests, response times, and customer inquiries.

2. How We Use Your Information

We use the information we collect to provide, maintain, and improve our truck dispatching services. Specifically, we may use your information in the following ways:

- **Service Delivery:** To coordinate dispatch services, ensure accurate route planning, and meet delivery schedules.
- **Communication:** To respond to inquiries, send service updates, provide confirmations, and communicate essential dispatch information.
- **Billing and Invoicing:** To process transactions and payments for services rendered and to provide detailed invoicing as needed.

- **Service Improvement:** We analyze data from dispatch records and usage patterns to enhance the quality of our services, optimize dispatch times, and improve client satisfaction.
- **Legal Compliance:** We may use and disclose information as required by law, such as in response to a subpoena or government request, or in cases of suspected fraud or misuse.

3. Information Sharing and Disclosure

We understand the importance of confidentiality and handle your information with the utmost care. We may share your information in limited circumstances, including:

- **Legal Obligations:** If required by law, we may disclose your information to regulatory authorities, law enforcement, or other government bodies as necessary.
- **Protection of Rights:** We may share information if we believe it is necessary to protect the rights, property, or safety of Hammad Logistics, our clients, or others.

Important Note: No mobile information (e.g., phone numbers) will be shared with third parties or affiliates for marketing or promotional purposes. Additionally, all other categories exclude text messaging originator opt-in data and consent; this information will not be shared with any third parties.

4. Data Security

We implement various security measures to protect your personal information from unauthorized access, use, or disclosure. These measures include:

- **Encryption:** Sensitive information transmitted online is encrypted to prevent interception.
- **Access Controls:** We limit access to your information to authorized personnel only, ensuring that only those who need it to perform their job functions have access.
- **Data Retention:** We retain your information only as long as necessary to fulfill the purposes outlined in this policy, comply with legal requirements, or as otherwise permitted.

5. Your Rights

You have certain rights regarding your personal information, which may include:

- **Access:** You have the right to request access to the personal information we hold about you.

- **Correction:** You may request corrections to your information if it is inaccurate or incomplete.
- **Deletion:** In certain circumstances, you may request that we delete your personal information, although some data may need to be retained for legal or administrative purposes.
- **Data Portability:** Where applicable, you may request a copy of your information in a structured, machine-readable format.
- **Marketing Communications:** We respect your privacy preferences and only send marketing communications if you have opted in. You can withdraw your consent at any time by contacting us directly.

6. Changes to This Privacy Policy

We reserve the right to modify this Privacy Policy at any time. Any updates will be posted here with an updated “Effective Date” to reflect when changes were made. If significant changes are made, we will notify you through our usual communication channels or directly.

7. Contact Us

- **Phone:** +92 325 522 5551
- **Email:** dispatch@hammadlogistics.com
- **Location:** 7901 4TH ST N, STE 22861, St. Petersburg, FL. US 33702

We value your trust in Hammad Logistics and are dedicated to safeguarding your information while providing reliable and efficient truck dispatch services.