Privacy Policy

Last updated: November 14, 2026

Welcome to Fr8Factory. We are committed to protecting your privacy. This Privacy Policy explains how we collect, use, share, and protect your personal information when you use our services.

Personal data we collect

We collect various types of personal data, including:

- Names
- Email addresses
- Phone numbers
- Business identifiers for counterparties (e.g. DOT and MC numbers for motor carriers)
- Financial information necessary for invoice processing and freight payment, such as account numbers and credit history

Collection methods

We collect personal data through:

- Online forms (sign-up, contact, support)
- Cookies and web tracking technologies
- Direct interactions, such as account creation, customer support, and contract signing
- Third-party services that supply carrier safety, insurance, and credit data

Purpose of data collection

We use your personal data to:

- Provide and manage our brokerage services
- Process freight shipments, transactions, and notifications
- Improve our products, services, and operator tooling
- Comply with legal obligations under applicable freight, tax, and privacy law

Data sharing

We may share your information with:

- Service providers who assist us in our operations (cloud hosting, payment processors, communication platforms, carrier compliance vendors)
- Legal authorities when required by law

We do not sell your personal data to third parties.

Data storage and deletion

Your data is stored securely in cloud infrastructure located in the United States. We retain your data only as long as necessary for the purposes outlined above or as required by law. When no longer needed, we securely delete your data using industry-standard methods.

Data security

We implement robust security measures, including encryption in transit and at rest, role-based access controls, and regular security audits, to protect your personal data from unauthorized access or disclosure.

User rights

You have the right to:

- Access your personal data
- Request corrections or deletions
- Object to or restrict data processing

To exercise these rights, please contact us at operations@fr8factory.com or 858.999.3024.

Opt-out mechanisms

You can opt out of data collection or usage by:

- Adjusting your account settings
- Using opt-out links in communications
- Contacting us directly at operations@fr8factory.com

International data transfers

If applicable, we ensure that any international data transfers comply with relevant legal requirements to protect your personal data.

SMS Messaging Terms and Conditions

Consent for SMS communication

By providing your phone number, you consent to receive SMS communications from Fr8Factory. **Information obtained as part of the SMS consent process will not be shared with third parties.**

Types of SMS communications

If you have consented to receive text messages from Fr8Factory, you may receive messages related to:

- **Customers and shippers:** updates regarding your loads, shipments, deliveries, billing, or other relevant information.
- **Carriers and drivers:** load assignments, pickup and delivery instructions, location-update requests, and payment notifications.
- **Job applicants:** information about your application status, onboarding materials, or other employment-related updates.

Standard messaging disclosures

- Message and data rates may apply.
- Messaging frequency may vary.
- You can opt out at any time by texting **STOP**.
- For assistance, text **HELP** or visit fr8factory.com/privacy.

Contact information

If you have any questions or concerns about this Privacy Policy, please contact us at:

Fr8Factory
980 Rancheros Dr
San Marcos, CA 92069
operations@fr8factory.com
858.999.3024

Changes to this policy

We may update this Privacy Policy from time to time. We will notify you of any significant changes and update the “Last Updated” date above.

© Fr8Factory · All rights reserved. Generated from fr8factory.com/privacy.