

PRIVACY STATEMENT: PERSONAL INFORMATION WE COLLECT

1.1 Information Needed to Use the Trelco Trailers LLC Platform

We collect personal information about you when you use the Trelco Trailers LLC Platform. Without it, we may not be able to provide all services requested. This information includes:

1.1.1 Contact, Account, and Profile Information

Such as your first name, last name, phone number, postal address, email address, date of birth, and profile photo, some of which will depend on the features you use.

1.1.2 Identity Information

Where appropriate, we may ask you for an image of your government-issued ID document(s), passport, national ID card, tax ID, or driving license (in accordance with applicable laws) or other verification information, such as your date of birth, address, email address, phone number, or digital identity, and/or a selfie when we verify your ID. If a copy of your ID is provided to us, we will obtain information from your ID.

1.1.3 Payment Transaction Information

Such as payment account, credit card information, bank account information, payment instrument used, date and time, payment amount, payment instrument expiration date and billing postcode, PayPal email address, IBAN information, your address, and other related transaction details.

1.2 Information You Choose to Give Us

You can choose to provide us with additional personal information, including:

1.2.1 Additional Profile Information

Such as gender, preferred language(s), city, personal description, and any additional profile information you provide.

1.2.2 Information About Others

Such as a payment instrument or contact information belonging to another person or information about a co-traveler. By providing us with personal information about others, you certify that you have permission to provide that information to Trelco Trailers LLC for the purposes described in this Privacy Policy and you have shared the Trelco Trailers LLC Privacy Policy with them.

1.2.4 Communications Information

Such as email, call, message, SMS, and text information where delivery is enabled on or through the Trelco Trailers LLC Platform. Communication information may also include call recordings and transcripts consistent with the requirements under applicable law, and other log information like your phone number, calling-party number, receiving-party number, account name, email address,

forwarding numbers, time and date of communications, duration of communication, routing information, and the types and volumes of communications.

SMS Terms and Conditions

By opting in to SMS messaging from Trelco Trailers LLC, you consent to receive text messages (SMS) from us regarding our (Picture Requests, Quotes, Services, scheduling of appointments, project updates, etc.) These messages may be sent via automated systems.

- If assistance is required, customers can reply HELP for more information.
- If customers no longer wish to receive SMS from us, they can unsubscribe by replying STOP to no longer receive messages.
- Message and data rates may apply.
- Message frequency may vary.
- No mobile information will be shared with third parties/affiliates for marketing/promotional purposes.

All the above categories exclude text messaging originator opt-in data and consent.

1.2.5 User-Generated Content

Such as any photos, videos, and other content you choose to provide.

1.2.6 Support Information

Such as call recordings and transcripts consistent with the requirements under applicable law, chat information, and messages collected to provide customer support services, including investigating and responding to user concerns and monitoring and improving our support processes.