

Privacy Policy

Last Updated: October 16, 2026

Kassia LLC ("Kassia," "we," "us," or "our") respects your privacy and is committed to protecting the personal information you provide to us.

This Privacy Policy explains how we collect, use, disclose, and protect information when you visit our website, communicate with us, use our services, submit an inquiry, apply for a position, or otherwise interact with Kassia LLC.

By using our website or providing information to us, you acknowledge the practices described in this Privacy Policy.

1 Information We Collect

We may collect personal information that you voluntarily provide to us, including:

- Name and contact information;
- Email address;
- Telephone and mobile phone number;
- Company name and business information;
- Information submitted through contact, quote, or service request forms;
- Transportation, shipment, pickup, and delivery information;
- Billing and payment-related information;
- Communications and correspondence with us;
- Employment and driver application information;
- Employment history, qualifications, driving experience, and other information provided in connection with employment or contractor opportunities; and
- Any other information you voluntarily provide to us.

When you visit our website, certain information may also be collected automatically, including:

- IP address;
- Browser type;
- Device type;
- Operating system;
- Pages visited;
- Date and time of access;
- Referring website; and
- Other technical and usage information.

We may use cookies and similar technologies to support website functionality, security, analytics, and performance.

2 How We Use Information

We may use personal information to:

- Provide transportation and related services;
- Respond to inquiries and quote requests;
- Communicate with customers, brokers, carriers, drivers, applicants, vendors, and other business partners;
- Coordinate pickups, deliveries, shipments, and transportation operations;

- Process invoices and payments;
- Manage customer and business relationships;
- Recruit, evaluate, and communicate with job applicants and drivers;
- Provide customer and operational support;
- Improve our website, services, and business operations;
- Protect against fraud, misuse, and security incidents;
- Comply with legal and regulatory requirements;
- Establish, exercise, or defend legal claims; and
- Carry out other legitimate business purposes.

3 How We Share Information

The disclosures described in this section do not include mobile opt-in information or text messaging consent. Mobile opt-in information and text messaging consent will not be shared with third parties or affiliates. The specific safeguards in Section 4 apply to SMS-related information and take priority over any general sharing language in this Privacy Policy.

Subject to those safeguards, we may share other personal information when reasonably necessary to operate our business and provide our services, including with:

- Customers and brokers;
- Carriers and transportation providers;
- Drivers and independent contractors;
- Dispatch and operational support providers;
- Factoring companies and financial service providers;
- Insurance providers;
- Fuel and fleet service providers;
- Maintenance and roadside assistance providers;
- Technology, software, hosting, and IT service providers;
- Accountants, attorneys, consultants, and other professional advisers;
- Government agencies, regulators, law enforcement, or other authorities when required by law; and
- Parties involved in a merger, acquisition, financing, restructuring, sale of assets, or similar business transaction.

Service providers receiving personal information on our behalf are permitted to use it only to perform the services we engage them to provide and must protect it in accordance with applicable requirements. They are not authorized to use that information for their own independent purposes. The references to service providers and business transactions above do not authorize the transfer of SMS opt-in information or text messaging consent to another sender.

Kassia LLC does not sell personal information for monetary consideration.

4 Mobile Information and SMS Consent

Kassia LLC may collect your mobile telephone number when you voluntarily provide it to us, including when you contact us, submit a website form, request services, apply for a position, or otherwise communicate with us. Providing a mobile number alone does not constitute consent to receive SMS messages.

If you expressly consent to receive SMS or text messages from Kassia LLC, we may use your mobile number to send communications consistent with that consent. Depending on the program you select, these may include transportation and shipment updates, pickup and delivery information, operational communications, customer

support, appointment information, or driver and employment-related communications. Consent to one type of message does not authorize unrelated messages.

Mobile opt-in information and text messaging consent will not be shared with any third parties or affiliates.

SMS consent is specific to Kassia LLC. We do not sell, rent, transfer, or disclose SMS opt-in records or consent to other companies, business partners, or affiliates for their own use. We do not share mobile phone numbers with other companies to enable those companies to send their own text messages. We do not sell or rent mobile phone numbers collected for our SMS programs.

We use messaging technology providers and telecommunications carriers solely to deliver Kassia LLC messages and operate the messaging service on our behalf. They may process mobile numbers, message content, and delivery information only as necessary for that purpose. This limited technical processing does not transfer your consent to another sender or authorize those providers to use your information for their own marketing, promotional, lead-generation, or other independent purposes.

The general disclosures listed in Section 3, including disclosures to transportation partners, dispatch providers, financial providers, advisers, or parties to a business transaction, do not authorize sharing SMS opt-in information or text messaging consent.

Consent to receive SMS messages is voluntary and is not a condition of purchasing goods or services from Kassia LLC.

Message frequency may vary. Message and data rates may apply.

You may opt out at any time by replying **STOP**. After opting out, you may receive one non-promotional confirmation of your request. No further SMS messages will be sent under that consent unless you subsequently opt in again. For assistance, reply **HELP**, email office@kassiallc.com, or call (312) 217-9172.

For additional messaging terms, see our [Terms and Conditions](#).

5 SMS Opt In

Kassia LLC sends SMS messages only after obtaining the recipient's express consent for the relevant message program, except when responding directly to a message initiated by that person as permitted by applicable requirements.

When consent is requested through a website form, the SMS checkbox is optional, separate from other terms, and not preselected. You may submit the underlying inquiry without consenting to SMS. The disclosure identifies Kassia LLC, the relevant message types, variable message frequency, possible message and data rates, STOP and HELP instructions, and links to this Privacy Policy and the Terms and Conditions.

Providing your number, requesting a quote, applying for a position, purchasing a service, or accepting general website terms does not by itself constitute SMS consent. Consent is not obtained through purchased lists or transferred from another company.

We maintain records of SMS consent and opt-out requests to operate the program and honor your choices. You may withdraw consent at any time by replying **STOP**.

6 Cookies and Website Analytics

Our website may use cookies and similar technologies to:

- Operate and maintain the website;
- Remember certain preferences;
- Understand how visitors use the website;
- Improve website performance and functionality; and

- Help protect the website from fraud and security threats.

You may be able to control cookies through your browser settings. Disabling certain cookies may affect website functionality.

7 Data Security

We use reasonable administrative, technical, and organizational safeguards designed to protect personal information against unauthorized access, disclosure, alteration, loss, or misuse.

However, no internet transmission or electronic storage system can be guaranteed to be completely secure.

8 Data Retention

We retain personal information for as long as reasonably necessary for the purposes for which it was collected, including providing services, maintaining business records, complying with legal and regulatory requirements, resolving disputes, and enforcing agreements.

Retention periods may vary depending on the type of information and applicable business or legal requirements.

9 Third Party Websites and Services

Our website may contain links to websites or services operated by third parties.

Kassia LLC is not responsible for the privacy, security, or content practices of third-party websites or services.

We encourage you to review the privacy policies of third parties before providing personal information to them.

10 Childrens Privacy

Our website and services are intended for business and transportation-related purposes and are not directed to children under the age of 13.

We do not knowingly collect personal information from children under 13 through our website.

If we become aware that we have collected such information, we will take reasonable steps to delete it.

11 Your Privacy Choices

Depending on your location and applicable law, you may have certain rights or choices regarding your personal information.

You may contact us to request information regarding personal information we maintain about you or to request correction or deletion where applicable.

Certain information may need to be retained where required or permitted by law or for legitimate business purposes.

12 Communications Preferences

You may request that we stop sending promotional emails by using the unsubscribe mechanism provided in the email, where available, or by contacting us.

For SMS communications, reply **STOP** to opt out. Your SMS opt-out applies to the SMS program, including informational, conversational, operational, and promotional messages sent under that consent. We will not treat an existing shipment, application, or business relationship as permission to continue sending SMS after you opt out.

You may receive one non-promotional SMS confirming your opt-out. After that confirmation, no further SMS messages will be sent under the withdrawn consent unless you subsequently opt in again.

Where appropriate and lawful, we may use other communication channels, such as email or a telephone call, to address an existing shipment, service, application, or legal obligation. This does not override your SMS opt-out or authorize unrelated marketing.

For SMS assistance, reply **HELP**, email office@kassiallc.com, or call (312) 217-9172.

13 Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our business, website, services, technology, or legal requirements.

When we make changes, we will post the updated Privacy Policy on our website and revise the “Last Updated” date.

14 Contact Us

If you have questions regarding this Privacy Policy or our privacy practices, please contact:

Kassia LLC

9880 S Ridgeview Dr, Suite 7

Oak Creek, WI 53154

United States

Email: office@kassiallc.com