

Redwood Logistics' Privacy Policy

Redwood Logistics, LLC ("Redwood" or "we") understands your concerns regarding how information about you is used and shared, and we appreciate your trust that we will use and share information about you carefully and sensibly. This Privacy Policy ("Policy") applies to information about you collected in connection with your access to and use of the website, <https://www.redwoodlogistics.com> ("Site" or "Services"), the mobile and touch versions, and any sites we have now or in the future that reference this Policy, as well as the information, content, products, offerings, services, and related features available through this site. This Policy describes what information we collect about you in relation to your use of the Site and Services, how we collect it, how we use it, with whom we may share it, and what choices you have regarding it.

Please read this Policy carefully. By clicking "accept" or otherwise accessing and using the Site and Services, you agree that you have read and understand this Policy and that you accept and consent to the privacy practices (and any uses and disclosures of information about you) that are described in this Policy.

International Users

The Site is operated from and hosted on servers located in the United States in accordance with laws of the United States and the Services are provided for use in the United States. Users of the Site and/or Services should be aware that the laws of the United States may differ from those of your country of residence. By using the Site and/or Services, participating in any Site or Services activities, and/or providing us with your personal information, you: (i) consent to the transfers and processing of any information you provide; (ii) acknowledge that the European Commission on July 10, 2023 adopted its Adequacy Decision on the United States and determined that U.S. laws provides a standard of protection for personal data adequate to the laws of various jurisdictions including, without limitation, the European Union; and (iii) understand that we will treat your information in accordance with our Privacy Policy and U.S. law. Consequently, you hereby waive any claims that may arise under the laws and regulations that apply to you in any other jurisdiction.

When do we collect your information?

Redwood collects information relating to you and your use of the Site and Services to provide services and features that are responsive to your needs. We collect personal information in the following ways:

- **Directly from you.** We collect information from you when you fill out a form, request information, or send us an email or other communication.
- **From other third-party sources.** We may receive information about you from our third-party partners and service providers who help us to provide services to you, including the Site and Services.

- **Automatically as you navigate the Site.** Information collected automatically as you use and navigate the Site may include usage details, IP address, and information collected through cookies and other tracking technologies.

Automatically Collected Information

When you use the Site and/or Services, or when you are redirected to this Site or Services via any of our digital partners your access includes our use and our digital partners' use of standard internet data collection, processing and marketing practices that includes the use of any number of tools, including, without limitation, analytic data collection technologies, chatbots, session replay technologies, identity graphing, web beacons, pixel-based technologies, and other similar technologies to collect information about your use of the Services. This information includes, without limitation: (i) information about your computer, devices and Internet connection when you use the Site or Services (such as your device type, browser type, IP address, a mobile identifier associated with a mobile device (such as Apple IDFA and Android Ad ID), and the area of the country where you are located (but not your precise geographic location)); (ii) certain information about your activities while using our Site or Services (such as your referring website, click stream data, the search terms you use, your movement within and interaction with the Site or Services, the pages and features you access, use or visit on the Site, the links and ads that you click, and the length of time you spend using the Site or Services); and (iii) other information collected by cookies, pixels, web beacons, scripts, and other tracking technologies. To learn more about cookies, pixels, web beacons and other similar technologies, go to the "Cookies and Other Technologies" section below.

By reading this privacy policy, you acknowledge ours and our digital partners' use of such technology includes your ratification of our use of such technologies in the processes related to the initial loading and execution of code within your access device or web browser. With your consent and acknowledgment, you expressly agree to waive any and all claims against us or our digital partners under state eavesdropping or pen register and/or trap and trace laws, or any similar laws related to pen register and/or trap and trace devices or processes to the extent such claims arise from standard digital operations as set forth above. If you cannot accept these terms, or if you wish to withdraw your consent, you may not use our Site or Services, and in either case your continued use of Services revives your consent.

What information do we collect?

Information you provide to us. We collect the information you provide directly to us when you access and use the Site and Services, including, but not limited to, your: First & Last Name, Email Address, Phone Number, Information regarding utilization of services, and form responses/submissions.

Information sent to us by web browsers. We and our third-party service providers collect information that is sent to us automatically by your web browser or device. This information may include your IP address, the identity of your Internet service provider, the name and version of your operating system, the name and version of your browser, the date and time of your visit (and the number of your visits), the pages you visit, the length of your visit, average

time spent, and the websites you visit before coming to and after leaving the Site. The information we receive may depend on your browser or device settings.

The information we receive from your web browser and/or device is not, in and of itself, personally identifiable. Generally, we use this information in the aggregate to help us improve the Site and make it more compatible with the technology used by our visitors. However, we may combine it with other information in an attempt to identify you or we may combine it with information that does identify you. We may also review our server logs for security purposes – for example, to detect intrusions into our network – and we might share our server logs, which contain visitors’ IP addresses, with the appropriate investigative authorities who could use that information to trace and identify you.

Information collected by cookies and other technologies. We use “cookies” and other tracking technologies to collect information and support certain features of the Site. Cookies are identifiers we transfer to your device that allow us to recognize your device and tell us how and when pages and features in our Site and Services are visited and by how many people.

Information is collected from and about you on the Site or Services through various means, including directly from you when you provide it (for example, via forms that you fill out on the Site or Services, through emails and other communications and information that you submit via the Site or Services, and through your other activities on the Site or Services), and automatically as you navigate through and interact with the Site or Services and their content (including via cookies, anonymous identifiers, pixel tags, beacons, scripts, and other tracking technologies).

How do we use your information?

We process information in order to provide the Site and Services to you and any additional services you request, as well as to communicate with you. The precise purposes for which your personal information is processed will be determined by the request, and by applicable laws, regulatory guidance, and professional standards.

Generally, we use the information we collect from you to:

- **Provide the Site, Services, and any other information or services you request to you.**
- **Support the Site, Services, and our business.** For example, we may use your information to respond to inquiries regarding our products, services, and other offerings, and troubleshoot any issues with the Site or Services.
- **Manage our business needs, such as operating, monitoring, analyzing, and improving the Services and the Site’s performance and functionality.** For example, we analyze website user behavior and conduct research and analysis about the way you and other users use the Site and Services.
- **Manage risk and protect the Site.** We use data to better protect the Site, Services, and you by helping to detect and prevent fraud and abuse of the Site and Services.

- **Tailor our offerings, and the offerings of our third-party partners, to your preferences and apparent interests.**
- **Improve the Site, Services, and our business, and develop new products and services.**
- **Maintain our records.**
- **Market, promote, and provide information regarding our and/or our third-party partners' products, services, and other offerings.**
- **Comply with our other contractual, legal, and regulatory obligations.** We will use your information as necessary to enforce the terms of the Site and Services, to address emergency situations, and to comply with our other contractual obligations and all applicable laws and regulations.
- **Carry out other purposes for which you provide your consent.** For example, we will use your information for other purposes which are disclosed to you at the time your information is collected or for purposes which can be inferred from or are obvious given the circumstances of collection.

Please see below for information about the choices you have about the ways we use your information.

Do we disclose any information to outside parties?

We do not sell, trade, or transfer your information to third parties, except in the circumstances described below.

Third-Party Service Providers

We may disclose your information to our vendors and other third-party service providers, such as website hosts, analytics providers, and payment processors, that help us support features on the Site and provide our Services to you. Further, our online service providers may implement technologies that allow for the collection of personally identifiable information over time and across websites. We may also disclose aggregated, de-identified information, and analyses and reports derived from such information, to our service providers. These service providers are responsible for their own compliance with data protection laws.

We use Google Analytics to measure and report how users interact with the Site, and to analyze the traffic to the Site and for the other purposes as set forth in this Privacy Policy. For more information about Google Analytics and how it collects and processes data, please see [How Google Uses Data When You Use Our Partners' Sites or Apps](#). For more information about how Google uses and shares information collected by Google Analytics through your visits to Site, please see Google's [Terms of Service](#) and [Privacy Policy](#). If you do not want your Site visit data reported by the Google Analytics JavaScript, you can install the Google Analytics opt-out browser add-on. This add-on instructs the Google Analytics JavaScript to prohibit sending visit information to Google Analytics, but it does not prevent information from being sent to the Site

itself or in other ways to other website analytics services. Click [here](#) if you would like to learn more about the Google Analytics opt-out browser add-on, and click [here](#) to install the opt-out browser add-on.

Legal Requirements and Business Transfers

We may disclose your information to our vendors and other third-party service providers, such as website hosts, analytics providers, and payment processors, that help us support features on the Site and provide our Services to you. Further, our online service providers may implement technologies that allow for the collection of personally identifiable information over time and across websites. We may also disclose aggregated, de-identified information, and analyses and reports derived from such information, to our service providers. These service providers are responsible for their own compliance with data protection laws.

What choices do you have about your information?

We offer certain choices about how we communicate with you and what information we obtain about you and share with others.

Email preferences. You may opt out from receiving any promotional or informational emails from us by following the instructions for unsubscribing in the emails we send to you or by contacting us at the email address below. However, you cannot opt out of any transactional emails related to your account registration or transactions with or relating to the Site.

Do Not Track. While we take all reasonable steps to protect the privacy of our website visitors, we cannot promise that the current limitations of our online applications programming will address every browser setting or honor every personal browser preference. In particular, we have not implemented the necessary program changes to honor “Do Not Track” or “DNT” browser signals. As our online applications programming is refined, we will take all reasonable steps to honor such requests in the future. Please return to this Policy for further updates on this topic.

Cookies. Most web browsers automatically accept cookies, but you can change your browser’s settings to disable all or certain cookies if you wish. Please be aware that if you change the preferences on your device to prevent or limit your device’s acceptance of cookies, this may prevent you from taking advantage of some of the features on the Site.

Cookies and Other Technologies

Redwood, its service providers, marketing partners, and other third parties may use cookies, either alone or in conjunction with anonymous identifiers, pixel tags, web beacons, scripts and other technologies, to obtain certain information about Site or Services users. A "cookie" is a small text file that can be placed on your computer or other device when you visit a website or use an app. Cookies help to improve your user experience and allow us to analyze our Site or Services and to analyze and manage our advertising. While some cookies are deleted when you close your browser (session cookies), others remain even after you close your browsing session (persistent cookies). Cookies alone cannot be used to disclose your individual

identity to us. The following items are some of the types of cookies that may be used on the Site or Services:

- Cookies that are necessary for the Site or Services to work and/or that enable you to navigate through and take advantage of our Site or Services and their features;
- Cookies to request HTTP header information in order to make our Site functions correctly, to personalize content presented to you, to better understand how our users use the Site or Services, and how we can better serve your needs;
- Cookies to enable features and functionality such as the online reservations process (for example, to remember dates used in reservation searches and to fulfill the reservation), remembering your preferences, and personalizing your pages;
- Cookies to track customer response to our advertisements and content;
- Cookies that determine whether your browser is able to receive HTML email messages so that we can determine the appropriate format for you to receive and read email communications from us;
- Analytics cookies to provide data about how users interact with Site or Services content and advertising campaigns, such as how many people use our Site or Services, which pages and features they visit and use, how long they stay there, how visitors come to our Site or Services (e.g., through a link from another website or via a search engine), and also to collect information about how users use our Site or Services. Analytics cookies may be used alone or in conjunction with unique identifiers, pixel tags, web beacons, scripts, and other tracking technologies to collect information about you when you use the Site or Services or interact with our ads on other websites and apps.

We use Google Analytics to measure and report how users interact with our Site or Services for the purposes of understanding and optimizing web usage, for business and market research, measuring conversion tracking, managing, measuring, and optimizing the effectiveness of our content and advertising campaigns. For more information about Google Analytics and how it collects and processes data, please see [How Google Uses Data When You Use Our Partners' Sites or Apps](#). For more information about how Google Analytics uses cookies to measure user interactions on websites, click [here](#). We do not combine the information collected through the use of Google Analytics with your personal information. Google's ability to use and share information collected about your visits to the Sites is restricted by Google's Terms of Service and the Privacy Policy. You can prevent Google Analytics from recognizing you on return visits to the Sites by disabling cookies on your browser. If you do not want your website visit data reported by the Google Analytics JavaScript, you also can install the Google Analytics opt-out browser add-on. This add-on instructs Google Analytics JavaScript to prohibit sending website visit information to Google Analytics, but it does not prevent information from being sent to the website itself or in other ways to other website analytics services. Click [here](#) if you would like to learn more about the Google Analytics opt-out browser add-on, and click [here](#) to install the opt-out browser add-on to opt-out of Google Analytics on the web.

We use advertising cookies to manage, target and serve ads through third-party advertising technology when you visit our Site and/or Services and when you visit other websites and use other apps.

Third parties, including advertising networks and other vendors, also may use anonymous identifiers, cookies, pixel tags, beacons, scripts, and other technologies, to track and collect information, including non-personal demographic information, about you and your interests and activities when you visit our Sites and other websites or view or interact with one of the advertisements they place on various websites or mobile platforms. The information gathered by these third parties is used to make predictions about your characteristics, interests or preferences, and to display advertisements and content on our Site and/or Services and across the Internet tailored to your apparent interests. This is known as interest-based advertising. We allow third-party companies and others to collect certain anonymous information when you visit our Site and use our Services. These companies may collect and use non-personal information (such as, for example, hashed data, click stream information, browser type, time and date, subject of advertisements clicked or scrolled over) during your visits to this and other websites in order to provide advertisements about goods and services likely to be of greater interest to you. Demographic or other interest data may also be associated with your browsers or devices when you use the Site and/or Services, and such data may also be used online to serve you advertisements targeted based on your presumed interests.

We use Remarketing with Google Analytics and Google AdWords to show you our ads as you browse other websites around the Internet. The Remarketing service delivers our ads through the Google Display Network, which includes both Google.com pages and the sites of trusted publishers. Click [here](#) for more information on the types of advertising cookies that Google uses, and [here](#) for more information about how Google uses advertising cookies. Click [here](#) to read the Google privacy policy. You can opt out of Google's use of cookies and/or customize Google display network ads by visiting the Ads Settings at <https://www.google.com/ads/preferences/>. Alternatively, you can opt-out of Remarketing by visiting <http://www.networkadvertising.org/> We also use the DoubleClick cookies and/or pixels in connection with Google's Remarketing service. To learn more about DoubleClick cookie, click [here](#). If you want to permanently opt out of the DoubleClick cookie, you can install the DoubleClick opt out extension by clicking [here](#). To serve ads in our mobile applications, Google may use anonymous identifiers. These perform similar functions to cookies. To learn more about how to opt out of interest-based advertising for your mobile device, click [here](#).

Location of the site

The Site is hosted and operated in the United States. However, we and our service providers may store information about individuals in the United States, or we may transfer it to, and store it within, other countries.

Visitors from jurisdictions outside the United States visit the Site at their own choice and risk.

If you are not a resident of the United States, you acknowledge and agree that we may collect and use your personal information outside your home jurisdiction, and that we may store your personal information in the United States or elsewhere. Please note that the level of legal protection provided in the United States from which you may access the Site may not be as stringent as that under privacy standards or the privacy laws of other countries, possibly including your home jurisdiction.

How long do we retain your information?

We will keep your information for the period necessary to fulfill the purposes described in this Policy, unless a longer retention period is permitted or required by law.

Third-Party Links

Occasionally, at our discretion, we may link to third-party products or services on or through the Site or Services. These third parties have separate and independent privacy policies. We therefore have no responsibility or liability for the content and activities of these linked sites. We urge you to read the privacy policies of other websites before submitting any information to those websites.

How do we protect your information?

Redwood has implemented reasonable physical, technical, and administrative security standards to protect your information from unauthorized loss, misuse, alteration, or destruction. We strive to protect your personal information against unauthorized access, use, or disclosure, using security technologies and procedures, such as encryption and limited access. Only authorized individuals access your personal information, and they receive training about the importance of protecting personal information. However, no system or procedures are entirely secure or failsafe, and we do not guarantee the security of your information.

Artificial Intelligence Use Disclosure

Some services available on Redwood's platform and our internal processing may rely on machine-based technology solutions that enable computers, computer systems, and digital devices to process, create, and enhance algorithms that learn, read, write, categorize, classify, predict, engage, interact, generate, play, analyze, make recommendations, influence physical, real or virtual environments, and imitate with apparent accuracy and/or suggestive superiority, where the output representing these activities are made to appear comparable to humans performing similar tasks or services by accessing and processing available historical and current data and re-iterative processing for purposes of producing and improving such activities, outputs, and appearances ("AI"). Our acceptable use policies and procedures that govern our use of AI, prohibit the technology from being used to generate content that is discriminatory or harmful. AI is not used by our platform to make employment related decisions.

Global Privacy Control

Redwood will treat Global Privacy Control (GPC) browser signals as opt-out of sale requests. You can learn more about enabling GPC opt-out of sale signals on your

browser <https://globalprivacycontrol.org/orgs>. To download and use a browser supporting the GPC browser signal, click <https://globalprivacycontrol.org/#download>. If you choose to use the GPC signal, you will need to turn it on for each supported browser or browser extension you use.

California Privacy Notice

Pursuant to applicable California law, including the California Consumer Privacy Act (“CCPA”), Redwood makes the following disclosures regarding the personal information we collect:

<u>Category of Personal Information</u>	<u>Category of Source from which Data is Collected</u>	<u>Purpose of Collection</u>	<u>Category of Third Parties to whom Data is Disclosed</u>
Contact information such as name, email address, phone number, mailing address	Directly from users	To provide the Services, to market and promote our offerings, and to support our electronic and digital programs	Service Providers
Automatically collected information on websites such as IP address, device type, browser type	Cookies and other tracking technologies	For data analysis, audits, security and fraud monitoring and prevention; activities, events and promotions; for developing new goods and services, enhancing, improving or modifying our Services and other offerings, identifying usage trends, determining the effectiveness of our promotional campaigns and operating and expanding our business activities	Service Providers

We have not sold consumers’ personal information in the twelve (12) months preceding the effective date of this Policy.

If you are a California resident, pursuant to the CCPA, you have the right to request:

- the categories of personal information we have collected about you;
- the categories of sources from which your personal information is collected;
- the business or commercial purpose of collecting or selling your personal information;
- the categories of third parties with whom we share your personal information;
- the specific pieces of personal information we have collected about you;
- when and if applicable, the categories of personal information that we have sold about you and the categories of third parties to whom the personal information was sold, if applicable;
- deletion of your personal information; and
- an opt out of having your personal information disclosed or sold to third parties.

To submit a request or designate an authorized agent to make a request under the CCPA on your behalf, please contact us at websiterequest@redwoodlogistics.com. To verify your identity when you submit a request, we will match the identifying information you provide us to the personal information we have about you. If you have an account with us, we will also verify your identity through our existing authentication practices for your account. Requests will typically be honored within forty-five (45) days or less, but may take up to ninety (90) days based on the results of verification.

However, we will not be required to comply with your request to delete your personal information if it is necessary for us to maintain your personal information in order to:

- complete the transaction for which the personal information was collected, provide a good or service requested by you, or reasonably anticipated within the context of our ongoing business relationship with you, or otherwise perform a contract between you and us;
- detect security incidents, protect against malicious, deceptive, fraudulent, or illegal activity; or prosecute those responsible for that activity;
- debug to identify and repair errors that impair existing intended functionality;
- exercise free speech, ensure the right of another consumer to exercise his or her right of free speech, or exercise another right provided for by law;
- comply with the California Electronic Communications Privacy Act pursuant to Chapter 3.6 (commencing with Section 1546) of Title 12 of Part 2 of the Penal Code;
- engage in public or peer-reviewed scientific, historical, or statistical research in the public interest that adheres to all other applicable ethics and privacy laws, when our deletion of

the information is likely to render impossible or seriously impair the achievement of such research, if you have provided informed consent;

- to enable solely internal uses that are reasonably aligned with your expectations based on your relationship with us;
- comply with a legal obligation; or
- otherwise use your personal information, internally, in a lawful manner that is compatible with the context in which you provided the information.

We will not discriminate against you in the event you exercise any of the aforementioned rights under CCPA, including, but not limited to, by:

- denying goods or services to you;
- charging different prices or rates for goods or services, including through the use of discounts or other benefits or imposing penalties;
- providing a different level or quality of goods or services to you; or
- suggesting that you will receive a different price or rate for goods or services or a different level or quality of goods or services.

This Policy is available to consumers with disabilities.

Your Nevada Privacy Rights

We do not currently sell your covered information as those terms are defined under applicable Nevada law. However, you may still submit an opt-out request and we will honor that request as required by Nevada law if we were to ever engage in such a sale in the future. If you are a Nevada resident and would like to opt-out of future sales of your covered information, please submit your request to websiterequest@redwoodlogistics.com or by calling us at 844-467-3396. Your request must include your full name, street address, city, state, zip code, and an email address so that we can contact you if needed regarding this request. You may also be required to take reasonable steps as we determine from time to time in order to verify your identity and/or the authenticity of the request. We will respond to your request within sixty (60) days either confirming that your request has been processed or indicating that we need an additional thirty (30) days to complete the request.

Appealing Requests

Under several state laws, you may be able to appeal a denial of your request regarding your Personal Information. To do so, please complete any appeal form that may have been provided with your original request or contact us at websiterequest@redwoodlogistics.com. We will respond to all appeal requests as soon as we reasonably can, and no later than legally required. In several states, we are also required to direct state entities that may also be able to assist you in the unlikelihood of denial of your request:

Nebraska: https://www.nebraska.gov/apps-ago-complaints/?preSelect=CP_COMPLAINT

New Jersey: <https://www.njconsumeraffairs.gov/Pages/Consumer-Complaints.aspx>

Oregon: <https://justice.oregon.gov/consumercomplaints>

Authorized Agent

At this time, we cannot receive requests from authorized agents. If you are a lawfully designated authorized agent and would like to submit a request on behalf of another, please email us at websiterequest@redwoodlogistics.com to inquire. We will attempt to accommodate such requests.

Data Privacy and Security Act De-Identified Data Disclosure

We may use de-identified data in some instances. We either maintain such data without attempting to re-identify it or treat such data as Personal Information subject to applicable privacy law.

Notwithstanding anything else in this Privacy Policy, we may share data that has been aggregated or deidentified such that under applicable laws it is no longer considered personal information. When we share aggregated or deidentified data, we require recipients to refrain from reidentifying the data.

Do we collect information from children?

The Site and Services are not intended for children under 16 years of age. No one under age 16 may provide any information to or on the Site or Services. We do not knowingly collect personal information from children under 16. If you are under 16, do not use or provide any information on the Site or Services or on or through any of their features, including your name or email address. If we learn we have collected or received personal information from a child under 16 without verification of parental consent, we will delete that information. If you believe we might have any information from or about a child under 16, please contact us at websiterequest@redwoodlogistics.com.

Contacting Us

For any questions, or to request further information regarding this Policy, please contact us at websiterequest@redwoodlogistics.com.

Changes To This Policy

It is our policy to post any changes we make to this Policy on this page. If we make material changes to how we treat our users' information, we will notify you by e-mail to the primary e-mail address you have provided to us and/or possibly through a notice on our Site's home page. The date this Policy was last revised is identified at the top of the page. You are responsible for ensuring we have an up-to-date active and deliverable e-mail address for you, and for periodically visiting the Site and this Policy to check for any changes.