

Privacy Policy

Effective Date: Jan 1, 2026

Rock Solid Trucking LLC (“we,” “us,” or “our”) is a trucking and hauling company operating in Central Iowa. We are committed to protecting the privacy of our customers, drivers, employees, contractors, and website visitors. This Privacy Policy explains how we collect, use, disclose, and protect your information, including mobile and SMS communications.

1. Information We Collect

a. Personal Information

- Name
- Phone number
- Email address
- Mailing address
- Billing and payment information
- Driver’s license and employment-related information (for drivers and applicants)

b. Business and Shipping Information

- Company name
- Pickup and delivery locations
- Load and shipment details
- Dispatch, routing, and scheduling information

c. Mobile Device and Technology Data

When you communicate with us via mobile devices or use systems related to our services, we may collect:

- Mobile phone number
- Device type and operating system
- SMS, call, and communication interaction data
- GPS or location data when required for dispatching, routing, safety, compliance, or service delivery
- App or platform usage data (if applicable)

2. How We Use Your Information

We use your information to:

- Provide trucking, hauling, and logistics services
- Dispatch drivers and coordinate deliveries
- Communicate service updates, scheduling, and support
- Send transactional or service-related SMS messages
- Process payments and billing
- Comply with federal, state, DOT, and FMCSA regulations
- Improve operations, safety, and customer service

3. SMS Communications & A2P Compliance

We use **Application-to-Person (A2P) messaging** to communicate important service-related information such as dispatch notices, delivery updates, scheduling confirmations, and customer support messages.

Consent (Opt-In)

- By providing your mobile phone number and opting in, you consent to receive SMS messages from us related to our services.
- Consent may be provided verbally, in writing, electronically, or through an online form or service agreement.
- Message frequency may vary depending on service activity.

Opt-Out

- You may **opt out at any time** by replying “**STOP**” to any SMS message.
- You may also opt out by contacting us directly using the contact information below.
- After opting out, you will no longer receive SMS messages except where required for critical service or legal notifications.

Message & Data Rates

- **Message and data rates may apply**, depending on your mobile carrier and plan.

No Sale or Sharing for Marketing

- Mobile numbers and SMS consent data are **not sold or shared** with third parties for marketing purposes.

4. Information Sharing and Disclosure

We do **not** sell personal information. We may share information only:

- With trusted service providers (dispatch systems, SMS platforms, payment processors, compliance vendors)
- To comply with legal, regulatory, DOT, or law enforcement requirements

- To protect the safety, rights, and property of our company, drivers, and customers
- As necessary to complete hauling and logistics services

5. Data Security

We use reasonable administrative, technical, and physical safeguards to protect your information. However, no electronic transmission or storage method is completely secure.

6. Data Retention

We retain information only as long as necessary to:

- Provide services
- Meet regulatory and recordkeeping obligations
- Resolve disputes and enforce agreements

7. Your Rights

Subject to applicable law, you may:

- Request access to your personal information
- Request corrections
- Request deletion of certain information, where legally permitted

Requests may be submitted using the contact details below.

8. Children's Privacy

Our services are not directed to children under the age of 13, and we do not knowingly collect information from children.

9. Third-Party Links

Our website may contain links to third-party websites. We are not responsible for their privacy practices.

10. Policy Updates

We may update this Privacy Policy periodically. Changes will be posted with an updated effective date.

11. Contact Information

For questions about this Privacy Policy or SMS communications, contact us at:

Rock Solid Trucking LLC
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Phone: 515-401-7526
Email: info@rocksolidtrk.com