Trunk Tools Privacy Policy

Effective: November 6, 2025

This Privacy Policy ("**Policy**") describes how Trunk Tools, Inc. ("**Trunk Tools**" "**we**," "**our**," "**us**") collects, uses, and discloses certain personal information from users of the Services ("**you**" or "**your**") obtained through our website ("**Site**"), as well as through our software platform and applications (the "**Platform**") and as otherwise collected in order to provide other services to our customers (collectively, the "**Services**"). By visiting our Site or using our Services, you are agreeing to the terms of this Policy.

What information we collect and maintain about you

We collect personal and other information from you directly when you provide it to us through the website. We may also automatically collect certain information about you and your computer, smartphone, or other device when you use, access, or interact with our Services.

Personal information collected through the Platform. If you are a customer and sign up to use our Platform, we may process the following categories of personal data about you, your company, or your company employees:
- Username and password (that you create)
- Company name
- Contact information (such as email and phone number)
- Company's business objectives regarding the Platform
- Company's address (project address)
- Employee name
- Employee job title and team structure
- Employee contact information (such as email and phone number)
- Employee's usage of platform

Personal information collected through the Site. You can visit the Site without submitting any information that we can use to identify you personally. However, if you use certain features on the Site, such as the "Contact Us" feature, you will be required to provide personal information. Such information could include, for example, your name, email address, and any other information you choose to provide.

Prompts and Outputs. The Services allow you to submit text, documents, or other materials to the Services ("**Prompts**"), which generate responses based on your Prompts ("**Outputs**"). If you include personal information in your Prompts, we will collect that information, and that information may be reproduced in the Outputs.

Careers. If you decide that you wish to apply for a job with us, you may submit your contact information and your resume online. We will collect the information you choose to provide on your resume, such as your education and employment experience. You may also apply through LinkedIn. If you do so, we will collect the information you make available to us on LinkedIn.

Web log data. When you use the Services, we automatically receive and record certain information from your computer (or other device) and your browser. This may include such data as your IP address and domain name, the pages you visit on the Services, the date and time of your visit, the files that you download, the URLs from the websites you visit before and after navigating to the Services, your software and hardware attributes (including device IDs), your general geographic location (e.g., your city, state, or metropolitan region), and certain cookie information (see below). To obtain such information, we may use web logs or applications that recognize your computer and gather information about its online activity.

Cookies. We also use cookies on the Services. Cookies are small files that are stored on your computer by your web browser. A cookie allows the Services to recognize whether you have visited before and may store user preferences and other information. For example, cookies can be used to collect or store information about your use of the Services during your current session and over time (including the pages you view and the files you download), your computer's operating system and browser type, your Internet service provider, your domain name and IP address, your general geographic location, the website that you visited before the Services and the link you used to leave the Services. If you are concerned about having cookies on your computer, you can set your browser to refuse all cookies or to indicate when a cookie is being set, allowing you to decide whether to accept it. You can also delete cookies from your computer. However, if you choose to block or delete cookies, certain features of the Services may not operate correctly.

Web beacons. The Services or the emails that you receive from Trunk Tools may use an application known as a "web beacon" (also known as a "clear gif" or "web bug"). A web beacon is an electronic file that usually consists of a single-pixel image. It can be embedded in a web page or in an email to transmit information, which could include personal information. For example, it can allow an email sender to determine whether a user has opened a particular email.

SDKs and mobile advertising IDs. Our Services may include third-party software development kits ("**SDKs**") that allow us and our service providers to collect information about your activity.

In addition, some mobile devices come with a resettable advertising ID (such as Apple's IDFA and Google's Advertising ID) that, like cookies and pixel tags, allow us and our service providers to identify your mobile device over time for advertising purposes.

Third-party plugins. Our Services may include plugins from other companies, including social media companies (e.g., the Facebook "Like" button). These plugins may collect information, such as information about the pages you visit, and disclose it with the company that created the plugin even if you do not click on the plugin. These third-party plugins are governed by the privacy policies and terms of the companies that created them.

Third-party online tracking and behavioral advertising. We also may partner with certain third parties to collect, analyze, and use some of the personal and other information described in this section. For example, we may allow third parties to set cookies or use web beacons on the Site or in email communications from us. This information may be used for a variety of purposes, including online website analytics and interest-based advertising, as discussed below.

Aggregated and deidentified information. From time to time, we may also collect and disclose aggregated or deidentified information about Service users, such as by publishing a report on trends in the usage of the Site or Platform. Such aggregated or deidentified information will not identify you personally.

How We Use Your Information

Trunk Tools may use the information that we collect for a variety of purposes. The purposes for which we may use your information include:
- Provide you with our Services, including processing your orders;
- Respond to your questions or requests concerning the Services;
- Fulfill the terms of any agreement you have with us;
- Fulfill your requests for our Services or otherwise complete a transaction that you initiate;
- Send you information about our Services and other topics that are likely to be of interest to you, including newsletters, updates, or other communications, including promotional emails;
- Send you text messages;

- Deliver confirmations, account information, notifications, and similar operational communications;
- Train, develop, and improve our artificial intelligence and machine learning ("**AI/ML**");
- Improve your user experience and the quality of our products and Services;
- Comply with legal and/or regulatory requirements;
- Aggregate and deidentify information;
- Benchmark results for our customers;
- Serve advertisements;
- Analyze how visitors use the Services and various Services features, including to count and recognize visitors to the Services;
- Create new products and Services; and
- Manage our business.

Trunk Tools may link information gathered through the Services with information that we collect in other contexts. But in that event, we will handle the combined information in a manner consistent with this Policy.

With Whom and Why We Disclose Your Information

We may disclose your information with other parties for a variety of purposes, as described below.

Partners and Affiliates. Trunk Tools may disclose any information we receive to our trusted partners, corporate affiliates, parents, or subsidiaries for any of the purposes described in this Policy.

With our customers. If you are an employee of one of our customers, we may disclose information about your usage of the Platform with the customer you are associated with (your employer).

Third-party service providers. Trunk Tools uses third-party service providers that perform services on our behalf, including web-hosting companies, mailing vendors, analytics providers, data labeling companies, and AI/ML companies. These service providers may collect and/or use your information, including information that identifies you personally, to assist us in providing the Services.

We may disclose your information with other third parties when necessary to fulfill your requests for services; to complete a transaction that you initiate; to meet the terms of any agreement that you have with us or our partners; or to manage our business. Personal information obtained through a short code program, however, will not be shared with any third-parties for their own marketing purposes.

Analytics. We partner with certain third parties to obtain the automatically collected information discussed above and to engage in analysis, auditing, research, and reporting. These third parties may use web logs or web beacons, and they may set and access cookies on your computer or other device. In particular, the Services use Google Analytics and Mongo DB to help collect and analyze certain information for the purposes discussed above. You can learn more about Google's practices by visiting https://www.google.com/policies/privacy/partners/.

Interest-based Advertising. The Services also enable third-party tracking mechanisms to collect information about you and your computing devices for use in online interest-based advertising. For example, third parties may use the fact that you visited our Site to target online ads to you. In addition, our third-party advertising networks might use information about your use of our Services to help target advertisements based on your online activity in general. For information about interest-based advertising practices, including privacy and confidentiality, visit the Network Advertising Initiative website or the Digital Advertising Alliance website. The use of online tracking mechanisms by third parties is subject to those third parties' own privacy policies, and not this Policy. If you do not wish to receive personalized ads, please visit their opt-out pages to learn about how you may opt out of receiving web-based personalized ads from member companies. You can access any settings offered by your mobile operating system to limit ad tracking, or you can install the AppChoices mobile app to learn more about how you may opt out of personalized ads in mobile apps. Although our Site currently does not respond to "do not track" browser headers, you can limit tracking through these third-party programs and by taking the other steps discussed above.

Legal purposes. We also may use or disclose your information with third parties when we believe, in our sole discretion, that doing so is necessary:
- To comply with applicable law or a court order, subpoena, or other legal process;
- To investigate, prevent, or take action regarding illegal activities, suspected fraud, violations of our terms and conditions, or situations involving threats to our property or the property or physical safety of any person or third party;
- To establish, protect, or exercise our legal rights or defend against legal claims; or
- To facilitate the financing, securitization, insuring, sale, assignment, bankruptcy, or other disposal of all or part of our business or assets.

Aggregated information. From time to time, Trunk Tools may also disclose aggregated information about Site users, such as by publishing a report on trends in the usage of the Site. Such aggregated information will not identify you personally.

Consent. Trunk Tools may also disclose your information with your permission.

Your Choices

If you want to learn more about the personal information that Trunk Tools has about you, or you would like to update, delete, or change that information, please fill out a data deletion request (see 'Request Data Deletion' hyperlink at the footer of TrunkTools.com) or contact us by email at security@trunk.tools.

You may also opt out of receiving marketing emails from us by following the instructions in those emails or by emailing us at [unsubscribe@trunk.tools.](mailto:unsubscribe@trunk.tools) Even if you opt out of receiving marketing messages from us, you will continue to receive administrative messages from us.

External Links

This Services may contain links to third-party websites. If you use these links, you will leave the Services. We have not reviewed these third-party sites and do not control and are not responsible for any of these sites, their content, or their privacy policy. Thus, we do not endorse or make any representations about them, or any information, software, or other products or materials found there, or any results that may be obtained from using them. If you decide to access any of the third-party sites listed on our website, you do so at your own risk.

Data Security

We employ physical, technical, and administrative procedures to safeguard the personal information we collect online. We have a data classification policy in place to help ensure that confidential data is properly secured and restricted to authorized personnel. Management has developed and communicated policies and procedures to manage the information security of the system. Changes to these procedures are performed annually and authorized by management, the executive team, and control owners. These procedures cover the following key security life cycle areas: Logical Access, Change Control, Data Communications, Risk Assessment, Data Retention, Vendor Management. However, no website is 100% secure, and we cannot ensure or warrant the security of any information you transmit to the Site or to us, and you transmit such information at your own risk.

Data Retention

We retain personal information about you necessary to fulfill the purpose for which that information was collected or as required or permitted by law, and we have formal retention and disposal procedures in place to guide the secure retention and disposal of company and customer data. We do not retain personal information longer than is necessary for us to achieve the purposes for which we collected it. We purge or remove customer data containing confidential information from the application environment, in accordance with best practices, when customers leave the service. When we destroy your personal information, we do so in a way that prevents that information from being restored or reconstructed.

For additional information on our data storage, retention, and deletion policies, please see our trust site: https://trust.trunktools.com/

International Users

The information that we collect through or in connection with the Site is transferred to and processed in the United States for the purposes described above. Trunk Tools also may subcontract the processing of your data to, or otherwise disclose your data with, affiliates or third parties in the United States or countries other than your country of residence. The data-protection laws in these countries may be different from, and less stringent than, those in your country of residence. By using the Services or by providing any personal or other information to us, you expressly consent to such transfer and processing.

Children

Content on the Services is directed at individuals over the age of 18 and is not directed at children under the age of 13. We do not knowingly collect personally identifiable information from children under the age of 13. If you learn that a child has provided us with personal information in violation of this Policy, then you may alert us at privacy@trunk.tools.

Changes to this Policy

Trunk Tools may make changes to the Services in the future and as a consequence will need to revise this Policy to reflect those changes. Trunk Tools, Inc. will post all such changes on the Site, so you should review this page periodically. If we make a material change to the Policy, you will be provided with appropriate notice.

How to Contact Us

Should you have any questions or concerns about this Policy, you can contact us at security@trunk.tools or PO Box 683, New York, NY 10012.