

Privacy Policy

Effective date: September 19, 2026

1. Who We Are

North Forrest Freight Inc. ("North Forrest Freight," "NFF," "we," "us," or "our") is a freight agency operating as an independent agent of SPI Logistics (SPI 3PL, MC# 253915), a licensed property broker. We arrange truckload, LTL, and intermodal transportation between shippers and motor carriers. This Privacy Policy explains how we collect, use, store, and protect personal information, including mobile phone numbers and SMS consent, in connection with our website at <https://www.nffagency.com> and our text messaging program.

2. Information We Collect

We collect the following categories of information, primarily in a business-to-business context:

- **Contact information:** name, company name, job title, mailing address, email address, office phone number, and mobile phone number.
- **Carrier and shipper business information:** MC/DOT numbers, equipment types, operating lanes, insurance details, W-9 and payment information, and load or shipment details.
- **SMS consent records:** your mobile number, the date and time you opted in, the method of opt-in (for example, a web form, a written agreement, a verbal request logged by our team, or a text you sent us), and any opt-out requests.
- **Communications:** the content of texts, emails, and calls exchanged with our team relating to loads, rates, dispatch, tracking, and documents.
- **Website usage data:** IP address, browser type, pages visited, and similar technical information collected through cookies or analytics tools.

3. How We Use Your Information

- To offer, negotiate, book, dispatch, and track freight shipments.
- To discuss rate confirmations, load details, pickup and delivery updates, check-call requests, and document requests.
- To set up and maintain carrier and customer accounts and process payments.
- To respond to your inquiries and provide customer and carrier support.
- To maintain business records and comply with legal, regulatory, and contractual obligations.
- To improve our website and services.

4. SMS / Text Messaging Program

If you provide your mobile number and consent to receive text messages from North Forrest Freight, you may receive the following types of messages:

- **Carrier sales messages:** available loads, rate offers, and booking confirmations, including replies to your inbound inquiries.
- **Track-and-trace messages:** check-call requests, pickup and delivery appointment confirmations, location and ETA updates, and requests for proof of delivery or other shipment documents.
- **Account and service messages:** onboarding, paperwork, invoicing, and other account-related notices.

Message frequency varies based on your activity with us and the number of active shipments.

Message and data rates may apply. Consent to receive text messages is not a condition of doing business with North Forrest Freight.

Opt out: Reply **STOP** to any message to stop receiving texts from that number. You will receive a one-time confirmation that you have been unsubscribed. You may also contact us at 1-(833) 378-3651 or mgd@spi3pl.com to opt out.

Help: Reply **HELP** to any message for assistance, or contact us at 1-(833) 378-3651 or mgd@spi3pl.com.

5. Mobile Information Is Not Sold or Shared for Marketing

No mobile information will be shared with third parties or affiliates for marketing or promotional purposes. Text messaging originator opt-in data and consent will not be shared with any third parties, except as strictly necessary to deliver the messaging service as described in Section 6. We do not sell personal information.

6. When We Share Information

We share personal information only in the following circumstances:

- **Service providers:** with vendors that help us operate our business, such as our telephone and SMS platform provider, email and productivity software, transportation management system, load boards, and carrier vetting and compliance tools. These providers may use your information only as needed to provide services to us.
- **SPI Logistics:** as the licensed broker of record for shipments we arrange, SPI Logistics may receive carrier, shipper, and shipment information needed to execute, invoice, and document those shipments.
- **Shipment counterparties:** shipper or receiver contact details may be shared with the carrier handling a load, and carrier or driver contact details may be shared with the shipper or receiver, solely to complete the shipment.
- **Legal requirements:** when required by law, subpoena, regulation, or to protect our rights, property, or safety.
- **Business transfers:** in connection with a merger, acquisition, or sale of all or part of our business.

7. How We Store and Protect Your Information

Mobile numbers, consent records, and communications are stored in our phone/SMS platform, email system, and transportation management system, which are protected by access controls, user authentication, and encryption in transit. Access is limited to team members who need it to perform their jobs. No method of transmission or storage is completely secure, but we take reasonable administrative, technical, and physical measures to protect your information.

8. Data Retention

We retain business records, including shipment communications and SMS consent and opt-out records, for as long as needed to fulfill the purposes described in this policy, to comply with legal and regulatory record-keeping requirements (including federal motor carrier and tax record requirements), and to resolve disputes. Opt-out records are retained so that we honor your request not to be contacted.

9. Your Choices and Rights

- You may opt out of text messages at any time by replying STOP.
- You may request access to, correction of, or deletion of your personal information by contacting us using the details below. We will respond in accordance with applicable law and may need to keep certain records for legal or business purposes.
- Depending on where you live, you may have additional rights under state privacy laws. We will not discriminate against you for exercising any of these rights.

10. Cookies and Website Analytics

Our website may use cookies and analytics tools to understand how visitors use the site. You can control cookies through your browser settings.

11. Children

Our services are intended for businesses and are not directed to individuals under 18. We do not knowingly collect information from minors.

12. Changes to This Policy

We may update this Privacy Policy from time to time. The effective date at the top of this page shows when it was last revised. Material changes will be posted on this page.

13. Contact Us

For privacy questions or to exercise your rights, contact:

North Forrest Freight Inc.

22424 S. Ellsworth Loop Rd., Queen Creek, AZ 85142

Phone: 1-(833) 378-3651

Email: mgd@spi3pl.com

Website: <https://www.nffagency.com>