

Privacy Policy

Effective Date: June 1st, 2026

Platform: Matrux (www.mymatrux.com)

Operated by: Matrux LLC

1. Information We Collect

Account Information: Name, company name, email address, phone number, billing address.

Shipment Data: Pickup/delivery addresses, freight details (weight, dimensions, commodity, NMFC class), PO numbers, reference numbers, special instructions.

Payment Information: Processed via third-party payment processors. We do not store full card numbers.

Usage Data: IP address, browser type, pages visited, actions taken on the platform (quotes requested, shipments booked).

2. How We Use Your Information

- To provide LTL freight quoting and booking services
 - To communicate shipment status and updates
 - To process payments and issue invoices
 - To share necessary shipment details with carrier partners
 - To improve platform performance and user experience
 - To comply with legal obligations
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3. Information Sharing

We share your data only as necessary:

Recipient	Purpose
Carrier Partners	Execute your shipment (pickup, transit, delivery)
Payment Processors	Billing and invoicing
IT / Hosting Providers	Platform operation
Legal Authorities	When required by law

We do **not** sell your personal data to third parties.

4. Data Retention

We retain your shipment records and account data for **7 years** to comply with freight and tax regulations. You may request deletion of non-essential data by contacting us.

5. Your Rights

If you have questions about your personal data or wish to make a data request, contact us at privacy@mymatrux.com

6. Cookies

We use essential cookies for platform functionality and analytics cookies to improve our service. You can disable non-essential cookies in your browser settings.

7. Security

We use industry-standard encryption (TLS/SSL) and access controls. No method of transmission is 100% secure; we cannot guarantee absolute security.

8. Third-Party Links

Our platform may link to carrier tracking portals or third-party tools. We are not responsible for their privacy practices.

9. Children's Privacy

Our services are not directed to individuals under 18. We do not knowingly collect data from minors.

10. Changes to This Policy

We may update this policy and will notify you via email or platform notice. Continued use after changes constitutes acceptance.

11. Contact Us

Email: privacy@mymatrux.com

This Privacy Policy was last updated on June 1st, 2026