



Fleet Hoster Privacy Policy

Last updated: 07/24/2024

This Privacy Policy relates to Fleet Hoster LLC, together with its affiliates (collectively, "Fleet Hoster", "we", "us", "FH" and/or "our"), and describes our policies and practices with respect to your personal information ("Personal Information") that you may give us or that we may collect about you, such as when using our website or which contain a link to this policy, when entering information into an online form which contains a link to this Privacy Policy, when providing your Personal Information to a Fleet Hoster™ representative at a tradeshow, or when you otherwise provide Fleet Hoster™ with your Personal Information in a manner described in this Privacy Policy.

Fleet Hoster™ operates www.fleethoster.com, Fleet Hoster Asset Tracking, Fuel BI, FleetFlix™, GoInsights™, and ColdChain BI. These services and website page informs you of our policies regarding the collection, use and disclosure of Personal Information we receive from our products and users of the website and Add-Ins.

We use your Personal Information only for providing and improving our services and website. By using the products, signing the terms and conditions agreement and website, you agree to the collection and use of information in accordance with this policy.

Information Collection And Use

While using our services and website, we may ask you to provide us with certain personally identifiable information that can be used to contact or identify you. Personally identifiable information may include, but is not limited to your name ("Personal Information"), video from dashcam services, and asset tracking location data.

Log Data

Like many service and website operators, we collect information that your browser sends whenever you visit our website ("Log Data"), or use of services for fleet management and monitoring.

This Log Data may include information such as your computer's Internet Protocol ("IP") address, browser type, browser version, the pages of our website that you visit, the time and date of your visit, the time spent on those pages, video of drivers/employees, asset/fleet operation metrics and other statistics.

In addition, we may use third party services such as Microsoft Azure and/or Google Analytics that collect, monitor, and analyze this.

The Log Data section is for businesses that use analytics or tracking services in asset devices, dashcams, and websites or apps, like Microsoft Azure and/or Google Analytics.

Communications

We may use your Personal Information to contact you with newsletters, marketing or promotional materials and other information that pertains to products and solutions offered by Fleet Hoster™.

The Communications section is for businesses that may contact users via email (email newsletters) or other methods.

Cookies

Cookies are files with small amount of data, which may include an anonymous unique identifier. Cookies are sent to your browser from a web site and stored on your computer's hard drive.

Like many sites, we may use "cookies" to collect information. You can instruct your browser to refuse all cookies or to indicate when a cookie is being sent. However, if you do not accept cookies, you may not be able to use some portions of our services or website.

Security

We take reasonable and appropriate steps to help protect Personal Information from unauthorized access, use, disclosure, alteration, and destruction.

Device and Vehicle Data

If you drive a vehicle connected to the Fleet Hoster™ solution, we receive personal data about you to the extent our Customer provides such personal data to us, and we process such personal data in accordance with our Customer's written instructions or as required by applicable law. To the extent that personal data about you may be inferred from technical vehicle information collected from the device, we process such personal data in accordance with this Policy.

The Fleet Hoster™ Solution is comprised of a software platform (FH and/or Geotab) and a telematics device (hardware) to enable Customers to collect vehicle data to manage their fleets. The telematics device is installed into or on a vehicle or asset that may facilitate the extraction of data about the vehicle and its use. Any data that is temporarily stored on the device is encrypted. The vehicle data on a device is then transmitted to FH and/or Geotab's servers through secured wireless telecommunications networks and stored on encrypted cloud servers, in accordance with the applicable providers' respective privacy, data handling and data usage policies.

Data Retention

Fleet Hoster™ will retain your personal data for as long as needed to fulfill the purposes for which the data was provided. Fleet Hoster™ will delete or anonymize your personal data when we no longer have a legitimate business need for it or in compliance with applicable law. If it is no longer possible to delete it because, for example, it has been backed up in archives, then we will securely store the personal data and isolate it from further processing until deletion is possible.

For personal data that we process on behalf of resellers and Customers' users, we will retain such personal data in accordance with the instructions provided to us in the terms of our agreement with them, subject to applicable laws.

Fleet Hoster's Website, Communications and Support

We also use your personal data to provide customer service and support. Such support may include technical notices, updates, security alerts, and administrative messages. Where permitted by applicable law, we, our resellers, or partners may also send you promotional communications from time to time to inform you of products, services, features, surveys, newsletters, offers, promotions, contests, and events. Information and news about our partners may also be communicated from time to time.

You can opt out of marketing communications at any time by contacting us.

Additionally, we use the information to monitor and analyze trends, usage, and activities in connection with our website and Customer accounts in order to investigate and prevent fraudulent transactions, unauthorized access to Fleet Hoster Solution, and other illegal activities. We may also use personal data for any other purpose for which we have obtained your consent or where permitted or required by applicable law.

Our website may contain links to other websites that are operated by third parties. This Policy does not apply to those websites. We strongly suggest that you carefully review the privacy policies and statements of any third-party websites to properly understand their information practices.

We may also collect personal data from our website or add-in in the event you use the interactive features of the website or add-in, such as accessing a white paper, commenting on a blogpost, or participating in surveys, contests, or promotions. If you apply for a position with Fleet Hoster™ through a job posting on our website, we will collect personal data about you such as your name, resume, phone number, and email address. If you comment on articles or blog posts, we may also collect certain personal data about you that you include in your comment. We and our authorized service providers may also collect information using cookies and other information gathering technologies for a variety of reasons.

If you contact us through the Fleet Hoster™ website via the “Contact Us” page (e.g. requesting a demo, sales inquiry, etc.), you are providing your consent for us to use your information for the purpose that you contacted us and share it with certain FH partners and service providers so that we can properly respond to your inquiry.

The Fleet Hoster™ website may also use web beacons, tags, and scripts or use them in email or other electronic communications we send to you. These assist us in sending cookies and counting visits to our website while helping us understand usage and the effectiveness of various campaigns and promotions. Furthermore, we may receive and develop reports based on the use of these technologies by our third party service providers on an individual and aggregated basis.

Social Media Widgets

The Fleet Hoster™ website includes social media features such as the Facebook or LinkedIn “Like” and “Share” buttons as well as mini-programs that run on our website. These features may collect your internet protocol address (IP address), which webpage you are visiting, and may set a cookie to enable the feature to function properly. The use of such features is governed by the privacy policies of the feature owner.

Fleet Hoster Events and Locations

We may also ask for and collect personal data from individuals who register for or attend events sponsored by Fleet Hoster™ or its affiliates. Such data may include your name, address, phone number, email, and other information provided by you. Fleet Hoster™ employs video cameras for security purposes at its office locations. If you visit our office location, we may capture your image through a security camera. Such images will not be stored for more than 30 days by Fleet Hoster™ or shorter periods where required by applicable law.

Data Science and Analytics

We extract data using the Fleet Hoster™ devices/services and aggregate it through Microsoft Azure Cloud Services enterprise data warehouse. Aggregated data sets made available by Fleet Hoster do not contain personal data and cannot reasonably be used to identify an individual. Information processed using Microsoft Azure Cloud Services is carried out on servers located in North America.

External Links

Our website and Mobile App may include integrations, references, or links to services provided by third parties whose privacy practices differ from ours. If you provide Personal Information to any of those third parties, or allow us to share personal information with them, that information is governed by their privacy statements.

Service Providers

Fleet Hoster™ may share information, including personal data, with our third party service providers that we engage for providing hosting, for maintenance of our websites, applications, backup, storage, payment processing, analytics, and

other services. We do not allow our service providers with whom we share personal data to use that information for marketing or any other purpose other than in connection with the services they provide to Fleet Hoster™.

Complying with the Law and Law Enforcement Requests

In some circumstances, we may receive a request from public authorities to disclose personal data in response to a legally binding request to meet national security or law enforcement requirements. As applicable, we may disclose personal data to comply with subpoenas, court orders, or legal process, or to enforce our legal rights and defend against legal claims. In some cases, we may also share personal data if we believe that illegal or fraudulent activity is or has taken place so that we can investigate, prevent, and take appropriate action regarding such activities that may pose a potential threat to the physical safety of any person, violations of our Customer agreements, or to comply with the law. If your personal data becomes subject to a legal disclosure requirement and we are permitted to do so, we will attempt to notify you of said disclosure, if we have current contact information on file.

Sharing with Consent

We may also share information with third parties when you have provided us with your consent to do so.

Success Stories

From time to time, we may post success stories on our website or in other publicly distributed material that contains personal data. In such cases, we obtain your written consent before posting your name or other personal data with the success story. If you wish to delete or remove your success story, you can contact us at sales@fleethoster.com

Fleet Hoster Internal Sharing

We may share information, including your personal data, within the Fleet Hoster™ group of companies.

Correcting, Updating, and Removing Your Information

Customers may change or update the information associated with their Fleet Hoster™ accounts by logging into these services and editing their profile. You may request to have personal data that we maintain returned or removed by contacting Fleet Hoster™ or your reseller. If you're unable to obtain the results you expected from Fleet Hoster™ or your reseller, you can also contact our sales department at sales@fleethoster.com. Fleet Hoster™ reserves the right to validate requests to ensure legitimacy and refer the issue back to you or your reseller. Valid requests will typically be handled within 30 days.

An individual who seeks access to, or wishes to correct, amend, or delete inaccuracies in personal data stored or processed by Fleet Hoster™ may have to direct such inquiries to the appropriate customer who has access to our database and acts as the data controller. Customers may, if required, then make a request to Fleet Hoster™ who will act on valid requests within 30 days. We retain personal data that we store and process on behalf of Customers, resellers, and website visitors for as long as necessary to provide the Fleet Hoster Solution. Information (including personal data) will be retained and used as necessary to enable us to comply with our legal obligations, resolve disputes, support our Customers and resellers, and to comply with and enforce our agreements.

We maintain technological and organizational measures intended to safeguard your information. We do this when the information is in transit, in use, and at rest.

Children's Personal Data

We do not knowingly or intentionally collect or process any personal data from children under the age of 13. If you are under the age of 13, do not submit any personal data through our website or Fleet Hoster Solutions. Parents and legal guardians are encouraged to monitor their children's internet use and assist in helping us enforce this Policy by teaching their children never to provide personal data through our website or Fleet Hoster Solutions. If you have reason to believe that we may have been sent personal data of a child under the age of 13, contact us and we will use reasonable efforts to delete such information.

Assignment or Transfer

If Fleet Hoster™ was to enter into discussions regarding the sale or divestment of all or substantially all of our business, stock, or assets with another entity, we may assign or transfer this Policy as well as your account and related data (including personal data) in accordance with applicable law.

Changes To This Privacy Policy

This Privacy Policy is effective as of July 24, 2024 and will remain in effect except with respect to any changes in its provisions in the future, which will be in effect immediately after being posted on this page.

We reserve the right to update or change our Privacy Policy at any time and you should check this Privacy Policy periodically. Your continued use of the Service after we post any modifications to the Privacy Policy on this page will constitute your acknowledgment of the modifications and your consent to abide and be bound by the modified Privacy Policy.

If we make any changes to this Policy, we will post an updated policy on our website. You should periodically review this page for the latest information on our privacy practices. The updated Policy will become effective as of the date stated in the Policy and following any additional steps we may be required to take under applicable law.

Contact Us

If you have any questions about this Privacy Policy, please contact us.

Fleet Hoster
Attn: Technical Support
32 Macon Street
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