



PRIVACY POLICY

[Website](#) · [Mobile Application](#) · [Customer Portal](#) · [Driver Application](#) · [API](#) · [Related Services](#)

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1. INTRODUCTION

Welcome to Direct2 Express LLC (“Direct2,” “Company,” “we,” “our,” or “us”).

At Direct2, protecting the privacy and security of our customers, business partners, independent contractors, recipients, and website visitors is one of our highest priorities.

This Privacy Policy explains how Direct2 collects, uses, stores, shares, protects, and otherwise processes information obtained through our website, mobile applications, APIs, customer portals, driver applications, business dashboards, and all related services (collectively, the “Services”).

By accessing or using any Direct2 Service, you acknowledge that you have read and understood this Privacy Policy. If you do not agree with this Privacy Policy, you should discontinue use of our Services immediately.

2. WHO WE ARE

Legal Name

Direct2 Express LLC

Business Address

9253 S Ashbourne Dr, Sandy, Utah 84094, United States

Website

www.direct2express.com

Privacy and Support Contact

support@direct2express.com

Telephone

(801) 882-4789

Note: Direct2 Express LLC intends to designate a dedicated Privacy Officer in the near future. Until that designation is made, all privacy-related inquiries should be directed to support@direct2express.com with the subject line “Privacy Inquiry.”

3. WHO THIS POLICY APPLIES TO

This Privacy Policy applies to all users of Direct2 Services, including but not limited to:

- Individual Customers
- Business Customers
- Delivery Recipients
- Independent Drivers
- Fleet Operators
- Dispatchers
- Business Administrators
- Website Visitors
- Mobile App Users
- API Users
- Prospective Customers
- Job Applicants

This Policy applies regardless of whether you access our Services through our website, mobile application, business dashboard, API integrations, or any future Direct2 platform.

4. INFORMATION WE COLLECT

Depending on how you interact with Direct2, we may collect different categories of information.

4.1 Personal Information

We may collect:

- Full name
- Business name
- Email address
- Telephone number
- Billing address
- Pickup address
- Delivery address
- Company position or title
- Profile photograph
- Account credentials
- User preferences

4.2 Business Information

For corporate customers, we may collect:

- Company name
- Business address
- Authorized contacts
- Shipping locations
- Delivery preferences
- Internal reference numbers
- Purchase order numbers
- Tax-related information when required
- Account activity

4.3 Delivery Information

To provide our Services, we collect information related to each shipment, including:

- Pickup location
- Delivery location
- Pickup time
- Delivery time
- Recipient name
- Recipient phone number
- Delivery instructions
- Package description
- Estimated value (when provided)
- Delivery status
- Route history
- Service level selected

4.4 Proof of Delivery Information

Direct2 maintains electronic delivery records to verify successful completion of deliveries. Proof of Delivery (POD) may include:

- Delivery photographs
- Digital signatures
- PIN verification
- QR code confirmation
- Recipient name
- Date and time stamp
- GPS coordinates
- Driver observations
- Geofence validation
- Delivery completion records

These records are maintained for operational, legal, fraud prevention, insurance, customer support, and dispute resolution purposes.

4.5 Driver Information

If you register as a Driver or Independent Contractor, Direct2 may collect:

- Full legal name
- Date of birth
- Driver license information
- Vehicle information and registration
- Automobile insurance documentation
- Profile photograph
- Bank account information for payment processing
- Tax documentation
- Background verification information where permitted by law
- Emergency contact information

4.6 Device Information

When using our website or applications, we may automatically collect:

- IP address
- Device model and operating system
- Browser type and version
- Mobile carrier
- Device identifiers
- Language settings
- App version
- Crash reports
- Session information

4.7 Location Information

Because Direct2 provides real-time logistics services, location information is an essential part of our platform. Depending on your role, we may collect:

- Live GPS location
- Pickup and delivery arrival location
- Route history
- Travel distance
- Estimated arrival times
- Geofence events
- Driver availability zones

Location information may continue while an active delivery is in progress, even if the application is running in the background, subject to your device permissions and applicable law. See Section 9 for full details on how location data is used and how to manage permissions.

5. HOW WE COLLECT INFORMATION

We collect information in several ways, including:

- Directly from you when you create an account;
- When you place or receive a delivery request;
- When you communicate with our support team;
- Through our mobile applications;
- Through our website;
- Through cookies and similar technologies (see Section 8);
- Through integrated business systems;
- Through third-party identity verification providers;
- Through payment processors;
- Through GPS-enabled mobile devices;
- Through business account administrators;
- Through API integrations authorized by our customers.

6. HOW WE USE YOUR INFORMATION

Direct2 Express LLC uses the information we collect to operate, improve, secure, and expand our Services. We process personal information only for legitimate business purposes and in accordance with applicable law.

6.1 Provide Our Services

We use your information to:

- Create and manage your account;
- Verify your identity;
- Process delivery requests;
- Assign deliveries to Drivers;
- Coordinate pickups and deliveries;
- Generate Proof of Delivery (POD);
- Track deliveries in real time;
- Provide customer support;
- Manage business accounts;
- Generate invoices and payment records;

- Communicate delivery updates.

6.2 Improve Our Platform

Information may be used to:

- Improve application performance;
- Develop new features;
- Analyze operational efficiency;
- Improve delivery routing;
- Reduce delivery times;
- Improve customer experience;
- Develop predictive logistics tools;
- Improve fraud detection systems;
- Test new technologies.

6.3 Safety and Security

Direct2 uses collected information to:

- Prevent fraud;
- Detect suspicious activity;
- Protect customers and Drivers;
- Verify deliveries;
- Investigate complaints;
- Respond to accidents;
- Enforce our Terms of Service;
- Protect our systems from unauthorized access.

6.4 Communications

We may communicate with you regarding:

- Account verification;
- Delivery confirmations and delays;
- Customer support;
- Security alerts;
- Password resets;
- New platform features;
- Legal notices;
- Policy updates;
- Service interruptions.

Marketing communications will only be sent where permitted by applicable law. You may withdraw consent at any time by: (a) clicking the unsubscribe link in any marketing email; or (b) emailing support@direct2express.com with the subject line "Marketing Opt-Out."

6.5 Legal Compliance

We may process information when necessary to:

- Comply with applicable federal, state, or local laws;
- Respond to court orders or subpoenas;
- Cooperate with law enforcement;

- Comply with tax obligations;
- Meet insurance requirements;
- Protect our legal rights;
- Defend legal claims.

7. HOW WE SHARE INFORMATION

Direct2 does not sell your personal information. We share information only when necessary to provide our Services or comply with legal obligations.

7.1 With Drivers

Drivers assigned to a delivery may receive:

- Customer first name;
- Pickup address;
- Delivery address;
- Recipient information;
- Delivery instructions;
- Contact telephone number when required;
- Package handling instructions.

Drivers receive only the minimum information necessary to complete the assigned delivery.

7.2 With Business Customers

Business customers may receive information related to deliveries they request, including:

- Delivery status;
- Tracking events;
- Proof of Delivery;
- Delivery photographs;
- Digital signatures;
- Recipient confirmation;
- Driver identification when applicable.

7.3 With Recipients

Recipients may receive limited information necessary to complete a delivery, including:

- Estimated arrival time;
- Driver first name;
- Delivery updates;
- Proof of Delivery where authorized by the sender.

7.4 With Service Providers

We work with trusted third-party providers, including providers of:

- Cloud hosting and infrastructure;
- Payment processing;
- Customer support;
- Identity verification;

- Background screening;
- Mapping and navigation;
- GPS services;
- Email and SMS delivery;
- Data analytics;
- Fraud prevention;
- Cybersecurity;
- Software maintenance.

These providers are contractually required to protect the information they receive and may use it only for the services they perform on behalf of Direct2.

7.5 Payment Providers

Payments are processed through secure third-party payment processors. Direct2 does not store complete payment card numbers on its own servers. Payment processors maintain their own privacy and security policies, which we encourage you to review independently.

7.6 Government Authorities

We may disclose information when required by applicable law, court order, subpoena, government investigation, law enforcement request, or regulatory authority. We will disclose only the information reasonably necessary to satisfy the applicable legal requirement and, where permitted by law, will make reasonable efforts to notify you of such a request.

7.7 Business Transfers

If Direct2 is involved in a merger, acquisition, financing, sale of assets, corporate restructuring, bankruptcy, or investment transaction, customer information may be transferred as part of that transaction, subject to applicable legal requirements. We will provide notice before personal information is transferred and becomes subject to a different privacy policy.

8. COOKIES AND TRACKING TECHNOLOGIES

Direct2 uses cookies and similar technologies to improve the operation of our website and Services.

8.1 What Are Cookies

Cookies are small data files placed on your device when you visit a website. They help us recognize your browser, remember your preferences, maintain session security, and understand how visitors interact with our Services.

8.2 Types of Cookies We Use

Essential Cookies

Required for basic operation of our website and Services, including secure sessions, account authentication, and fraud prevention. Essential cookies cannot be disabled without impairing core functionality.

Analytical Cookies

Used to understand how visitors interact with our website. We currently use Google Analytics, which collects aggregated data such as pages visited, session duration, device type, and traffic sources. This data does not personally identify individual users.

You may opt out of Google Analytics at any time via the Google Analytics Opt-out Browser Add-on: <https://tools.google.com/dlpage/gaoptout>.

8.3 Do Not Track Signals

Because there is currently no universally accepted standard for responding to Do Not Track (DNT) signals, our website does not alter its data collection practices in response to DNT signals. We will revisit this position as industry consensus develops.

8.4 Managing Your Cookie Preferences

Most web browsers allow you to manage cookies through their settings. Disabling essential cookies may prevent our Services from functioning correctly. For general guidance, visit www.allaboutcookies.org.

9. LOCATION INFORMATION

Because Direct2 provides logistics and delivery services, precise location information is fundamental to our platform. A full description of the categories of location data we collect is provided in Section 4.7 above.

Location information is specifically used to:

- Coordinate and dispatch deliveries in real time;
- Verify pickup and delivery arrival events;
- Calculate and communicate estimated arrival times;
- Validate geofence events and route compliance;
- Track driver availability and operational zones;
- Improve routing efficiency and reduce delivery times;
- Generate GPS-stamped Proof of Delivery records.

You may revoke location permissions at any time through your device settings; however, doing so may prevent the use of location-dependent features of our Services.

10. DATA RETENTION

Direct2 retains personal information only for as long as necessary to fulfill the purposes described in this Privacy Policy, comply with applicable laws, resolve disputes, enforce our agreements, and maintain operational records.

The following table provides specific retention periods for common categories of information:

Information Category	Retention Period	Purpose
Account Information	Active account + 7 years after closure	Tax compliance, legal disputes, fraud prevention
Delivery Records	7 years from delivery date	Legal compliance, dispute resolution, operational history
Proof of Delivery (POD)	7 years from delivery date	Fraud prevention, insurance claims, customer disputes
Payment Records	7 years from transaction date	IRS requirements, accounting, financial audits
Driver Documentation	Contract duration + 7 years after termination	Regulatory compliance, contractor management
Support Communications	3 years from last interaction	Customer service quality, dispute resolution
Security and Access Logs	2 years from creation	Fraud detection, cybersecurity investigations
Marketing Communications	3 years from last opt-in or until opt-out	Marketing compliance, consent records

When information is no longer required, Direct2 will securely delete, anonymize, or archive it in accordance with applicable laws and legitimate business requirements.

11. DATA BREACH NOTIFICATION

Direct2 maintains incident response procedures designed to detect, contain, and remediate security incidents that may affect personal information.

11.1 Detection and Response

In the event of a confirmed or reasonably suspected unauthorized access to personal information, Direct2 will:

- Promptly investigate the nature and scope of the incident;
- Contain the breach and prevent further unauthorized access;
- Assess the potential risk of harm to affected individuals;
- Implement corrective and remediation measures as appropriate.

11.2 Notification to Affected Users

Direct2 is committed to notifying affected individuals without unreasonable delay, and in no event later than thirty (30) days after confirming that a data breach has occurred, except where a shorter period is required by applicable law. Notification will be provided via email to the address associated with your account, and will include:

- A description of the nature of the breach and the information involved;
- The approximate number of individuals and records affected;
- The likely consequences of the breach;
- The measures taken to address the breach;
- Contact information for further assistance.

11.3 Regulatory Notification

Where required by applicable law, Direct2 will also notify relevant state or federal regulatory authorities within the timeframes prescribed by law, including where applicable notification to the Utah Attorney General.

12. INFORMATION SECURITY

Direct2 employs commercially reasonable administrative, technical, and physical safeguards designed to protect personal information against unauthorized access, disclosure, alteration, misuse, or destruction. Our security program includes:

- Encryption of sensitive information during transmission using TLS/SSL;
- Encryption of sensitive stored data where appropriate;
- Role-based access controls limiting access to authorized personnel;
- Multi-factor authentication for administrative accounts;
- Continuous monitoring of system activity;
- Security logging and audit trails;
- Regular vulnerability assessments;
- Backup and disaster recovery procedures;
- Employee security awareness training;
- Incident response procedures as described in Section 11.

No electronic system can guarantee absolute security. Users acknowledge that information transmitted over the Internet always involves some degree of inherent risk.

13. YOUR PRIVACY RIGHTS

Depending on your jurisdiction and applicable law, you may have certain rights regarding your personal information, including the ability to:

- Access the personal information we maintain about you;
- Correct inaccurate or incomplete information;
- Request deletion of eligible personal information;
- Obtain a portable copy of your personal information;
- Request information regarding the categories of data collected;
- Object to certain processing activities where permitted by law;
- Withdraw consent where processing is based upon consent;
- Limit certain disclosures where legally available.

Direct2 will not discriminate against you for exercising any of these rights. To submit a privacy rights request, email support@direct2express.com with the subject line "Privacy Rights Request."

14. CALIFORNIA PRIVACY RIGHTS (CCPA/CPRA)

If you are a California resident, you may have additional rights under the California Consumer Privacy Act (CCPA), as amended by the California Privacy Rights Act (CPRA). Subject to applicable exceptions, California residents may have the right to:

- Know what categories of personal information we collect and the purposes for which they are used;
- Know the sources from which personal information is collected;
- Know the categories of third parties with whom information is shared;
- Request deletion of eligible personal information;
- Request correction of inaccurate personal information;
- Receive a portable copy of certain personal information;
- Exercise these rights without unlawful discrimination.

Direct2 does not sell personal information as that term is defined under the CCPA/CPRA.

How to Submit a California Privacy Request

Email support@direct2express.com with subject line "California Privacy Request." We will acknowledge within 10 business days and respond within 45 calendar days, extendable by an additional 45 days where reasonably necessary with prior notice.

15. UTAH CONSUMER PRIVACY ACT (UCPA)

The Utah Consumer Privacy Act (UCPA) grants certain rights to Utah residents, subject to specific applicability thresholds. Direct2 Express LLC does not currently meet the minimum thresholds that trigger mandatory UCPA compliance obligations. However, as a matter of good practice, Direct2 will honor verified requests from Utah residents concerning access, deletion, and data portability.

If Direct2's operations expand to meet UCPA thresholds in the future, this Policy will be updated accordingly.

16. OTHER U.S. STATE PRIVACY RIGHTS

Direct2 provides delivery and logistics services in multiple U.S. states beyond Utah and California. A growing number of states have enacted comprehensive consumer privacy laws granting similar rights to their residents, including but not limited to Colorado, Connecticut, Virginia, Texas, Oregon, Montana, Delaware, Iowa, Tennessee, Indiana, and Florida, as such laws may be amended or supplemented over time.

Where applicable, and subject to the specific thresholds, exemptions, and procedures set out in each state's law, residents of these states may have the right to:

- Confirm whether Direct2 processes personal information about you and access that information;
- Correct inaccuracies in your personal information;
- Delete personal information provided by or obtained about you;
- Obtain a portable copy of your personal information in a readily usable format;
- Opt out of the processing of personal information for targeted advertising, the sale of personal information, or profiling in furtherance of decisions that produce legal or similarly significant effects;
- Appeal a denial of a privacy rights request.

Direct2 does not sell personal information or use it for targeted advertising as those terms are defined under applicable state privacy laws. To submit a privacy rights request or an appeal, email support@direct2express.com with the subject line "State Privacy Rights Request." Direct2 will verify your request and respond within the timeframes required by the applicable state law.

If Direct2 expands its operations to additional states, or if new state privacy laws take effect, this Policy will be updated to reflect the applicable rights and procedures.

17. CHILDREN'S PRIVACY

Direct2's Services are intended exclusively for individuals who are at least eighteen (18) years of age, or the age of majority in their applicable jurisdiction. We do not knowingly collect personal information from children. If we become aware that personal information has been collected from a minor in violation of applicable law, we will take prompt steps to delete such information. Parents or legal guardians should contact us at support@direct2express.com.

18. INTERNATIONAL DATA TRANSFERS

Direct2 Express LLC operates exclusively within the United States. All personal information collected through our Services is stored and processed on servers physically located within the United States. Direct2 does not currently use infrastructure that transfers data outside of the United States.

If this changes in the future, this Policy will be updated to describe the applicable safeguards and legal mechanisms governing such transfers. International visitors acknowledge that their information will be transmitted to and processed within the United States.

19. HEALTHCARE AND MEDICAL DELIVERIES

Certain Direct2 services involve the transportation of medical devices, pharmaceuticals, laboratory specimens, and other healthcare-related products. Direct2 Express LLC is not a healthcare provider, pharmacy, hospital, or licensed medical carrier. Direct2 is not a Business Associate as defined under HIPAA unless a separate written Business Associate Agreement has been expressly executed between Direct2 and a covered entity customer.

Business customers who contract with Direct2 for healthcare-related transport remain solely responsible for ensuring that all shipments comply with applicable healthcare laws and regulations, including proper packaging, documentation, chain-of-custody, and temperature control requirements. Direct2 implements appropriate operational safeguards including GPS tracking, photographic POD, recipient signature requirements, and background-checked drivers.

20. THIRD-PARTY WEBSITES

Our website and applications may contain links to third-party websites. Direct2 does not control the privacy practices of third parties and is not responsible for their content, policies, or security practices. Users are encouraged to review the privacy policies of any third-party services they access through our platform.

21. CHANGES TO THIS PRIVACY POLICY

Direct2 may update this Privacy Policy periodically. When material changes are made, Direct2 will:

- Update the “Last Updated” date at the beginning of this document;
- Provide prominent notice on our website for a minimum of 30 days;
- Send email notification to registered account holders where the change materially affects their rights.

Continued use of the Services after any update becomes effective constitutes your acceptance of the revised Policy. The most current version will always be available at www.direct2express.com.

22. CONTACT US

If you have questions, concerns, or requests regarding this Privacy Policy or our data practices, please contact us:

Direct2 Express LLC

9253 S Ashbourne Dr, Sandy, Utah 84094, United States

Website: www.direct2express.com

Email: support@direct2express.com

Telephone: (801) 882-4789

Privacy-related inquiries may be submitted by email with the subject line “Privacy Inquiry.” Direct2 intends to designate a dedicated Privacy Officer in the future. Until then, all inquiries are handled by our support team.

23. VERSION HISTORY

The following table provides a record of all versions of this Privacy Policy.

Version	Date	Summary of Changes
1.0	July 1, 2026	Initial publication of Direct2 Express LLC Privacy Policy.
1.1	July 2, 2026	Removed legal-review placeholder note; added Section 16 (Other U.S. State Privacy Rights); revised the data breach notification timeframe in Section 11.2 to “without unreasonable delay, and in no event later than thirty (30) days”; updated Effective Date and Last Updated.

24. ENTIRE POLICY

This Privacy Policy constitutes the complete privacy statement of Direct2 Express LLC regarding the collection, processing, storage, disclosure, and protection of personal information through our Services.

If any provision of this Privacy Policy is determined to be invalid or unenforceable under applicable law, the remaining provisions shall remain in full force and effect.

END OF PRIVACY POLICY — Version 1.1 — Effective July 2, 2026