



Terms and Privacy Policy  
**(TPP)**

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Tumble Load LLC

**TUMBLE LOAD LLC.**  
**TERMS AND PRIVACY POLICY**

Effective as of December 31st, 2020

**1. Notifications of Changes to Tumble Load’s Privacy Policy.**

As Tumble Load LLC updates and expands the Tumble Load Platform, Tumble Load LLC’s Privacy Policy may be periodically reviewed and enhanced as necessary. Tumble Load LLC will endeavor to notify you of any material changes by email and we will update the “Effective as of” date above to indicate when those changes were made. You are also encouraged to review Tumble Load LLC’s Privacy Policy periodically.

**2. Privacy Towards Children.**

Tumble Load LC does not knowingly or intentionally collect personal information from children under the age of 18 years old. The Tumble Load LLC Platform is not marketed or directed towards children under 18 and those under the age of 18 are not permitted to use the Tumble Load LLC Platform. If Tumble Load LLC becomes aware that we have unknowingly collected the personal information of a child under the age of 18, Tumble Load LLC will delete the user profile and all of the personal information associated with it.

**3. Terms and Definitions of this Document / Privacy Policy.**

a. Tumble Load, Inc. may be referred to as “**Tumble Load**,” “**we**,” “**our**,” or “**us**.”

b. We call a user of the Tumble Load Platform a “**User**,” or “**Customer**” collectively, the “**Users**,” and or “**Customers**”.

c. “**You**” and “**your**” refer to an individual User of the Tumble Load Platform.

d. The community platform that we offer at our website ([www.TumbleLoad.com](http://www.TumbleLoad.com)) is referred to as the “**Website**.”

e. The platform and related services provided by Tumble Load, the Website and mobile applications (whether on iOS or Android), including without limitation information provided by Tumble Load to potential and actual Users in relation to the services, together are called the “**Tumble Load Platform**.”

f. **“Terms of Service”** refers to our Terms of Service which can be found at [TumbleLoad.com](http://TumbleLoad.com). This Privacy Policy is incorporated into, and considered a part of, the Terms of Service.

#### **4. Tumble Load LLC.**

This Privacy Policy describes how Tumble Load LLC., (“Tumble Load”) a Florida corporation, will gather, use, and maintain your personal information. It will also explain your legal rights to control use of that information.

Tumble Load values the privacy of all of our communities. This Privacy Policy applies to users of Tumble Load’s services, including users of Tumble Load’s apps, websites, features, or other services (collectively, the “Tumble Load Platform”) This Privacy Policy specifically applies to customers who request our services and our Independent Contractors (“Contractors” or “Providers”) who provide services individually.

By using the Tumble Load Platform, you confirm that you have read and understand this Privacy Policy, and our Terms of Service, (together referred to herein as the “Agreement”). The Agreement governs the use of the Tumble Load Platform. Tumble Load will gather, use, and maintain information consistent with the Agreement.

The Tumble Load Platform integrates Maps for both iOS and Android, and Google Maps features and content. By using the Tumble Load Platform, you agree to be bound by the current Apple and Android Maps Privacy Policy, as well as the current Google Terms of Service, and the current Google Maps/Google Earth Additional Terms of Service.

#### **5. Controlling of Data.**

We store data about you, including personal information, on servers located and operated within the United States. The data controller for the information you provide or that is collected by Tumble Load or its affiliates is:

Tumble Load LLC.  
7908 Glen Crest Way  
Orlando, FL 32836

#### **6. Collected Information by Tumble Load LLC.**

6.1 Personal Information. Tumble Load collects personal information including your name, address location, approximate geographical location of your computer or mobile device, telephone, email address, and credit or debit card and other financial information that you voluntarily share with Tumble Load.

6.2 Device Information. Tumble Load collects information about the computer or device you're using to access the Tumble Load Platform, including but not limited to, the type of computer or mobile device you use, your mobile device's unique device ID, the IP address of your computer or mobile device, your operating system, the type of internet browser you use, and information about the way you use the Tumble Load Platform ("Device Information"). Tumble Load may use Device Information to monitor the geographic regions from which users navigate the Tumble Load Platform and for security and fraud prevention purposes.

6.3 Identify Verification. Tumble Load collects personal information such as your date of birth, taxpayer identification number, and address, in order to validate your identity or conduct background searches ("Identity Information").

6.4 Financial Information. To help Providers set up a payment account we may collect financial information, including name, address, credit card number, bank routing numbers, tax information, and any other payment information ("Financial Information").

6.5 Cell Phone Numbers. Tumble Load may use your cell phone number to call or send recurring text messages to you, using an auto-dialer or prerecorded voice, in order to provide you notifications about Services, order status, or for marketing purposes (with your consent where required by law), and to administer the Tumble Load Platform. You may be liable for standard SMS and per-minute charges by your mobile carrier. Tumble Load may also message you via "Push" messaging, which you may opt-in on your mobile device. Data rates may apply.

6.6 Location Information. When you visit the Tumble Load Platform via our mobile application we use GPS technology (or other similar technology) to determine your current location and display a location map to improve service for our Users ("Location Information"). We will not share your current location obtained in this manner with other Users. If you do not want us to use your location for the purposes set forth above, you should turn off the location services for the mobile application located in your account settings or in your mobile phone settings and/or within the mobile application.

6.7 Cookies and Other Technologies. When you use a website, mobile application, or other internet service, certain internet and electronic network activity information gets created and logged automatically. This is also true when you engage with the Tumble Load Platform either by website or mobile app. Here are some of the kinds of information we collect:

a. Log Data. When you use Tumble Load, our servers record information ("log data"), including information that your browser automatically sends whenever you visit a website, or that your mobile app automatically sends when you're using it. Log data includes your Internet Protocol address, searches, browser type and settings, the time and date of your login, and how you use the Tumble Load Platform.

b. **Cookie Data.** A cookie is a small data file that we transfer to your computer's hard disk. We use "Persistent Cookies" that only Tumble Load can read and use, and access mobile device ID's:

- To save your login information for future logins on the Tumble Load Platform;
- To assist in processing transactions;
- To hold session information.

We use "Session ID Cookies" and similar technologies to:

- Enable certain features of the Tumble Load Platform;
- Better understand how Users / Customers and Providers interact with the website and Tumble Load Platform;
- Monitor usage by our Users / Customers and Providers and web traffic routing on the Tumble Load Platform;
- Identify visited areas on the Tumble Load Platform;
- Track number of entries and engagement with Tumble Load promotions.

Unlike persistent cookies, session cookies are deleted from your computer when you log off from the Tumble Load Platform and then close your browser.

You can instruct your browser, by changing its options, to stop accepting cookies or to prompt you before accepting a cookie from the websites you visit. If you do not accept cookies, however, you will not be able to use all portions or all functionalities of the Tumble Load Platform.

## **7. The Use of Your Information.**

The Personal Information that Tumble Load collects is essential to the operation of the Tumble Load Platform. We use the information provided by you for the following purposes:

### **7.1 Providing Tumble Load Services.**

- a. **Creation of User profiles.** We use your Personal Information to verify your identity and create your account and user profile on the Tumble Load Platform from which you can access Tumble Load services;
- b. **Operation of the Tumble Load Platform.** We use your Personal Information to connect your order with Washers and in order to enable the completion and payment for ordered services;

- c. Processing Payments. Tumble Load may use your Personal Information to process payments for completed services between Users and service providers;
- d. Location Tracking of Our Products. Your Personal Information may be used to track the status or completion of your contracted Tumble Load service.
- e. Customer Support. Tumble Load may use your Personal Information to provide you with customer support in order to fulfill our service contracts with Users and Providers.
- f. Complaint and Dispute Resolution. Tumble Load may use your Personal Information in the identification of complaints and disputes between Users and service providers and may assist in helping Users resolve their disputes;

## 7.2 Safety and Security.

- a. Billing and Fraud Prevention. Your Personal Information allows Tumble Load to ensure a safe and secure environment in which Tumble Load Users and Tumble Load Providers can conduct business;
- b. Conducting Background Checks. Tumble Load may use your Personal Information to conduct identification, authentication, and background checks on Contractors in order to advance Tumble Load's legitimate interests in ensuring the safety of all users / customers of the Tumble Load Platform;
- c. Legal Proceedings and Requirements. Tumble Load may use your Personal Information in any legal proceeding it is required to or as a means of cooperating with law enforcement with any legitimate investigation;

## 7.3 Communication and Site Performance.

- a. To Contact Users. Tumble Load may use your Personal Information to contact you and deliver (via email, SMS, push notifications, or otherwise) administrative notices, marketing notifications, offers, and communications relevant to your use of the Tumble Load Platform and Tumble Load's legitimate business interests in enhancing and improving the Platform and Tumble Load's services;
- b. Analyzing the Tumble Load Platform Usage. In our effort to improve the Platform, Tumble Load may use your Personal Information to analyze site usage;

## 7.4 Research, Advertising, and Marketing.

a. **Digital Advertising and Marketing.** Tumble Load may use cookies and other technologies and Personal Information to purchase and place targeted digital advertisement on the Internet in order to reach new users or new service providers. Advertising and marketing is carried out as necessary for our legitimate interests in provide an engaging and relevant experience, promoting our services and growing our business.

b. **Analytics and Market Research.** Tumble Load may analyze your information and web navigational data based on your interests, and may use the analysis from this information in a way that doesn't reveal a name, email address or other "real-world" identity ("Market Analysis") in order to market the Tumble Load Platform, improve the likelihood of a sale to a group of potential Users, and increase the likelihood that a group's experience with the Tumble Load Platform is relevant to its interests as a whole, as necessary for our legitimate interests in providing an engaging and relevant experience, promoting our services, and growing our business.

c. **Research and Development.** We at Tumble Load love hearing feedback from our Users about our service and the Tumble Load Platform. We also collect data and Personal Information for research and product development purposes. The information we collect allows us to improve the safety, security, and usability of our service. Tumble Load also uses the information to develop new features for the Tumble Load Platform.

## **8. Cases of Sharing Your Information.**

a. **Third Party Agents.** Tumble Load relies on third-party agents to process transactions and provide the Services which requires Tumble Load to share your information with those contractors, service providers and representatives of those agents, including:

i. **Customer Relationship Management ("CRM") services;**

ii. **Apple Maps, Android Maps, and Google LLC, which provides the mapping capabilities of the Tumble Load Platform;**

iii. **Financial transaction fulfillment.** Tumble Load's credit card payments are processed through Stripe and their privacy agreement is located at <https://stripe.com/privacy>;

iv. **Fraud detection services;**

v. Identity and background check services in relation to Contractors which is carried out by our provider Checkr, and their privacy agreement is located at <https://checkr.com/privacy-policy>;

vi. Deliveries and Transportation of items is provided by Tumble Load's Independent Contractors or Providers.

b. Other Users. Tumble Load facilitates service between Users and Providers and reserves the right to share a Provider's contact information (including phone number, email, and postal address) with our third-party technology service providers. For personal privacy, Providers are provided only with User's first name and first initial of last name. This trafficking of information is a mandatory part of the Tumble Load Platform.

c. Business Affiliates. Tumble Load reserves the right to transfer, sell, and/or distribute all information collected through the Tumble Load Platform to any Tumble Load affiliate, subsidiary or third-party in the event of a merger, sale, reorganization, joint-venture, assignment, transfer, or other disposition of any or all of our business, assets, or stock. In such event, any new entity will be required to follow this Privacy Policy with respect to your Personal Information as to the extent required by law.

d. When Compelled by Legal Obligations. Tumble Load may disclose personal information including location data or communication data, to a third party if required to do so by law or pursuant to a court order, warrant or subpoena. Tumble Load reserves the right to disclose personal information from both private and public areas of the Site and the Tumble Load Platform in the absence of a court order warrant or subpoena if we are given reason to believe, in our sole discretion, that someone is causing injury to or interfering with the rights of Users, the general public, or Tumble Load or its partners, parents or affiliates.

It is Tumble Load's policy to provide notice to Users before producing their information in response to law enforcement requests unless (i) we are prohibited by law or court order from doing so, (ii) we have reason to believe the User's account has been compromised such that the notice would go to the wrong person, or notice would otherwise be counterproductive or would create a risk to safety, or (iii) it is an emergency request and prior notice would be impractical (in which case we may provide notice after the fact).

## **9. Choice of Opting Out.**

You may opt-out of receiving communications from us and our partners, remove your information from our database, choose to not receive future communications related to the



Tumble Load Platform, or cancel your account by logging into your Account or by contacting us at [support@TumbleLoad.com](mailto:support@TumbleLoad.com)

You can opt out of receiving promotional communications from Tumble Load sent via text message at any time by following the instructions provided in those messages to text the word, "STOP". Please note that your opt-out is limited to the phone number used and will not affect subsequent subscriptions. If you opt-out of only certain communications, other subscription communications may continue. Even if you opt-out of receiving promotional communications, Tumble Load may, subject to applicable law, continue to send you non-promotional communications, such as those about your account, transactions, servicing, or Tumble Load's ongoing business relations.

### **10. Reviewing and Changing User Information.**

Tumble Load gives you the ability to review, edit, and delete your Tumble Load User information at any time, including whether you want Tumble Load to contact you about specials and new products, by contacting the Tumble Load Help Center at [support@tumbleload.com](mailto:support@tumbleload.com).

### **11. Tumble Load's Security of Collected Information.**

Your Tumble Load account is protected so that only you and authorized Tumble Load staff have access to your account information. In order to maintain this protection, do not give your password to anyone. Also, if you share a computer, you should sign out of your Tumble Load account and close the browser window before someone else logs on. This will help protect your information entered on public terminals from disclosure to third parties.

Tumble Load takes reasonable precautions to ensure that your information is secure on its system by backing up data in separate backup drives and using public key access encryption and firewalls on both our main and backup servers. Tumble Load has staff dedicated to maintaining this Privacy Policy and other privacy initiatives, periodically reviewing security, and making sure that every Tumble Load employee is aware of our security practices.

Unfortunately, no data transmission over the Internet can be guaranteed to be 100% secure. As a result, Tumble Load cannot guarantee the security of any information you transmit to us, and you do so at your own risk. While Tumble Load will use commercially reasonable efforts to ensure the security of all credit card and all other Personal Information, we expressly disclaim any liability for any unauthorized access to or use of our secure servers and/or any and all Personal Information and/or Financial Information stored therein, and you agree to hold Tumble Load harmless for any damages that may result therefrom.

Tumble Load expressly disclaims any liability that may arise should any other individuals obtain the information you submit to the Tumble Load Platform.

## **12. Tumble Load Information Retention Policy.**

Tumble Load retains your personal data for as long as you are a User in order to meet our contractual obligations to you, and for such longer period as may be in our legitimate interests and to comply with our legal obligations. We may also retain aggregate information beyond this time for research purposes and to help us develop and improve our services. You cannot be identified from aggregate information retained or used for these purposes.

## **13. Contact Tumble Load.**

If you have any questions about this Privacy Policy, the practices of the Site, your dealings with the Tumble Load Platform, or if you have technical problems, you may contact Tumble Load Customer Support at [support@TumbleLoad.com](mailto:support@TumbleLoad.com).

Tumble Load will respond to all requests sent through mail or email from Users and parents of Users with questions about privacy or the types of personal information is stored on the Tumble Load database, or requests to nullify such personal information.