



SMS PRIVACY STATEMENT

EFFECTIVE DATE **May 6, 2026**

ChillOut Trailers ("we," "us," or "our") is committed to protecting your privacy. This SMS Privacy Statement explains how we collect, use, and safeguard the personal information you provide when receiving SMS (text message) communications from us in connection with your refrigerated trailer rental. By providing your phone number to ChillOut Trailers, you agree to the terms described in this Statement.

1 CONSENT TO RECEIVE MESSAGES

By providing your mobile phone number to ChillOut Trailers, you expressly consent to receive SMS text messages from us. Our SMS program is limited in scope:

- Messages are sent solely for **rental confirmation and related communications** — not for marketing or promotional purposes.
- Messages are sent **on an as-needed basis** and are not automated or pre-scheduled.
- You are never required to consent to receive SMS messages as a condition of renting equipment from us.

We do not send promotional, marketing, or advertising messages via SMS. All messages are directly related to your active rental transaction.

2 INFORMATION WE COLLECT

ChillOut Trailers collects only the minimum personal information necessary to facilitate SMS communications. The information we may collect includes:

- **Mobile Phone Number** — used to send SMS communications related to your rental.
- **Name** — used to identify you in connection with your rental agreement.

This information is collected only when you voluntarily provide it to us for rental purposes. We do not collect this information through automated means or from third-party sources.

3 HOW WE USE YOUR INFORMATION

The personal information you provide is used exclusively for the following purposes:

- Sending rental confirmations and updates related to your equipment reservation.
- Communicating logistical information relevant to your rental (e.g., delivery, pickup, or schedule changes).
- Providing customer service related to your current or recent rental.

Your information will not be used for any purpose beyond those directly related to your refrigerated trailer rental with ChillOut Trailers.

4 MESSAGE FREQUENCY

SMS messages are sent on an **as-needed basis**, determined by your rental activity. There is no fixed or recurring message schedule. You will only receive messages when there is relevant, transaction-specific information to communicate regarding your rental. Our SMS program does not use automated dialing systems or pre-recorded message delivery.

5 OPT-OUT INSTRUCTIONS

You may withdraw your consent to receive SMS messages from ChillOut Trailers at any time using either of the following methods:

Reply **STOP** to any SMS message you receive from us. You will be promptly removed from our messaging list and will receive no further SMS communications.

Alternatively, you may contact us directly at **888-244-5568** to request removal from our SMS list. After opting out, you may still receive non-SMS communications (such as direct phone calls) necessary to complete an active rental transaction.

6 DATA SHARING AND THIRD PARTIES

ChillOut Trailers will NEVER share, sell, rent, trade, or otherwise disclose your personal information to third parties for any purpose.

Your name and phone number are used solely by ChillOut Trailers for internal rental communication purposes. We do not engage third-party marketing partners, data brokers, or advertising networks in connection with the information collected through our SMS program.

In the unlikely event we are required by law to disclose your information (e.g., in response to a valid court order or legal process), we will do so only to the extent required and will notify you where permitted by law.

7 DATA RETENTION

ChillOut Trailers retains your personal information for a period of **one (1) year** from the date it was collected or last used in connection with a rental transaction, whichever is later. After this period, your information is securely deleted from our systems.

You may request deletion of your personal information at any time prior to the end of this retention period. See *Section 9 — Your Rights* for details on how to submit a deletion request.

8 DATA SECURITY

ChillOut Trailers takes reasonable and appropriate technical and organizational measures to protect your personal information against unauthorized access, disclosure, alteration, or destruction. While no method of transmission or electronic storage is completely secure, we are committed to maintaining appropriate safeguards for the limited personal data we collect in connection with our SMS program.

9 YOUR RIGHTS

You have the following rights with respect to your personal information held by ChillOut Trailers:

- ✓ **Right to Opt-Out:** You may withdraw consent to receive SMS messages at any time by replying STOP or contacting us at 888-244-5568.
- ✓ **Right to Request Deletion:** You may request that we delete your personal information from our records. We will honor such requests promptly, subject to any legal obligations requiring retention.
- ✓ **Right to Update Information:** If your contact information changes or you believe we hold inaccurate information about you, you may contact us to correct or update your records.
- ✓ **Right to Access:** You may request information about the personal data we hold about you and how it is used.

To exercise any of the above rights, please contact us using the information provided in Section 10 below.

10 CONTACT INFORMATION

For questions, concerns, or requests related to this SMS Privacy Statement or your personal information, please contact us:



ChillOut Trailers — Privacy Inquiries

888-244-5568

Available during normal business hours | Waller, Texas

We are committed to addressing your privacy-related concerns in a timely and transparent manner.

11 CHANGES TO THIS STATEMENT

ChillOut Trailers reserves the right to update or modify this SMS Privacy Statement at any time. Any changes will be reflected by an updated Effective Date at the top of this document. We encourage you to review this Statement periodically. Continued provision of your phone number after any modifications constitutes your acceptance of the updated terms.

ChillOut Trailers | Waller, Texas | 888-244-5568

Effective Date: May 6, 2026

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SMS Privacy Policy.