

Privacy Policy for TasksWaves

Last Updated: August 10, 2025

1. Introduction
2. Scope
3. Information We Collect
4. How We Collect Information
5. How We Use Information
6. Legal Basis for Processing
7. How We Share Information
8. Third-Party Services & Links
9. Cookies & Tracking
10. Data Retention
11. Data Security
12. User Rights
13. Children's Privacy
14. International Data Transfers
15. Compliance Statements
16. Changes to this Privacy Policy
17. Contact Information

1. Introduction

This Privacy Policy (“Policy”) explains how **ELDNEX LLC**, a Wyoming limited liability company, with its principal office at **1021 E Lincolnway Suite #6302, Cheyenne, Wyoming 82001, United States** (“Company,” “we,” “our,” or “us”), collects, uses, stores, discloses, and protects information when you (“you,” “your,” or “User”) access or use the TasksWaves platform, including the web-based CRM system, mobile applications, integrations, communication tools, and related services (collectively, the “Services”).

By accessing or using the Services, you acknowledge that you have read and understood this Policy and agree to the practices described herein. If you do not agree, you must discontinue use of the Services. This Policy is incorporated into and forms part of our Terms and Conditions.

2. Scope

2.1 Coverage. This Policy applies to all Users of the Services, including Fleet owners, Fleet managers, Drivers, and authorized personnel accessing the TasksWaves platform, whether through the website, mobile application, or integrations.

2.2 Jurisdiction. This Policy applies to Users located in the United States and, where applicable, to international Users subject to foreign privacy laws (including GDPR for Users in the European Economic Area and CCPA for California residents).

2.3 Exclusions. This Policy does not apply to:

- Third-party services, websites, or applications that may be integrated with or linked from the Services.
- Data collected independently by Fleet owners or employers outside the scope of the Services. Users are encouraged to review the privacy policies of any third-party providers they choose to interact with.

3. Information We Collect

Depending on how you use the Services, we may collect the following categories of information:

3.1 Personal Information: Name, email address, phone number, company affiliation, role, account login credentials.

3.2 Fleet & Business Information: Company name, DOT and MC numbers, fleet size, unit identifiers (trucks, trailers), business contact information.

3.3 Driver Information: Driver identifiers, contact details, duty status categories, location data, safety records, and documentation submitted through the mobile app.

3.4 Task & Communication Data: Requests submitted by Drivers, task assignments, attachments, instructions, chat messages, and communication logs (including VoIP metadata).

3.5 Technical Information: Device identifiers, IP addresses, browser type, operating system, geolocation, log files, usage statistics, cookies, and tracking technologies.

3.6 Payment Information: Billing details and transaction records processed through third-party payment processors (we do not store full credit card information).

3.7 Other Information: Any additional data voluntarily provided by Users when using the Services (e.g., uploading documents, feedback, or support inquiries).

4. How We Collect Information

We collect information through the following methods:

4.1 Directly from Users: Information provided during account registration, profile setup, communication with support, task submissions, or when Drivers use the mobile application.

4.2 Automatically: Information collected via cookies, tracking technologies, system logs, GPS, and integration with connected devices or applications.

4.3 Through Integrations: Data received via Transportation Management Systems (TMS), Electronic Logging Devices (ELD), VoIP telephony, messaging platforms, or other third-party services connected to TasksWaves.

4.4 From Employers or Fleet Managers: Information about Drivers and vehicles submitted by authorized company representatives to enable account creation, task assignments, or compliance monitoring.

4.5 Legal and Regulatory Sources: Information obtained as required to comply with applicable laws, government requests, or enforcement obligations (e.g., FMCSA/DOT regulations).

5. How We Use Information

We use the information we collect for the following purposes:

5.1 Service Delivery. To provide, operate, and maintain the TasksWaves Services, including CRM task management, driver requests, fleet coordination, and communication functions.

5.2 Authentication & Security. To verify identity, authenticate logins, protect against fraud, unauthorized access, or illegal activity, and safeguard the integrity of the Services.

5.3 Customer Support. To respond to inquiries, provide technical assistance, resolve issues, and deliver customer care.

5.4 Analytics & Reporting. To monitor and analyze usage trends, improve system performance, and generate reports and statistics for Fleets and Drivers.

5.5 Customization. To personalize the Services for Users, including task categories, notifications, and user interfaces.

5.6 Compliance. To comply with FMCSA, DOT, tax, accounting, and other regulatory obligations.

5.7 Billing & Payments. To process subscription fees, invoices, refunds, and related financial transactions.

5.8 Business Development. To test, develop, and enhance new features, integrations, and functionalities.

5.9 Legal Obligations. To enforce our Terms and Conditions, protect the Company's rights, and comply with applicable law, court orders, or government requests.

6. Legal Basis for Processing

Where required by law (e.g., GDPR, CCPA), our processing of Personal Information is based on one or more of the following legal grounds:

6.1 Consent. When Users provide explicit consent, such as opting in to communications or voluntarily submitting data.

6.2 Contractual Necessity. When processing is required to provide the Services under our Terms and Conditions or other agreements.

6.3 Legal Obligations. When processing is necessary to comply with applicable laws, regulations, or governmental requests (e.g., FMCSA/DOT compliance).

6.4 Legitimate Interests. When processing is necessary for our legitimate business interests, provided that such interests do not override the rights and freedoms of Users. Examples include improving system performance, preventing fraud, and ensuring network security.

6.5 Vital Interests. In limited cases, when processing is necessary to protect the vital interests of the User, Driver, or others (e.g., safety incidents).

7. How We Share Information

We may share information in the following circumstances:

7.1 Within the Company. With ELDNEX LLC and its affiliates, employees, and contractors as necessary to deliver the Services.

7.2 With Fleets. Driver data and task information may be shared with the Fleet owners and managers who are authorized Users of the Services.

7.3 Service Providers. With trusted third-party providers who perform services on our behalf, such as cloud hosting, payment processors, VoIP services, analytics providers, and integration partners.

7.4 Integrations. With Transportation Management Systems (TMS), ELD devices, VoIP systems, or messaging platforms, as authorized by Users through integrations.

7.5 Legal Compliance. To comply with applicable laws, regulations, subpoenas, or lawful requests from government or law enforcement agencies.

7.6 Business Transfers. In the event of a merger, acquisition, sale of assets, reorganization, or bankruptcy, User data may be transferred to the acquiring entity.

7.7 Protection of Rights. When necessary to enforce our Terms, protect the Company's rights, safety, or property, or prevent fraudulent or illegal activity.

7.8 With Consent. In all other cases, we will share information only with the User's explicit consent.

8. Third-Party Services & Links

8.1 Third-Party Integrations. The Services may provide integrations with third-party platforms such as TMS, ELD, VoIP telephony, and messaging applications. When Users enable these integrations, data may be exchanged with those third parties as necessary to perform the integration.

8.2 Independent Policies. The Company does not control the privacy practices of Third-Party Services. Users are responsible for reviewing and complying with the privacy policies and terms of such third parties.

8.3 Links to External Sites. The Services may include links to third-party websites or applications. The Company is not responsible for the content, security, or privacy practices of such external sites.

8.4 No Liability. The Company disclaims liability for any damages, losses, or issues arising from User interactions with Third-Party Services or links accessed through the Services.

9. Cookies & Tracking

9.1 Use of Cookies. The Services use cookies and similar tracking technologies (such as pixels, web beacons, and local storage) to provide functionality, enhance performance, and analyze usage.

9.2 Types of Cookies.

- **Essential Cookies:** Required for the operation of the Services (e.g., login, session management).
- **Functional Cookies:** Enable personalization and convenience features.
- **Analytics Cookies:** Collect aggregated information to analyze traffic and improve performance.
- **Advertising/Tracking Cookies:** May be used to deliver relevant content or measure campaign effectiveness (only with User consent, where required).

9.3 Control of Cookies. Users can manage or disable cookies through browser settings. However, disabling essential cookies may limit functionality of the Services.

9.4 Third-Party Tracking. Certain third-party service providers (e.g., analytics or advertising networks) may place cookies or use tracking technologies through the Services. The Company does not control these technologies and disclaims liability for their practices.

10. Data Retention

10.1 Retention Period. The Company retains Personal Information and User Data for as long as necessary to provide the Services, fulfill contractual obligations, and comply with legal requirements.

10.2 Post-Termination Retention. After termination of an Account, data may be retained for a limited period for backup, compliance, or dispute resolution, after which it will be securely deleted or anonymized.

10.3 Fleet Responsibility. Fleet owners and managers are responsible for retaining and exporting any data required for their compliance with FMCSA, DOT, tax, or business regulations before account closure.

10.4 Deletion Requests. Users may request deletion of their data by contacting the Company at info@taskswaves.com. Requests will be honored subject to legal or regulatory obligations.

11. Data Security

11.1 Safeguards. The Company implements commercially reasonable technical and organizational measures to protect User Data against unauthorized access, disclosure, alteration, or destruction. Such measures include encryption, firewalls, secure servers, and access controls.

11.2 Access Control. Access to Personal Information is restricted to authorized Company personnel, contractors, or service providers who require it to perform their duties and are bound by confidentiality obligations.

11.3 User Responsibilities. Users are responsible for safeguarding their Account credentials and ensuring secure use of the Services.

11.4 No Absolute Guarantee. While the Company takes reasonable precautions, no system is completely secure. Users acknowledge that transmission of data over the internet is at their own risk.

11.5 Incident Response. In the event of a confirmed data breach, the Company will notify affected Users and relevant authorities in accordance with applicable data protection laws.

12. User Rights

12.1 Access & Correction. Users may request access to the Personal Information held about them and may request corrections if the information is inaccurate or incomplete.

12.2 Deletion. Users may request deletion of their Personal Information, subject to the Company's legal obligations to retain certain records (e.g., regulatory compliance).

12.3 Portability. Where required by law, Users may request a copy of their Personal Information in a structured, commonly used, and machine-readable format.

12.4 Restriction & Objection. Users may request restriction of processing or object to the processing of their Personal Information, including for marketing purposes.

12.5 Withdrawal of Consent. Where processing is based on consent, Users may withdraw consent at any time without affecting the lawfulness of processing prior to withdrawal.

12.6 California Residents (CCPA). California Users have the right to know what personal data is collected, request deletion, and opt out of the sale or sharing of personal data. The Company does not sell personal data.

12.7 EU/EEA Residents (GDPR). Users in the European Union/EEA have additional rights, including the right to lodge a complaint with their data protection authority.

12.8 How to Exercise Rights. Requests may be submitted by contacting the Company at info@taskswaves.com. The Company may require verification of identity before processing requests.

13. Children's Privacy

13.1 No Use by Minors. The Services are not directed to, and may not be used by, individuals under the age of eighteen (18).

13.2 No Collection. We do not knowingly collect Personal Information from individuals under 18. If we become aware that we have inadvertently collected such data, we will delete it promptly.

13.3 Parental Responsibility. If you believe that a minor has provided us with Personal Information, please contact us immediately at info@taskswaves.com so that we may take appropriate action.

14. International Data Transfers

14.1 Transfers Outside the U.S. The Company is based in the United States. If you access the Services from outside the U.S., your information may be transferred to, stored in, and processed in the United States and other jurisdictions that may not provide the same level of data protection as your home country.

14.2 Safeguards. Where required by applicable law (e.g., GDPR), we will implement appropriate safeguards to protect international data transfers, including Standard Contractual Clauses or other approved mechanisms.

14.3 User Consent. By using the Services, you consent to the transfer of your information to the United States and to the processing of your information in accordance with this Policy.

15. Compliance Statements

15.1 U.S. Laws. The Company complies with applicable U.S. federal and state privacy and data protection laws, including FMCSA and DOT regulations related to driver and fleet data.

15.2 California (CCPA/CPRA). California residents have rights under the California Consumer Privacy Act (as amended by the CPRA), including the right to know, delete, and opt out of the sale or sharing of personal information. The Company does not sell personal information.

15.3 European Union (GDPR). For Users located in the European Economic Area, processing of personal data is subject to the General Data Protection Regulation (GDPR). Users have rights of access, correction, deletion, portability, and objection as described in Section 12.

15.4 Other Jurisdictions. To the extent required by other applicable data protection laws, the Company will comply with relevant regulations.

16. Changes to this Privacy Policy

16.1 Right to Update. We may update this Privacy Policy from time to time to reflect changes in our practices, technology, legal requirements, or other factors.

16.2 Notice of Changes. Any changes will be posted on our website at <https://taskswaves.com>, with the “Last Updated” date revised accordingly.

16.3 User Acceptance. Continued use of the Services after publication of an updated Privacy Policy constitutes acceptance of the revised Policy. If you do not agree, you must discontinue use of the Services.

17. Contact Information

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

ELDNEX LLC

1021 E Lincolnway Suite #6302
Cheyenne, Wyoming 82001
United States

Phone: +1 (307) 223-9932

Email: info@taskswaves.com

Website: <https://taskswaves.com>