
Privacy Policy

How RigSpot, a DBA of Stow In Storage LLC collects, uses, and protects your information.

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Issued by: RigSpot, a DBA of Stow In Storage LLC
Version: 1.0
Contact: rigspot@polsia.app | rigspot.polsia.app

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1. Information We Collect

1.1 Information You Provide

- Account registration information (name, email, phone, password)
- Driver information (CDL number, truck type, license plate, DOT number)
- Lot owner information (property address, listing details, bank/payout information)
- Fleet information (company name, EIN, fleet size)
- Booking and transaction information
- Communications you send to us or through the platform

1.2 Information Collected Automatically

- Usage data (pages visited, features used, time spent)
- Device information (device type, operating system, browser)
- Location data (when you search for nearby parking or check in to a spot)
- IP address and connection information
- Cookies and similar tracking technologies

1.3 Information from Third Parties

- Payment processors (transaction confirmations, fraud signals)
- Identity verification services (when used)
- Integration partners (fleet management systems)

2. How We Use Your Information

We use your information to:

- Provide, operate, and improve the RigSpot platform
- Process bookings and payments
- Communicate with you about your account, bookings, and updates
- Verify identity and prevent fraud
- Enforce our Terms of Service and legal obligations
- Send marketing communications (with your consent)
- Analyze platform usage and improve user experience
- Comply with applicable laws and regulations

3. How We Share Your Information

3.1 With Other Users

We share necessary booking information between Drivers and Lot Owners — for example, driver name and truck info is shared with the lot owner for check-in verification, and the lot address is shared with the driver upon booking confirmation.

3.2 Service Providers

We share data with third-party vendors who assist us in operating the platform (payment processors, email services, analytics, cloud hosting). These parties are bound by data processing agreements.

3.3 Legal Requirements

We may disclose information when required by law, court order, or governmental authority, or to protect the rights, property, or safety of RigSpot, our users, or the public.

3.4 Business Transfers

In connection with a merger, acquisition, or sale of assets, your information may be transferred to the acquiring entity.

No Sale of Personal Data: We do not sell your personal information to third parties for their own marketing purposes.

4. Your Rights & Choices

4.1 Access & Correction

You may access and update your account information through your account settings at any time.

4.2 Data Deletion (Right to be Forgotten)

You may request deletion of your personal information by submitting a deletion request through your account settings. Upon request, we will delete or anonymize your data within 30 days, subject to a 30-day grace period for reversals.

Note: Compliance records (legal agreement acceptances, transaction records) are retained as required by law regardless of deletion requests.

4.3 Opt-Out of Marketing

You may opt out of marketing emails by clicking "unsubscribe" in any marketing email or updating your notification preferences in account settings.

4.4 California Residents (CCPA)

California residents have additional rights including the right to know what personal information we collect, the right to delete personal information, and the right to opt out of the sale of personal information. We do not sell personal information. To exercise these rights, contact us at rigspot@polsia.app.

5. Data Retention

We retain your personal information for as long as necessary to provide our services, comply with legal obligations, resolve disputes, and enforce our agreements.

- Active account data: Retained while your account is active
- Transaction records: Retained for 7 years for financial/tax purposes
- Legal compliance records (agreement acceptances, signed documents): Retained for 10 years after account closure or relationship termination
- Anonymized analytics data: May be retained indefinitely

The 10-year retention period for compliance records begins from the date your account is closed or your relationship with RigSpot ends — not from the date you signed up.

6. Cookies & Tracking

We use essential cookies (required for platform functionality), analytics cookies (to understand usage), and preference cookies (to remember your settings). You may disable non-essential cookies through your browser settings, though this may affect platform functionality.

7. Security

We implement industry-standard security measures including encryption in transit (HTTPS/TLS), encryption at rest for sensitive data, access controls, and regular security reviews. However, no transmission over the Internet is 100% secure, and we cannot guarantee absolute security of your data.

8. Children's Privacy

The RigSpot platform is not directed to children under 18. We do not knowingly collect personal information from children under 18. If we become aware that we have collected such information, we will delete it promptly. If you believe a minor has provided us with personal information, contact us at rigspot@polsia.app.

9. Changes to This Policy

We will notify you of material changes to this Privacy Policy via email and/or prominent notice on the platform at least 30 days before changes take effect (or immediately where required by law). Your continued use of the platform after the effective date constitutes acceptance of the updated Privacy Policy.

10. Contact

For privacy-related questions, to exercise your rights, or to submit a data deletion request:

- Email: rigspot@polsia.app
- Platform: rigspot.polsia.app

Pending custom domain setup: legal@rigspot.com