

# Privacy Policy for Carrier's VibraTrac App

**Effective Date: 1-1-2025**

Thank you for using the Carrier VibraTrac app. Your privacy is important to us, and this policy explains how we collect, use, and safeguard your information when you use the app.

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## 1. Information We Collect

### A. Data Collected from the App

The Carrier VibraTrac app collects and processes the following data:

- **Vibratrac Sensor Data:** The app collects data from the external Vibratrac sensor (accelerometer). This data is stored locally on your device and is not shared unless you choose to email it.
- **Device Information:** When the app is installed, it collects limited non-personal data, including:
  - Phone type
  - Operating system (OS) version
  - Country of origin
  - Language settings

This device information is automatically sent to Google Play and is viewable by us in our developer portal. Carrier does not receive or store this data on its own servers.

### B. Optional User-Provided Data

The app allows users to voluntarily submit the following information to Carrier via email:

- Photos (collected using your device's camera and attached to emails)
- Contact details (e.g., name, email address, phone number) when you:
  - Complete a form or survey
  - Email our service department
  - Register for communications

All emails are initiated manually by you and are not automatically transmitted to Carrier. Photos remain stored locally on your device until you choose to send them.

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## 2. How We Use Your Information

We use the information collected through the Carrier VibraTrac app for the following purposes:

- To provide and improve app functionality
- To assist users who manually email data or photos to our service department
- To communicate with users if they voluntarily contact us

We do **not** use collected information for marketing purposes or share it with third parties unless explicitly stated in this policy.

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## 3. Data Sharing and Third Parties

- **Google Play:** Device information collected during installation is sent to Google Play and subject to Google's own privacy policies.
- **Emails to Carrier:** If you email data or photos to Carrier, the information is sent via your device's default email application. You can review, modify, or delete any pre-drafted email before sending.
- **No Automatic Sharing:** Carrier does not automatically receive or process any data unless you choose to send it.

We do not sell, rent, or disclose your personally identifiable information to third parties.

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## 4. Your Rights and Choices

You have the following rights regarding your information:

- **Review and Update Data:** You can request access to review or update the information you have shared with us. Please contact us via email or post (see Section 8).
  - **Data Deletion:** If you wish to delete personally identifiable information you submitted to us, please provide your request in writing. We will use reasonable efforts to remove your data within **30 days**.
  - **Limit Data Sharing:** You control what information is shared by the app. Photos, sensor data, and contact details are only shared if you manually initiate an email.
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## 5. Data Retention

We retain user-submitted information (e.g., emails or photos) only as long as necessary to provide requested services or comply with legal obligations. Non-personal device information collected through Google Play is stored in Google Play's systems.

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## 6. Cookies and Tracking

The Carrier VibraTrac app does not use cookies or other tracking technologies to collect personal data.

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## 7. Security

We use industry-standard practices to protect your information, including:

- Restricting internal access to authorized personnel
- Storing user-provided information in secure environments

Please note that no system can guarantee perfect security. We recommend securing your device with a password or other protection methods to safeguard locally stored data.

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## 8. Policy Updates

We reserve the right to update this Privacy Policy to reflect changes in our practices or legal requirements. Updates will be posted at this URL, and the "Effective Date" will be updated accordingly. If material changes are made, we will notify you via the app, email, or other appropriate means.

Please check this Privacy Policy periodically for updates.

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## 9. Contact Information

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

**Carrier Service Department**

3400 Fern Valley Road, Louisville KY 40213

service@carriervibrating.com

(502) 969-3171

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**Carrier Vibrating Equipment, Inc.**

[www.carriervibrating.com](http://www.carriervibrating.com)