

PRIVACY POLICY FOR IGNITIA

Effective Date: September 5, 2026

1. Introduction

This Privacy Policy explains how Ignitia LLC ("Ignitia," "we," "us," or "our") collects, uses, discloses, protects, and retains information in connection with our website, communications, service inquiries, customer relationships, and courier or delivery services.

This Policy applies to information handled by Ignitia through the website or in connection with services that Ignitia provides directly. When Ignitia performs work under a separate customer, subcontractor, Business Associate, confidentiality, or other written agreement, that agreement may impose additional or different privacy and security obligations for the information governed by it.

2. Information We May Collect

Depending on how you interact with Ignitia, we may collect information such as your name, business name, email address, telephone number, pickup and delivery addresses, billing or account information, service-request details, delivery instructions, and communications with us.

For accepted deliveries, we may also create or receive operational records such as pickup and delivery times, delivery status, recipient or sender names, signatures, photographs when appropriate, route or location information associated with completing a delivery, and other proof-of-service or chain-of-custody information required for the job.

We may collect technical information automatically when you use the website, such as Internet Protocol (IP) address, browser type, device type, operating system, referring pages, pages viewed, approximate location derived from network information, timestamps, and information collected through cookies or similar technologies.

We seek to collect only information reasonably necessary for our business purposes, legal obligations, or contractual responsibilities.

3. Information You Should Not Submit Through General Website Forms

Do not submit medical records, diagnoses, treatment information, Social Security numbers, financial-account credentials, government identification numbers, or other sensitive or protected information through a general website contact form, ordinary email, or another communication channel that Ignitia has not expressly approved for that type of information.

If a delivery relationship requires protected health information ("PHI"), confidential clinical information, or another category of regulated data, the parties should use the method and safeguards required by applicable law and the controlling written agreement. The website contact form is intended for general service inquiries and account setup, not for transmitting patient records or unnecessary PHI.

4. How We Use Information

We may use information to respond to inquiries; evaluate, schedule, perform, document, and support delivery services; communicate with customers, senders, recipients, contractors, and service providers; maintain business and transaction records; prepare invoices or process payments; prevent fraud or misuse; protect our systems and operations; improve website functionality; comply with legal and contractual duties; and establish, exercise, or defend legal claims.

We may also use contact information to send operational or account-related communications. Marketing communications, if any, may be opted out of as required by applicable law.

5. Payment Information

If Ignitia accepts electronic payments, payment-card or other payment information may be processed by a third-party payment processor. Ignitia may receive transaction details such as payment status, amount, date, billing contact information, or a limited payment reference, but we do not intend to store full payment-card numbers unless specifically required and lawfully handled.

The privacy and security practices of a payment processor are also governed by that provider's terms and privacy notices.

6. Cookies, Analytics, and Similar Technologies

The website may use cookies, local storage, analytics tools, security tools, or similar technologies to operate the site, remember preferences, understand website usage, detect abuse, and improve performance.

The particular tools used may change as the website changes. Where legally required, Ignitia will provide appropriate notice or choices concerning non-essential cookies or similar technologies.

Most browsers allow users to control or delete cookies through browser settings. Disabling certain technologies may affect website functionality.

7. How We May Disclose Information

Ignitia does not sell or rent personal information for money as part of its ordinary business model.

We may disclose information when reasonably necessary to employees, independent contractors, subcontractors, drivers, technology providers, hosting providers, communications providers, payment processors, accountants, attorneys, insurers, and other service providers that support our operations, subject to appropriate legal or contractual requirements where applicable.

We may also disclose information to a sender, recipient, customer, contracting company, medical provider, laboratory, pharmacy, healthcare organization, or other authorized party when necessary to arrange, perform, confirm, document, investigate, or support a delivery or contractual relationship.

Information may be disclosed when required by law, subpoena, court order, legal process, regulatory request, or governmental authority; when reasonably necessary to protect rights, safety, property, systems, or users; to investigate suspected fraud or unlawful conduct; or in connection with a merger, acquisition, financing, reorganization, sale of assets, or other business transaction, subject to applicable law.

8. Medical Information, HIPAA, and Business Associate Relationships

Certain courier activities may qualify as transmission-only or conduit services under the Health Insurance Portability and Accountability Act ("HIPAA"), while other relationships may involve Business Associate obligations. Whether HIPAA or a Business Associate Agreement applies depends on the actual services performed and the parties' relationship.

Nothing in this Privacy Policy independently represents that every Ignitia service is subject to HIPAA, designates Ignitia as a Business Associate for every customer, or replaces a Business Associate Agreement when one is legally required.

When Ignitia is subject to HIPAA or another healthcare privacy or security obligation through applicable law or a controlling written agreement, Ignitia will handle the relevant information in accordance with those requirements.

9. Data Security

Ignitia uses reasonable administrative, technical, and physical safeguards appropriate to the size and nature of its operations and the sensitivity of the information it handles. These may include access controls, secure account practices, appropriate service-provider selection, software and system maintenance, secure disposal practices, and other safeguards appropriate to identified risks.

No website, network, electronic communication, or storage system can be guaranteed to be completely secure. Users should avoid sending sensitive information through channels that have not been approved for that information.

Where applicable, Ignitia will maintain safeguards required by New York law and any additional security obligations imposed by a controlling contract or applicable federal law.

10. Data Retention and Disposal

Ignitia retains personal information only for as long as reasonably necessary for the purposes described in this Policy, including to provide services, maintain operational and financial records, comply with contractual or legal obligations, resolve disputes, enforce agreements, address claims, and protect legitimate business interests.

Retention periods may differ depending on the type of information and the applicable relationship. When information is no longer reasonably needed, Ignitia may delete, destroy, de-identify, or otherwise dispose of it using methods appropriate to the sensitivity of the information and applicable legal requirements.

11. Privacy Requests and Choices

You may contact Ignitia to ask about personal information that you provided directly to us, request correction of inaccurate contact information, request deletion where legally and operationally appropriate, or opt out of marketing communications.

Privacy rights vary by jurisdiction and are subject to exceptions, identity verification, record-retention duties, legal holds, contractual requirements, security concerns, and other applicable law. This Policy does not create rights that are not otherwise provided by applicable law or contract.

To submit a privacy request, contact us at support@ignitianetwork.com. We may request information reasonably necessary to verify your identity and locate the relevant records.

12. Third-Party Websites and Services

The Ignitia website may contain links to or integrate with third-party websites, maps, payment services, communications tools, social media, or other services. Ignitia does not control the privacy practices of independent third parties. Their collection and handling of information are governed by their own terms and privacy notices.

13. Children's Privacy

Ignitia's website and courier services are intended for business and adult users and are not directed to children under thirteen (13). Ignitia does not knowingly collect personal information online from children under thirteen through the website. If we learn that such information was collected in a manner requiring deletion under applicable law, we will take appropriate steps.

14. Business Transfers

If Ignitia is involved in a merger, acquisition, financing, restructuring, bankruptcy, sale of assets, or similar business transaction, information may be reviewed, transferred, or disclosed as part of that transaction as permitted by law. Any successor that receives personal information will be subject to applicable legal obligations concerning that information.

15. Changes to This Privacy Policy

Ignitia may update this Privacy Policy as its website, services, technology, legal obligations, or business practices change. The effective date at the top of the Policy will identify the current version. Where required by law, additional notice or consent will be provided for material changes.

16. Relationship to Other Agreements

A separate written customer agreement, subcontract, Business Associate Agreement, confidentiality agreement, data-processing agreement, or other controlling contract may impose additional or different requirements concerning specific information.

If a controlling written agreement conflicts with this Privacy Policy concerning information governed by that agreement, the written agreement controls to the extent of the conflict. This website Privacy Policy does not amend or expand obligations in a separate written agreement unless that agreement expressly provides otherwise.

17. Contact Information

Questions or privacy requests may be directed to:

Ignitia LLC

Brooklyn, New York

Email: support@ignitianetwork.com