

# SECURITY, COMPLIANCE, AND TRUST AT LOADSMART

Protection is built into everything at Loadsmart so that you can get back to your logistics instead of worrying about your privacy

Customer data security and reliability are crucial to us at Loadsmart. We have embedded data security aspects not only in the software development lifecycle but also into company-wide processes. Our data security measures aim to prevent data leakage and loss, maintain high availability of all services and platforms, and serve data at the best possible quality. These certifications and compliance statuses should provide our customers a high level of trust and confidence in our reliability.

## DATA SECURITY PROGRAM HIGHLIGHTS

### DATA SEGREGATION

Access control mechanisms are added to all multi-tenant products to keep customer data accessible only to authorized personnel.

### VULNERABILITY MANAGEMENT

Extensive vulnerability management program encompassing internal security penetration tests, vulnerability scans, and static code analysis.

### QUALITY ASSURANCE

The software development lifecycle and infrastructure change process require comprehensive approval and testing before promoting new code to production.

### MONITORING AND ALERTING

Continuous monitoring of metrics and logs from internal and production systems ensures the detection of operational anomalies or inconsistencies.

### SECURITY EXPERTS

Comprehensive background checks are mandatory, and Engineers undergo additional secure coding training to prioritize vulnerability identification and fixes.

### CUSTOMER DATA ACCESS

Endpoint security tools are installed on workstations to ensure disks are encrypted, antivirus is enabled, and operating systems are updated to ensure strong data controls. Multi-factor authentication (MFA) is required for all employees accessing customer data and infrastructure.

### MULTIPLE DATA CENTERS

Data centers are located in geographically diverse areas to minimize the impact of localized disasters (natural or man-made). Automated failover procedures ensure seamless service transition to the secondary data center in case of a primary data center failure.



Attestation of SOC2 Type II compliance from an independent auditor confirmed for 2024.



Data at rest is encrypted using AES-256-GCM and in-transit using at least TLSv1.2 with strong ciphers.



AWS is the main cloud provider of all Loadsmart products. Its first-class network architecture and security requirements provide an added layer of safety.

## COMPLIANCE METHODOLOGIES AND PRACTICES

### DATA PROTECTION LAWS AND COMPLIANCE

Loadsmart's legal team constantly monitors developing laws to proactively ensure compliance to support the continuity of business operations. This team also monitors global data protection laws and internal policies and procedures to ensure that customer data use is transparent and in accordance with all terms and conditions and contractual obligations.

### SOFTWARE AND PRODUCT COMPLIANCE

Loadsmart's legal team counsels product and engineering teams to ensure software development is transparent, secure, and compliant with all applicable laws.

### RISK & CLAIMS MANAGEMENT

Loadsmart's legal team provides a comprehensive risk management function, ensuring sufficient insurance protection across all business operations, including Brokerage, Digital, Carrier Procurement, and Cyber. A dedicated claims management team facilitates the effective and efficient investigation and processing of any cargo claims resulting from loads handled by Loadsmart.

### SHIPPING COMPLIANCE

Loadsmart's legal team reviews necessary contractual provisions with shippers, carriers, and vendors to ensure robust legal protections are in place, including confidentiality and data security obligations.

## TRUST AND RELIABILITY

Loadsmart has built a culture of trust and reliability through comprehensive support and client engagement practices. From day-to-day collaboration and problem-solving to growth and expansion opportunities, Loadsmart's team is available to meet our client's specific business needs.



### 24/7 Critical Issue Support

Emergency assistance at any hour for critical system issues (e.g. downtime, outages, tech malfunctions, etc.)



### Dedicated Account Managers

A primary, personal contact knowledgeable in the account's unique business needs.



### Quarterly Business Reviews (QBRs)

Quarterly conversations around product usage, ROI, successes, concerns, and overall account health.



### Ongoing Training

Personalized guidance and training of Loadsmart products during onboarding and beyond.



### Product Releases

Routinely communicated product release notes to keep customers abreast of new features and products.



### Community

A self-service help center containing articles, videos, and support access for product questions.

## LOADSMART UP-TIME STATUS PAGE

Get real-time updates on system performance, uptimes, and incident reports in the dedicated Loadsmart Up-time Status Page to ensure you are always informed. Plan and operate with confidence, knowing that Loadsmart prioritizes your connectivity and success.

[trust.loadsmart.com](https://trust.loadsmart.com)

Please contact [security@loadsmart.com](mailto:security@loadsmart.com) if you would like to know more about compliance and security procedures and certifications.