
PRIVACY POLICY

Effective Date: October 12, 2026 **Last Updated:** October 12, 2026

Lone Star Storage Trailers, Inc., doing business as Lone Star Mobile Storage ("LSMS," "we," "us," or "our"), respects your privacy. This Privacy Policy explains what personal information we collect, how we use and share it, how long we keep it, and the choices and rights you have. LSMS is the business responsible for the personal information described in this policy.

This policy applies to our website at lsms.com, our online payment portal, our quote and contact forms, our phone calls, text messages, and emails, and the information we collect when you rent or buy a storage container from us. It covers both of our locations:

- **Central Texas:** 1095 East Phillip Nolan Expressway, Nolanville, TX 76559
- **South Texas:** 1020 SE Loop 410, San Antonio, TX 78220

This policy does not cover information about LSMS employees, or the practices of other companies' websites. Your rental or purchase agreement may contain additional terms. Please read this policy carefully, and contact us with any questions using the information at the end.

INFORMATION WE COLLECT

We collect information that helps us quote, deliver, bill for, and support our containers, and we aim to collect no more than we need for those purposes.

Information you give us

- **Contact details:** name, phone number, email address, and company name, when you request a quote, call, text, email, or fill out a form.
- **Delivery and site details:** delivery address, placement instructions, gate codes, and site photos or notes you share with us. We use gate codes and access instructions only to deliver, service, or pick up your container.
- **Rental and purchase records:** the container you rent or buy, contract terms, dates, payment history, and service history.
- **Billing and payment information:** billing name and address. Payments are made through our secure online payment portal, which is operated with third-party payment processors. If you save a card for autopay, the card number is stored by our payment processors, not by LSMS, and our team can see only the last four digits. For your protection, please pay through our payment portal and do not give us full card numbers by phone, text, or email.
- **Identity verification:** for remote or online rentals and purchases, we may ask for a copy of your driver's license or other government-issued photo ID to confirm your identity and prevent fraud and theft.
- **Tax information:** when needed for tax reporting, we may collect tax forms such as Form W-9, which include a taxpayer identification number (for a sole proprietor, this may be a Social Security number).
- **Communications:** the content of emails, texts, and other messages you send us, and any reviews, feedback, or survey responses you give us.

Information collected automatically

- **Device and usage data:** IP address, general location inferred from your IP address, browser and device type, pages visited, time on site, and referring website, collected through cookies, pixels, and similar tools when you use our website. See Cookies and Tracking below.
- **Call recordings and message records:** we record and transcribe inbound and outbound phone calls, and we use AI-powered tools to create call summaries that are saved to your customer record. We use recordings, transcripts, and summaries for quality, training, customer service, and recordkeeping. We tell callers at the start of a call when it is being recorded. We also keep the date, time, duration, and phone number of calls and texts.
- **Delivery photos:** our drivers may photograph the container and placement area to document delivery, pickup, and condition.
- **Cameras and vehicle tracking:** our locations use security cameras, and our delivery vehicles may use dash cameras and GPS tracking for safety, security, and to document deliveries. These may capture images of people and property at our locations and delivery sites.

Information from others

We may receive information from payment processors (such as whether a payment was approved and the results of their own fraud screening), mapping and property-information services used to plan deliveries, your company or employer when it lists you as a contact on its account, and a person who refers you to us.

Sensitive information

We do not intentionally collect sensitive personal data, such as health information, precise geolocation from your device, or biometric identifiers like fingerprints, voiceprints, or face scans. We do not use facial recognition or voiceprint technology to verify identity or identify callers. Identification documents are reviewed by our staff.

HOW WE USE INFORMATION

We use personal information to run our business and serve you. Specifically, we use it to:

- Respond to questions and provide quotes
- Process rentals, sales, payments, and refunds
- Schedule and complete deliveries, pickups, and relocations, and document container placement and condition
- Verify identity and prevent fraud, theft, chargebacks, and unauthorized transactions
- Send service messages, such as delivery confirmations, invoices, and payment reminders
- Send marketing emails and texts with offers and updates, if you have agreed to receive them
- Show LSMS ads on other websites and measure how our ads perform, as described in Cookies and Tracking
- Review recorded calls for quality, training, customer service, and recordkeeping
- Collect past-due amounts, resolve disputes, and enforce our agreements
- Protect the safety and security of our website, systems, vehicles, containers, and locations
- Improve our website, services, and customer experience
- Comply with legal, tax, and accounting obligations and protect our rights

We do not use your personal information for automated decision-making or profiling that produces legal or similarly significant effects about you.

HOW WE SHARE INFORMATION

We do not sell your personal information to data brokers or others for money. We share it only as described below.

- **Service providers:** companies that help us run our business, such as our payment portal and payment processors, website hosting providers, phone, call-recording, and AI transcription providers, customer-management, accounting, and file-storage software, email and text messaging platforms, and delivery or transport partners. We require them to use your information only to perform services for us and to protect it.
- **Advertising and analytics partners:** providers of website analytics and advertising tools, as described in Cookies and Tracking. Some state laws may treat this sharing as targeted advertising or a "sale," which is why we offer the opt-out described below.
- **Professional advisers and insurers:** our lawyers, accountants, auditors, and insurers, for example when handling a damage, theft, or insurance claim.
- **Collections:** collection agencies and attorneys, if an account becomes past due.
- **Legal and safety reasons:** to comply with a law, court order, subpoena, or government request, or to protect the rights, property, or safety of LSMS, our customers, or others, including sharing camera footage with law enforcement in connection with a theft or other incident.
- **Business transfers:** if LSMS is involved in a merger, acquisition, financing, or sale of assets, your information may transfer as part of that transaction, subject to this policy.
- **With your consent or at your direction:** in any other case, only when you tell us we may, such as sharing delivery details with your property manager or general contractor.

We may also share information that has been combined or de-identified so that it no longer identifies you.

COOKIES AND TRACKING

Our website uses cookies, pixels, and similar technologies to work properly, remember your preferences, understand how visitors use the site, and measure and deliver our advertising. These may include:

- **Essential tools:** needed for the website, forms, and security to work.
- **Analytics tools:** such as Google Analytics, which help us understand site traffic and usage.
- **Advertising tools:** which may collect information about your visits to our site and other sites and be used to show you LSMS ads on other websites.

Your cookie and advertising choices

- You can block or delete cookies through your browser settings. Some parts of the website may not work correctly if you do.
- Where we use Google tools, you can opt out of Google Analytics with Google's opt-out browser add-on and adjust Google ad personalization at adssettings.google.com.
- You can opt out of interest-based ads from many companies at optout.aboutads.info and optout.networkadvertising.org.
- To opt out of targeted advertising by LSMS, email us at service@lsms.com with "Privacy Request" in the subject line or call us, and we will process your request.

Our website does not currently respond to "Do Not Track" or other browser privacy signals.

COMMUNICATIONS, CALLS, AND TEXT MESSAGES

When you give us your phone number or email, we may contact you about your quote, rental, delivery, or account. These service messages are part of doing business with us.

We send marketing emails and text messages with offers and updates only to people who have agreed to receive them. By opting in to LSMS marketing texts, you agree to receive recurring automated marketing text messages from LSMS at the number you provide. Consent to marketing texts is never a condition of renting or buying from us. Message frequency varies. Message and data rates may apply. Reply HELP for help.

You can opt out of marketing at any time:

- **Email:** click "unsubscribe" in any marketing email.
- **Text messages:** reply STOP (or a similar word such as QUIT, END, CANCEL, or UNSUBSCRIBE) to any message, or tell us by phone or email.

We honor opt-out requests made by any reasonable means, promptly and in any case within 10 business days. Opting out of marketing does not stop service messages about an active quote, rental, purchase, delivery, or account.

No mobile information will be shared with third parties or affiliates for their marketing or promotional purposes. Text messaging opt-in data and consent are not shared with any third parties, except service providers that help us deliver our messages.

Phone calls with LSMS may be recorded and transcribed as described above. If you do not want a call recorded, tell us at the start of the call and we will help you another way, such as by email.

ARTIFICIAL INTELLIGENCE (AI)

We use AI-powered tools to help us serve you faster and more accurately, such as transcribing phone calls, summarizing calls in your customer record, and helping our team draft messages and documents. When we use AI:

- **Business tools:** we use business versions of AI tools with privacy and confidentiality protections, not free consumer versions, and we limit access to employees who need it.
- **People make the decisions:** people, not AI, make final decisions about your quotes, rentals, purchases, and identity verification, and our team reviews AI-drafted messages before they are sent to you.
- **Payment data stays out:** we ask customers to pay through our payment portal rather than reading card numbers on calls, and we do not intentionally enter payment card information into AI tools. If a card number is captured in a call recording, transcript, summary, or message, we take steps to delete or redact it.

If you have questions about how we use AI, contact us using the information below.

DATA SECURITY

We use reasonable administrative, technical, and physical safeguards designed to protect personal information. Our website and payment portal use encrypted (HTTPS) connections to protect information you submit. Access is limited to employees and service providers who need it to do their jobs, and we store copies of identification documents in restricted-access systems. When we dispose of paper or electronic records that contain personal information, we shred, erase, or otherwise securely destroy them.

No method of transmission or storage is completely secure, so we cannot guarantee absolute security. If a security breach affects your personal information, we will notify you and the appropriate authorities as required by law.

DATA RETENTION

We keep personal information for as long as needed for the purposes in this policy, including to meet legal, tax, accounting, and contract requirements, maintain your account history, and resolve disputes.

- **Business and account records:** rental, sales, payment, and account records, including call recordings, transcripts, and call summaries, are kept as part of our business records and are not deleted on a fixed schedule. We may delete or de-identify older records over time.
- **Identification documents:** copies of driver's licenses and other ID documents are kept until the end of your rental or purchase agreement plus 4 years, and then securely deleted, unless needed longer for an active dispute, investigation, or legal hold.
- **Tax forms:** kept as long as required by tax law.
- **Camera footage:** kept only as long as our camera systems retain it, unless saved in connection with an incident, claim, or investigation.
- **Vehicle GPS data:** kept only as long as our vehicle tracking system retains it, unless saved in connection with an incident, claim, or investigation.
- **Marketing contact information:** kept until you opt out. We keep a record of your opt-out so we can honor it.
- **Website analytics data:** kept according to our analytics provider's settings.

YOUR CHOICES AND RIGHTS

Subject to exceptions allowed by law, you may ask us to:

- Confirm whether we hold personal information about you and give you access to it
- Correct information that is inaccurate or out of date
- Delete your information, unless we must keep it for legal, tax, contract, or fraud-prevention reasons
- Give you a copy of information you provided to us in a portable, usable format
- Stop using your information for targeted advertising, sale, or profiling
- Stop sending you marketing emails and texts

Depending on where you live, state privacy laws such as the Texas Data Privacy and Security Act may give you these rights where those laws apply. We honor these requests for all of our customers, whether or not a law requires us to.

How to make a request

Email us at service@lsms.com with "Privacy Request" in the subject line, call us, or write to us at the address below. We will verify your identity before acting on a request, which may include asking you to confirm information we already have. We will respond within 45 days. If we need more time, we may extend that period once by up to 45 more days and will tell you why. Requests are free of charge up to twice a year.

You may have an authorized agent submit a request for you; we may ask for proof of their authorization and to verify your identity directly.

Appeals

If we deny your request, you may appeal by replying to our decision or by emailing service@lsms.com with "Privacy Appeal" in the subject line. We will respond to your appeal in writing within 60 days and explain our decision. If we deny your appeal, you may file a complaint with the Texas Attorney General at www.oag.state.tx.us/consumer-protection/file-consumer-complaint/consumer-privacy-rights.

We will not deny you service, charge you a different price, or provide a different quality of service because you exercised any of your privacy rights. If you opt out of marketing, you may not receive promotional offers we send by email or text.

CHILDREN'S PRIVACY

Our website and services are intended for adults 18 and older and for businesses, and they are not directed to children. We do not knowingly collect personal information from children under 13. If you believe a child has given us information, contact us and we will delete it.

THIRD-PARTY LINKS

Our website may link to other websites, such as maps or social media. We are not responsible for the privacy practices of those sites. Please review their privacy policies before sharing information with them.

WHERE WE STORE INFORMATION

LSMS serves customers in Texas, and we and our service providers store and process information in the United States. If you contact us from outside the United States, your information will be transferred to and processed in the United States.

CHANGES TO THIS POLICY

We may update this policy from time to time. When we do, we will post the new version on this page and update the "Last Updated" date above. If we make material changes, we will post a notice on our website, and where the law requires, we will notify you or ask for your consent before using information we already have in a materially different way.

CONTACT US

If you have questions about this policy, want to make a privacy request or appeal, or believe we are not following this policy, please contact us. If you have a disability and need this policy in a different format, contact us and we will provide it.

Lone Star Storage Trailers, Inc.

dba Lone Star Mobile Storage

Attn: Privacy

1095 East Phillip Nolan Expressway, Nolanville, TX 76559

Email: service@lsms.com (subject line: "Privacy Request")

Phone: 888-217-9101