Privacy Policy

Times Produce Inc. · 1700 Bay Street, Los Angeles, CA 90021 · (323) 261-6677 · orders@timesproduce.com
Effective date: November 23, 2026

Times Produce Inc. (“Times Produce”, “we”, “us”, “our”) is a wholesale produce distributor in Los Angeles. We sell to restaurants, grocery stores and other businesses. This Privacy Policy explains what information we collect about the people we deal with, how we use and share it, and the choices you have. It covers our daily price sheet (sent by email, text message and fax), our ordering pages and app, the orders you send us in any form, and our text message program.

It applies to the buyers, owners and other staff of our business customers, to visitors of our ordering pages, and to our own employees when they use our app. We do not sell to consumers, and our services are not directed to children under 16.

Text messages (SMS): summary

- **Program:** Times Produce Price Sheet & Orders. If you ask for it, we text you a link to our daily price sheet and ordering page, order confirmations, and replies to messages you send us. Our employees also receive one-time sign-in codes for our app.
- **How you join:** you ask your salesperson or our office to send you the price sheet. You can also sign up online at https://timesproduce.com/sms-signup. Either way, we send one welcome text, and you confirm by replying YES (or you can sign our written sign-up form). We send price sheet texts only to numbers that have confirmed in writing this way. Order confirmations and replies to your questions are sent to numbers you have given us for that purpose.
- **Frequency:** one price sheet text each business day, Monday to Friday (about 20 to 23 per month), plus order, delivery and customer-care texts that vary with your orders and questions. Message and data rates may apply.
- **Stopping:** reply **STOP** at any time. Reply **HELP**, call (323) 261-6677 or email orders@timesproduce.com for help.
- **Consent is not a condition of purchase.** You can buy from us without agreeing to receive text messages.
- **We do not sell, rent or share mobile phone numbers or text message opt-in data and consent with third parties or affiliates for their marketing or promotional purposes.** Text message originator opt-in data and consent are not shared with any third party, except the service providers that deliver our messages (such as our messaging platform, its aggregators and mobile carriers), and only to deliver them.

The full terms are in our Text Message Terms and Conditions at https://timesproduce.com/sms-terms-and-conditions.pdf.

Opt-out and help instructions

To stop text messages: Users can withdraw consent by text message. To opt out of text communications, reply STOP to any text message you receive. After you send STOP, you will receive one confirmation and then no longer receive text messages unless you provide consent again. You can also call (323) 261-6677 or email

orders@timesproduce.com to opt out.
To stop emails: click the unsubscribe link in any price sheet email.
To stop faxes: call (323) 261-6677, fax (323) 261-6688 or email orders@timesproduce.com.
For help: reply HELP to any text message, call (323) 261-6677, or email orders@timesproduce.com.

Mobile information and SMS consent

No mobile information will be shared with third parties or affiliates for marketing or promotional purposes. Text messaging originator opt-in data and consent will not be shared with any third parties, excluding the aggregators and providers of our text message services, which receive mobile numbers only to deliver the messages you asked for. We never sell, rent or trade mobile numbers or SMS consent data.

Other data transfers

We do not sell your data or let external organizations use it for their own purposes. Other information is disclosed only where strictly necessary: to service providers acting on our instructions to run our service (such as email, fax, hosting and AI providers), to our accountants and lawyers under duties of confidentiality, when required by law, or in a sale or merger of our business. Details are in “How we share it” below.

Information we collect

Business contact information. Your company name, account number, delivery address, and the names, job roles, mobile and office phone numbers, fax numbers and email addresses of your buyers and other contacts.

Messaging choices and consent records. When and how you asked to receive our price sheet, the wording of the welcome message, your YES reply, signed sign-up form or online sign-up (with the date and time, the page and browser details, and the consent wording shown), a note by our staff when you agreed by phone or in person to receive order and customer-care messages, which channels (email, text, fax) you receive, and any opt-out, unsubscribe, bounce or delivery failure.

Orders and the documents that come with them. Items, quantities, prices (including special prices), delivery dates, purchase order (PO) numbers, notes and special requests. This includes faxes, photos, screenshots, emailed purchase orders and attachments (PDF, Excel, images), and handwritten or typed order sheets that you or your staff send us.

Messages. Text messages and emails you exchange with our office and salespeople about prices, orders and your account, including messages forwarded to us by our salespeople from their own phones.

Ordering page and app information. When you use our ordering pages: the buyer name and mobile number or email you enter, one-time verification codes, the contents of your cart, and basic technical information (IP address, browser and device type, date and time of visits). See “Cookies and browser storage” below.

Information about our employees who use our app. See “Our employees” below.

We do not collect payment card or bank account details through our ordering pages or text messages. We do not knowingly collect Social Security numbers, health information or other sensitive personal information from customers.

How we collect it

- **From you**, when you or your staff talk to our salespeople or office, send us orders or messages, or use our ordering pages.
- **From your company or colleagues**, for example when a manager gives us a buyer's contact details.
- **From our salespeople**, when they record your request to receive the price sheet or forward an order you sent to them.
- **Automatically**, when you open our ordering pages or links, and from our phone, fax, email and messaging providers (for example the number a fax or text came from, and whether a message was delivered).

How we use it

- To send you the daily price sheet, specials and other product and price information you asked to receive.
- To receive, read, confirm, deliver and invoice your orders; to source items we do not have in stock; and to answer your questions.
- To route your orders and messages to the right salesperson, dispatcher or warehouse employee.
- To keep records of your consent and opt-outs, and to stop messages to anyone who has opted out.
- To keep our app and accounts secure (for example with one-time sign-in codes and alerts about unusual sign-ins) and to prevent fraud and misuse.
- To run and improve our business, train our employees and fix problems.
- To comply with the law, keep accounting and tax records, and establish, exercise or defend legal claims.

We do not use your information for targeted advertising, and we do not sell it.

Software that reads orders and drafts translations (artificial intelligence)

We use an artificial intelligence (AI) service, currently the Claude API provided by Anthropic, PBC, to help our staff:

- read handwritten and typed faxes, photos, screenshots and emailed purchase orders, and turn them into draft orders;
- match the item names you use to the items we sell; and
- draft translations, for example a Japanese translation of a price sheet or message, or an English translation of a message written in Japanese.

To do this, the content of the document or message (which can include buyer names, phone numbers, PO numbers and other details that appear on it) is sent to the AI provider for processing. The provider acts as our service provider. Under its commercial terms as of the effective date above, it does not use our content to train its AI models, and it deletes the content within 30 days unless a longer period is needed for its own security or legal purposes. **A person on our staff checks every result.** Nothing the software reads becomes an order until one of our staff confirms it, and translations are reviewed and approved by our staff before they are sent. The

original fax, photo or message is always kept with the order. We do not use AI to make decisions about you that have legal or similarly significant effects.

How we share it

We share personal information only as described here:

- **Service providers** that work for us and may use the information only to provide their services to us: our telephone, fax and text message provider (currently GoTo Connect; we may also use Twilio) and the aggregators and mobile carriers that deliver texts; our email delivery provider; our cloud hosting, database and backup providers; push notification services operated by Apple, Google and browser makers (which deliver alerts to our employees' devices); and the AI provider described above.
- **Suppliers and delivery, only as needed.** When we buy items from other suppliers to fill your order, we tell them the items, quantities and pickup details. Our deliveries are made mostly by our own employee drivers; if we use an outside delivery company, we give it only the delivery details it needs. We do not give them your contact details or your internal PO or account codes.
- **Professional advisers** such as our accountants, auditors, insurers and lawyers.
- **Legal and safety reasons**, when the law, a court order or a government request requires it, or to protect our rights, property or safety or those of others.
- **Business transfers**, if we are involved in a merger, acquisition, financing or sale of all or part of our business, subject to this policy.

Your account information, orders and prices are confidential. Other customers cannot see them.

We do not sell personal information, and we do not share it for cross-context behavioral advertising. As stated above, we do not share mobile phone numbers or text message opt-in data and consent with any third party or affiliate for marketing or promotional purposes.

Cookies and browser storage

Our ordering pages and app use a small number of cookies and similar browser storage that are needed for them to work: to keep you signed in, to remember your cart and settings, to recognize a device that has already been verified with a one-time code, and to protect against misuse. We do not use advertising cookies or third-party tracking or analytics cookies. Because we do not track you across other websites, our pages do not change their behavior in response to "Do Not Track" or similar browser signals.

Customer links and QR codes. Your price sheet link and the QR code printed on your sheet contain a random code linked to your account. They do not contain your name or phone number. Anyone who has the link can open your price sheet, so please share it only with people at your company. The first time someone orders through it, we ask for their name and mobile number or email and send a one-time code to verify it. Tell us if a link has been shared by mistake and we will replace it.

Our employees

When our employees use our app, we collect their name, role, work phone number and email, sign-in records, devices used, IP addresses, alerts about unusual sign-ins, and a record of the tasks and orders they handle. We

use this to run the app, route work, secure accounts, and review work and performance. If an employee uses the optional "I'm here" clock-in, the app may check the device's location **once, at the moment the employee taps the button**, to confirm they are at our premises. The app does not track location in the background or at any other time. Employees receive a separate notice and are asked for permission before location is used.

How long we keep it

We keep personal information only as long as we need it for the purposes above, including legal, tax and accounting requirements and resolving disputes:

- **Consent and opt-out records:** for as long as we send you messages and for at least five years after the last message, so we can show what you agreed to.
- **Orders and their documents** (faxes, photos, screenshots, purchase orders, confirmations): for seven years after the order, together with the order.
- **Messages about orders:** with the related order, or for three years if not linked to an order.
- **Contact details:** while you are a customer or contact, and for up to three years after the account closes.
- **Sign-in and security logs:** for one year, longer if needed to investigate an incident.
- **Clock-in location checks:** we keep only whether the employee was at the premises, not a map of their location, for as long as we keep the related time records.

Backups are kept for a limited time and are overwritten on a regular schedule.

How we protect it

We use reasonable administrative, technical and physical safeguards, including encrypted connections, access limited by role (for example, salespeople see only their own customers), two-step sign-in with one-time codes for employees, alerts about unusual sign-ins, activity logs, and backups in a second location. No system is completely secure, and we cannot guarantee the security of information sent over the internet or by text, email or fax.

Your choices

- **Text messages:** reply **STOP** to any text to stop all texts from us. Reply **HELP** for help.
- **Email:** use the unsubscribe link in any price sheet email.
- **Fax:** we fax the price sheet only to customers who have asked us to. Call (323) 261-6677, fax (323) 261-6688 or email orders@timesproduce.com to stop faxes; the first page of every faxed price sheet explains how.
- **Contact details:** ask your salesperson or our office to correct or remove a contact at any time.

Stopping price sheets does not stop messages we must send to complete an order you placed, unless you ask us to stop those too.

Seeing, correcting or deleting your information

You can ask us what information we hold about you, ask us to correct it, or ask us to delete it, by calling (323) 261-6677 or emailing orders@timesproduce.com with the subject “Privacy request”. We will confirm your identity first, for example by sending a code to a phone number or email we have on file. We will do what you ask unless we need to keep the information, for example to complete an order, keep accounting and tax records, keep a record of your opt-out, or meet another legal obligation, and we will tell you if so.

California residents: we do not disclose personal information to third parties for their own direct marketing purposes (California Civil Code § 1798.83).

Changes to this policy

We may update this policy. We will post the new version with a new effective date and, if we make material changes, tell you by email or text, or on our ordering pages, before they take effect.

Contact us

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