

Privacy Policy

Last updated: 10/14/2026

This Privacy Policy explains how Autolane, Inc. (“Autolane,” “we,” “us”) collects, uses, shares and protects personal information when you:

- visit goautolane.com;
- use Autolane Courier (“Courier”), including through an AI assistant such as Muse (an “Agent”); or
- receive a delivery that a retailer has arranged with Autolane, including our texts, tracking pages and support chat.

It does not cover:

- information we handle for our business Customers under contract, except as described here;
- our employees and job applicants;
- a retailer’s own handling of your purchase;
- your Agent provider’s practices.

When we deliver on behalf of a retailer, the retailer’s privacy policy also applies (Section 10).

Summary

Question	Short answer
What do we collect?	Your contact details, drop-off address and instructions, the retailer order details we need for pickup, payment and delivery status, texts and support chats, and website usage.
What don’t we collect?	Full card numbers (Stripe handles payment), your Agent account login, your device’s location, government IDs and biometrics.

Question	Short answer
Why?	To pick up and deliver your order, text you about it, take payment, support you, keep deliveries safe, improve our service and follow the law.
Who do we share it with?	Service providers working for us, the retailer you ordered from, your Agent (delivery status), and authorities when the law requires.
Do we sell it?	No. Website advertising cookies are covered in Section 4.
What are your choices?	Reply STOP to end texts. Marketing is opt-in only. Request access, correction or deletion at privacy@goautolane.com .

1. Information we collect

When you visit our website

- **Information you give us:** your name, email, phone number, company, job title and message when you fill out a form.
- **Collected automatically:** IP address, browser and device type, pages viewed, the site that referred you, and approximate location based on your IP address. We collect this through cookies and similar tools (Section 4).

When you join the Courier waitlist

- **Contact details:** your email and mobile number. We text you a code to confirm the number.
- **Your place in line:** when you joined, your spot, whether we have invited you, and your text-message consent.
- **Referrals:** the code in your referral link, the code of the link you joined through (if any), and how many people joined through your link.
- **A status key in your browser:** a random key kept in your browser's local storage, so the page can show your spot when you come back. Clearing your browser's site data removes it.

When you use Courier

Most of this comes from your Agent, at your request, when you book.

- **Contact details:** first and last name, mobile number and email.
- **Delivery details:** the pickup store's name, address and website; your drop-off address and instructions; the timing you ask for; and the number of items. We turn your drop-off address into map coordinates to route the vehicle. We do not collect your device's location.
- **Retailer order details:** order number, name on the order, a summary of the items (names and options), the retailer's confirmation text and messages, the ready time, the order subtotal and any check-in link.
- **Pickup code:** the code as text, or an image of the code or barcode.
- **Consent records:** the version of our Terms you accepted, your text-message consent, and when you gave them.
- **Payment information:** Stripe processes your payment. We receive the payment status and Stripe reference numbers, never your full card number.
- **Delivery records:** status, timestamps, the vehicle and parking stall assigned, estimated arrival times, when the compartment was opened, any cancellation, and supervisor notes about the handoff.
- **Communications:** your texts, calls and support chats with us, including chats with our AI support assistant.

We do not receive your Agent account login or password.

When a retailer delivers to you through Autolane

- **From the retailer:** your name, phone number, delivery address, and the order details needed to deliver it.
- **From you:** your text-message opt-in or opt-out, how you use the tracking page, support chats, and when you open the compartment.

About our vehicles

Our vehicles report their location so we can route them and estimate arrival times. While a delivery is active, that location data is linked to your delivery.

2. How we use information

- **To deliver:** book, route and complete deliveries; show the retailer your order at pickup; and unlock the vehicle compartment for you.
- **To communicate:** send delivery texts, call you when needed, and answer support requests.
- **For payments:** charge and release payment holds, issue refunds and prevent payment fraud.
- **For safety and compliance:** screen orders for prohibited items, prevent fraud and abuse, protect people and vehicles, and enforce our Terms.
- **To improve our service:** analyze how the service is used and how deliveries perform, mostly with aggregated or de-identified data. We may use de-identified, aggregated or redacted data for any purpose, including to train and test our systems.
- **For marketing:** we send marketing texts only if you opt in, and marketing emails only as the law allows. You can unsubscribe from either at any time.
- **To run the waitlist:** confirm your number, place you in line, credit referrals, choose whom to invite next, and decide where Courier launches next (we use your phone number's area code for this).
- **To meet legal obligations:** comply with law, respond to lawful requests, and establish or defend legal claims.

AI and automated processing. We use AI models from Anthropic to read redacted order text, find your pickup code and flag prohibited items. We may decline an order the AI flags. To ask a person to review that decision, email privacy@goautolane.com. Our support chat uses an AI assistant (Intercom's Fin), and you can ask to reach a person at any time.

3. How we share information

- **Service providers** work for us under contract and may use your information only to provide their services to us:
 - cloud hosting and logging (Google Cloud)
 - website hosting and waitlist storage (Cloudflare)
 - payments (Stripe)
 - texts and calls (Twilio)

- AI processing (Anthropic)
 - support chat (Intercom)
 - maps, address lookup and routing (Google Maps Platform)
 - error monitoring (Sentry)
 - website analytics [confirm list]
 - field operations contractors who staff our vehicles
- **The retailer you ordered from.** To collect your order, we give the retailer your order number, the name on the order, your pickup code, a description of our vehicle (for example, “Grey Tesla Model Y”) and our dispatch phone number. For deliveries a retailer arranges with us, we report delivery status and outcomes back to that retailer.
 - **Your Agent.** We send your Agent status updates: the booking state, estimated times, the vehicle’s make and model, the parking stall and the payment status.
 - **People you refer, and the person who referred you.** Your waitlist card shows how many people joined through your link. It never shows their names, numbers or emails. The person whose link you used sees only that their count went up by one.
 - **Legal and safety.** We may disclose information to comply with law or legal process, to protect the rights, property or safety of anyone, and in emergencies. See “Government and legal requests” below.
 - **Business transfers.** Information may pass to a buyer or successor in a merger, acquisition, financing or sale of assets.
 - **With your consent,** or at your direction.

We do not sell personal information. We do not share information from Courier or retailer deliveries for targeted advertising.

Government and legal requests

We don’t give End User information to government agencies or law enforcement just because they ask. We generally require valid legal process, such as a subpoena, court order or search warrant, from a body with jurisdiction over Autolane. We may disclose information without legal process when the law requires it, such as mandatory safety or incident reporting. We may also do so when we believe in good faith it’s needed to protect the safety, rights or property of any person, including Autolane, our vehicles and our staff.

When we receive a request, we generally:

- check that it is authentic, legally valid and properly served;
- limit what we produce to what the request lawfully requires, and push back on requests that are overbroad or unclear;
- tell the affected End User before disclosing, unless the law or a court order prohibits it, or we believe notice could put someone at risk, interfere with an investigation, or otherwise be inappropriate.

Government agencies, law enforcement and parties to legal proceedings should send requests to legal@goautolane.com. We don't accept these requests through our support channels.

4. Cookies and analytics

Our website uses cookies, pixels and similar tools to work properly, measure traffic (for example, with Google Analytics) and [support advertising: confirm whether ad pixels run]. You can manage cookies through our cookie banner and your browser settings. To opt out of Google Analytics, use Google's opt-out tool. If a browser sends a Global Privacy Control signal, we treat it as a request to opt out of the sale or sharing of personal information. We do not respond to browser "Do Not Track" signals, because there is no common standard for them. Our delivery tracking pages use only the cookies they need to work [confirm]. The waitlist form also keeps a status key in your browser's local storage (Section 1). The page needs it to show your spot, and we do not use it for analytics or advertising.

5. Text messages

We text you only about deliveries you booked, or ones you opted into for a retailer delivery. If you join the Courier waitlist, we text you a code to confirm your number, and we may text you when we invite you or when Courier launches near you. We send marketing texts only if you give separate consent. Reply STOP to opt out or HELP for help. We keep records of text-message consent for four years so we can show we complied with the law.

We do not share or sell mobile phone numbers, text-message opt-in data or consent with third parties or affiliates for their marketing or promotional purposes.

6. How long we keep information

Information	How long we keep it
Retailer confirmation text and retailer messages	90 days after the delivery closes
Pickup codes and code images	Until the delivery closes and any dispute about it is resolved
Name, phone, email, addresses and delivery records	As long as needed to provide the Services, handle support and disputes, and meet legal and accounting obligations
Text-message consent records	4 years
Payment and transaction records	As long as tax and accounting laws require
Support conversations	As long as needed to handle your request and any related dispute
Website analytics	As long as needed to measure and improve the website
Waitlist records, including referrals	Until the waitlist closes, or sooner if you ask us to delete them

We may keep aggregated or de-identified data longer. We may also keep information longer when the law requires it or while a legal claim is pending.

7. Security

We store data in US-based Google Cloud data centers, and Courier waitlist records with Cloudflare in North America. We use reasonable administrative, technical and physical safeguards, such as encryption and access controls. No method of transmission or storage is perfectly secure, so we can't guarantee absolute security.

8. Your choices and privacy rights

Choices everyone has

- **Texts:** reply STOP to any text.
- **Marketing emails:** use the unsubscribe link.
- **Cookies:** use our cookie banner, your browser settings or Global Privacy Control.
- **Your Agent:** disconnect Autolane in your Agent's settings.

Rights under US state privacy laws

Depending on your state, you may have the right to:

- know whether we process your personal information, and get a copy of it in a portable format;
- correct inaccurate information;
- delete information;
- opt out of the sale or sharing of personal information, targeted advertising, and profiling that has legal or similarly significant effects;
- appeal a decision we make about your request;
- not be discriminated against for using these rights.

To make a request, email privacy@goautolane.com [add a web form if required]. We will confirm your identity by matching what we already hold, such as your phone number and a recent delivery. An authorized agent may make a request for you with your signed permission. We respond within the time the law requires.

To appeal, reply to our decision with "Appeal" in the subject line. If we deny your appeal, you may contact your state attorney general.

Deliveries arranged by a retailer. When we deliver for a retailer, we handle your information on the retailer's behalf. We may pass your request to the retailer, and we will help it respond. If you opted in to marketing from Autolane, we handle that information for our own purposes and answer those requests directly.

California disclosures

In the past 12 months we collected the categories below. We disclosed them for business purposes to the recipients shown. We do not sell personal information. We don't knowingly sell or share the personal information of anyone under 16.

Category	Collected?	Examples	Disclosed to
A. Identifiers	Yes	Name, phone, email, address, IP address	Service providers; retailers
B. Customer records (Cal. Civ. Code §1798.80)	Yes	Name, address, phone	Service providers; retailers
C. Protected characteristics	No		
D. Commercial information	Yes	Delivery fees paid, order summaries, delivery history	Service providers; retailers, for their own deliveries
E. Biometric information	No		
F. Internet or network activity	Yes	Website and tracking-page usage, device information	Service providers [advertising partners, if confirmed]
G. Geolocation	[Counsel]	Drop-off address turned into map coordinates; approximate location from IP address	Service providers
H. Audio, electronic or visual information	Yes, limited	Images of pickup codes you provide [call recordings, if dispatch records calls]	Service providers
I. Professional information	Yes, limited	Job title and company from website forms	Service providers

Category	Collected?	Examples	Disclosed to
J. Education information	No		
K. Inferences	No		
L. Sensitive personal information	No [see G]		

- **Sources:** you, your Agent, retailers, your browser or device, and our service providers.
- **Purposes:** Section 2. **Retention:** Section 6.
- **Shine the Light:** we do not share personal information with third parties for their own direct marketing.

9. Children

The Services are not meant for anyone under 18, and Courier requires End Users to be 18 or older. We do not knowingly collect personal information from children under 13. If you believe a child has given us personal information, email privacy@goautolane.com and we will take steps to delete it.

10. Your Agent, retailers and other third parties

Your Agent provider (for example, Meta for Muse), the retailer you order from, and Stripe each handle your information under their own privacy policies. We do not control what your Agent stores or how it uses your conversations.

11. United States only

The Services are offered only in the United States. We store information in North America, mostly in the United States.

12. Changes to this policy

We may update this policy. We will post the new version with a new “Last updated” date. For material changes, we may also give notice another way, for example at booking or by text or email.

13. Contact us

privacy@goautolane.com Autolane, Inc., Attn: Privacy 131 Continental Dr, Suite 305
Newark, DE 19713