

# Privacy Policy

Inspection Excellence, LLC (“**Inspection Excellence, LLC**”) respects your privacy and is committed to protecting it through our compliance with this privacy policy (“**Privacy Policy**”).

Capitalized terms not defined in this Privacy Policy have the meaning set forth in the Terms of Use or any additional Inspection Excellence, LLC policies, addendums, and agreements made available to you.

We at Inspection Excellence, LLC constantly aim to provide the best user experience possible to our customers. We value the long-term relationship that allows us to provide a personalized, valuable experience that delivers information, resources and services that are helpful to you. This Privacy Policy discusses, among other things, how information and data obtained during your visit to Inspection Excellence, LLC or use of the Sites and Services may be collected and used. By using the Inspection Excellence, LLC website, visiting Sites, or registering for Services, you agree to be bound by the terms of this Privacy Policy.

If you do not agree or consent to any of the terms of this Policy, your only recourse is to discontinue accessing or otherwise using the website or any materials obtained from it. By using or continuing to use or access the Sites or Services, you agree to this Privacy Policy.

## 1. **Personal Data and Aggregate Information**

“**Personal Data**” refers to information that tells us specifically who you are, such as your name, phone number, email, approximate geographic location of your computer or device, or postal address, and possibly information relating to certain support or customer service issues. While some experiences, such as visiting the Sites, will not prompt a collection of Personal Data, you generally need to provide us with Personal Data to use most of the features of the Sites and Services, including to allow us to provide you with certain personalized or enhanced Services. How we collect and store

information depends on the activities in which you elect to participate and the Services provided.

From time to time, we may collect general, non-personal, statistical information about the use of the Sites or Services. This information represents a generic overview of our Users' collective viewing habits and allows us and other third parties to modify information, promotions, offers, and/or discounts on Services based on User traffic and behavior. We collect this information using technologies such as "cookies", which are discussed in greater detail below. We collect this information to determine, for example, which areas of the Sites are most popular and to enhance the Sites. We may also group this information into aggregate data to describe the use of the Sites to our existing or potential business partners or other third parties, or in response to a government request. From time to time, we may use this information to optimize third-party offers of products and/or services. We also may share or sell aggregated demographic and preference data to third parties to enable the provision of targeted information. However, please be assured that this aggregate data in no way will it personally identify you or any other Users and **that no mobile opt-in data will be shared with third parties.**

## **2. Information Inspection Excellence, LLC May Collect From You**

Inspection Excellence, LLC receives and stores any information you enter on our Sites or give to us in any other way. Types of information you may provide include:

- **Contact Information.** When you sign up for an account, you may be required to give us your name, email address, street address, billing address, and phone number, and additional information that enables you to sign up for and use Services.
- **Payment Information.** We may collect Personal Data such as your credit card number or expiration date when you sign up for a Subscription Period, Plan, Services, or free trial.
- **Information You Submit or Post.** We may collect information you submit to us using our feedback tool or questionnaires. For example, when you contact customer

support, we may receive your name, email address, phone number, the contents of a message or attachments that you may send to us, and other information you choose to provide.

- **Phone Information.** If you have install the Sites or use the Sites on your mobile device or tablet, it may require special permission such as access to the camera, microphone, pictures, read and write external storage, network access, etc., those permissions allow the Sites to work properly on your device. If you do not allow all required permission to the Sites, it may not work properly.
- **Survey Information.** Inspection Excellence, LLC may also collect information and data provided by you from our responses to surveys that we might ask for research purposes to improve our Services. Inspection Excellence, LLC may post testimonials on our Sites with express consent of the individual or company who provided the information. We may also post or share news, events, results, accomplishments, marketing materials from individuals or companies to help promote their brand. Requests to remove posted materials should be submitted to [info@inspection-excellence.com](mailto:info@inspection-excellence.com). Reasonable efforts will be made to remove posts upon receiving written notice.

### 3. **Automatically Collected Information**

When you visit or access certain Sites, Inspection Excellence, LLC may collect certain information from you automatically, such as information provided by your website browser or mobile device, including but not limited to:

- **Device Identifiable Information.** We may collect information that is linked to your computer or device (“**Device Identifiable Information**”). This information may include your IP address, browser type and language, access times, pages visited, and operating system.
- **Mobile Device Information.** We may collect information from any mobile device you use to access our Sites and Services, including device type and model, network provider, and unique device identifier.
- **Cookies and Similar Technologies.** We may collect technologies such as “cookies,” “pixels,” and “widgets.”

- Cookies are unique identifiers that we transfer to your device to enable our systems to recognize your device and to provide features, such as personalized advertisements on other websites, and storage of items in your shopping cart between visits. If you do not wish for Inspection Excellence, LLC to place and use cookies on your computer, you may modify and control how cookies are handled in your browser settings. If you choose to disable cookies, certain functions of the Sites and Services may not function correctly.
- Pixels/Web Beacons (also known as Web bugs, pixel tags or clear GIFs) are tiny graphics with a unique identifier that may be included on our Services for several purposes, including to deliver or communicate with Cookies, to track and measure the performance of our Services, to monitor how many visitors view our Services, and to monitor the effectiveness of our advertising. Unlike Cookies, which are stored on the user's hard drive, Web Beacons are typically embedded invisibly on web pages (or in an e-mail).
- Social Media Widgets such as a share button to Facebook or Twitter may be on our Sites. These features may collect your IP address and what page you are visiting on our Website.
- **Google Analytics.** We may also use Google Analytics and Google Analytics Demographics and Interest Reporting to collect information regarding visitor behavior and visitor demographics on some of our Services, and to develop website content. This analytics data is not tied to any Personal Data. For more information about Google Analytics, please visit [www.google.com/policies/privacy/partners/](http://www.google.com/policies/privacy/partners/). You can opt out of Google's collection and Processing of data generated by your use of the Services by going to [tools.google.com/dlpage/gaoptout](http://tools.google.com/dlpage/gaoptout).

The Sites do not currently support Do Not Track, which is a privacy preference you can set in your web browser to indicate that you do not want certain information about your web page visits tracked and collected across websites.

#### **4. How We Use Your Information**

We use, store, and process information, including Personal Data about you, to provide, understand, improve, and develop the Sites and Services. This information is collected for the necessary purposes set out below:

- To carry out our Services, Service agreements and obligations from any contracts entered between you and Inspection Excellence, LLC, including billing and collections
- Notify you of Service and subscription expirations and renewals
- To provide customized, personalized content through our Sites and Services
- Notify you about changes to our Sites, Services or Policies
- To allow you to participate in new features and Services on our Sites
- To facilitate the delivery of content or advertisements that we feel may be relevant to you
- To communicate new or existing products or services that we feel can help you
- For any other purpose with your consent

#### **5. How We Share Information We Collect**

Inspection Excellence, LLC customer information, user data, and Personal Data may be shared with certain third party companies for the purposes set forth below:

- Inspection Excellence, LLC may sometimes need to share your Personal Data, user data, or customer information to help facilitate technical and administrative aspects of Inspection Excellence, LLC's Services (credit card processing, hosting, citation building & management). Inspection Excellence, LLC will take reasonable steps to ensure that these service providers are notified of their obligations to reasonably protect Personal Data on Inspection Excellence, LLC's behalf. Notwithstanding the above, we cannot guarantee that such service providers will adhere to the contractual obligations or acceptable business practices.

- We may provide your anonymized and aggregated personally identifiable information to third parties.
- The Sites may allow you to connect with other websites, products, or services that we don't have control over. If you use these services, we will provide the third party with information about you to allow them to provide the service to you. We can't speak to the privacy practices of these third parties, and we encourage you to read their privacy policies before deciding whether to use their services.
- Inspection Excellence, LLC may release information when we believe it is necessary in order to comply with a legal obligation under applicable law, or respond to valid legal process, such as a search warrant, a court order, or a subpoena. We will also share your Personal Data where we believe it is necessary for the purpose of our own, or a third party's legitimate interest relating to national security, law enforcement, litigation, criminal investigation, or protecting the safety of any person, provided that such interest is not overridden by your interests or rights and freedoms requiring the protection of your Personal Data.
- We may disclose certain Personal Data while negotiating or in relation to a change of corporate control such as a restructuring, merger or sale of our assets. We may sell information and Personal Data with any successor to all or part of our business.
- We may disclose Personal Data whenever you consent to the sharing.

## **6. Your Choices**

You can always unsubscribe from our commercial or promotional emails, but if you continue to use the Services, we may still send you transactional and relational emails about your use of the Services.

You can opt out of receiving push notifications through your device settings. Please note that opting out of receiving push notifications may impact your use of the Sites and Services.

If you create an account to use the Sites and Services, you may be asked to choose a password for your account, in which case your account information shall be protected by your password. You should not disclose your password to any other person. You are responsible for maintaining the confidentiality of your password and are fully responsible for all activities that occur under your password or account. You can access and update information in your account profile at any time by logging into the account with your login name and password. Once you have logged in, you can update certain information such as your name, photo, email, password, billing information, and security preferences.

While you can prevent your device from sharing location information at any time through your device's operating system settings, user location is important to your use of the Sites and Services and without it will affect your use of the Sites and Services.

If you would like to terminate your account, please contact us through our customer support with your request. If you choose to terminate your account, we will deactivate it for you but may retain information from your account for a certain period of time and disclose it in a manner consistent with our practices under this Privacy Policy for accounts that are not closed. We also may retain information from your account to collect any fees owed, resolve disputes, troubleshoot problems, analyze usage of the Sites, assist with any investigations, prevent fraud, enforce our Terms of Use, or take other actions as required or permitted by law.

**You can request access or correction to your personal data.** You can request a copy of the Personal Data we hold about you and check that we are lawfully processing it or to request a rectification if it is not accurate, complete, or updated.

**You can request erasure of your personal data.** You can ask us to delete or remove Personal Data where there is no good reason for us to continue to process it. We may postpone or deny your request if your personal data is in current use for which it was collected or for other legitimate purposes such as compliance with legal obligations.

**You can object to and request restriction of processing of your personal data.** You can ask us to suspend the processing of your Personal Data or you can object at any time on legitimate grounds to the processing of this personal information. If you object to such processing, Inspection Excellence, LLC will no longer process your personal information for these purposes unless we can demonstrate compelling legitimate grounds for such processing or such processing is required for the establishment, exercise or defense of legal claims.

## **7. SMS Privacy Policy / Terms & Conditions**

- **Data Collection:** We will collect your name, email address and mobile phone number when you sign up for SMS updates. The information will be collected via the website contact form, email, rental agreement, or third-party reservation systems.
- **Data Usage:** We use your data solely for appointment, reminders, services or orders information
- **Data Security:** We protect your data with secure storage measures to prevent unauthorized access.
- **Data Retention:** We retain your information as long as you are subscribed to our SMS service. You may request deletion at any time.
- **MESSAGE AND DATA RATES MAY APPLY.** Your mobile carrier may charge fees for sending or receiving text messages, especially if you do not have an unlimited texting or data plan.
- Messages are recurring, and message frequency varies.
- Contact Inspection Excellence LLC at 916-755-3050, 530-584-9119 or [info@inspection-excellence.com](mailto:info@inspection-excellence.com) for HELP or to STOP/ CANCEL receiving messages.
- **Opt-Out:** You can opt out of the SMS list at any time by texting, emailing, or replying STOP/CANCEL or UNSUBSCRIBE to



info@inspection-excellence.com or 916-755-3050, 530-584-9119. After unsubscribing, you will receive a final SMS to confirm you have unsubscribed and we will remove your number from our list within 24 hours.

- You can send HELP for additional assistance, and you will receive a text including our Phone number, email and website. We are here to help you.

- Non-Sharing Clause: We do not share your data with third parties for marketing purposes. Inspection Excellence LLC will not sell, rent, or share the collected mobile numbers

## **8. Miscellaneous**

Inspection Excellence, LLC reserves the right, at its sole discretion, to alter this Privacy Policy at any time without prior notice to any User, including to comply with privacy laws, regulations, and/or our own or industry standards, business practices, or otherwise. We encourage you to review this Privacy Policy each time you access or use the Sites or Services. Your use of the Sites or Services at any time, including after any change to this Privacy Policy, indicates your acceptance of this Privacy Policy and any change made to this Privacy Policy.

We take reasonable precautions to protect the privacy, accuracy, and reliability of any information you provide and to protect such information from loss, misuse, unauthorized access, disclosure, alteration and destruction. Personal Data is stored within databases that are controlled by us or by our service providers. As we deem appropriate, we use security measures consistent with industry standards, such as firewalls and encryption technology, to protect your information. However, since no security system is impenetrable, we cannot guarantee the security of our databases, nor can we guarantee that information you supply will not be intercepted while being transmitted to us over the Internet. As a result, you transmit any information to or from the Sites at your own risk.

We understand and share your concerns regarding your children's access to Internet and the Internet's access to your children. The Sites and Services are not directed to children. Consistent with the Children's Online Privacy Protection Act of 1998 (COPPA), we do not knowingly request or accept Personal Data submitted to the Sites by any visitor under 13 years of age. If we become aware that an individual under age 13 has provided information to Inspection Excellence, LLC through the Sites, we will make commercially reasonable efforts to delete such information from our databases.

If you live in California and have an established business relationship with us, you can request a list of the Personal Data we have shared with third parties and a list of the names of third party with whom we have shared your Personal Data. You may make such a request once per year. To make a request, email us at [info@inspection-excellence.com](mailto:info@inspection-excellence.com) with the subject line "California Shine the Light Inquiry."

This Privacy Policy shall be governed by the laws of the State of California, without regard to conflicts of law principles. Any action relating to this Privacy Policy must be filed and maintained in a state or federal court of competent jurisdiction located in the state of California, and each User consents to exclusive jurisdiction and venue in such courts for such purpose. Inspection Excellence, LLC makes no representation that this Privacy Policy and such practices comply with the laws of any country outside the United States.

If you have any questions or comments about this Privacy Policy or our privacy practices, or to report any violations of this Privacy Policy or abuse of the Sites or the Services, please contact us by email at the following:

Subject: Privacy Concerns Inspection Excellence, LLC

E-mail: [info@inspection-excellence.com](mailto:info@inspection-excellence.com)