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## Privacy Policy

**Effective Date:** January 1, 2026

### 1. Introduction

Fumigation Service & Supply, Inc. ("we," "us," or "our") respects your privacy and is committed to protecting the personal information you share with us and our enterprise application. We are committed to protecting the privacy and security of the information handled by our systems. This Privacy Policy outlines how we collect, use, disclose, and protect personal and operational information when authorized personnel use our mobile application and related services (the "App").

### 2. Who is Responsible for the Data

Fumigation Service & Supply, Inc. is the data controller and is responsible for the collection, processing, and protection of the data gathered through this App. The App is intended as an internal business tool for authorized employees, contractors, and partners of FSS.

### 3. Categories of Information Collected

To provide our services and operate the App effectively, we collect the following categories of information:

- **User account and authentication information:** Names, business email addresses, employee IDs, and login credentials.
- **Customer information displayed or processed in the app:** Names, addresses, contact details, and site facility details of FSS customers.
- **Service and treatment records:** Details regarding fumigation services, pesticide applications, treatment schedules, dosages, safety checklists, and operational notes.
- **Device and usage information:** IP addresses, operating system version, device type, app performance metrics, crash logs, and interaction data within the App.
- **Location information:** GPS and geolocation data to verify service locations, route planning, and compliance tracking.
- **Uploaded content:** Photos, documents, digital signatures, and other media captured or uploaded via the App to document site conditions and service completion.

### 4. How the Information is Collected

We collect information through the following methods:

- **Directly from you:** When you log in, manually enter data, upload content, or submit service records.
- **Automatically via the App:** Background collection of device metrics, usage logs, and, with your permission, location data while the App is in use.
- **From corporate systems:** Integration with existing FSS databases, HR systems, or customer relationship management (CRM) tools.



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## 5. Purpose of Collection and Use

We use the collected information to:

- Facilitate, track, and document fumigation and pest control services.
- Ensure operational efficiency, routing, and scheduling.
- Verify safety checklists and regulatory compliance.
- Maintain and improve the functionality, performance, and security of the App.
- Provide user support and troubleshoot technical issues.

## 6. User Authentication and Microsoft MSAL Disclosure

To ensure secure access, the App utilizes the Microsoft Authentication Library (MSAL) to process user logins. This means your authentication process is handled securely through Microsoft Entra ID (formerly Azure Active Directory). MSAL collects and processes authentication tokens and related diagnostic data to verify your identity and maintain a secure session in accordance with Microsoft's privacy and security standards.

## 7. Legal Basis for Processing

As an internal enterprise application, our legal basis for processing your data includes:

- **Contract Performance:** Processing is necessary to fulfill employment or contractor agreements and to deliver services to our customers.
- **Legitimate Interests:** Processing is necessary for our legitimate business interests, including operational efficiency, quality control, and ensuring network and information security.
- **Legal Compliance:** Processing is necessary to comply with occupational safety, environmental, and pesticide regulatory reporting requirements.

## 8. Whether Information is Required

Because this App is an essential operational tool for FSS, the provision of the requested information (such as location, service records, and authentication data) is required to use the App and to fulfill your job duties. Failure to provide this information may prevent you from utilizing the App or completing assigned tasks.

## 9. Sharing and Disclosure of Information

FSS does not sell your personal information. We may share information strictly on a need-to-know basis with:

- **Internal Personnel:** Authorized FSS management, HR, and administrative staff.
- **Third-Party Service Providers:** Cloud hosting providers, IT support, and software vendors (like Microsoft) who assist in operating the App.
- **Legal and Regulatory Authorities:** Government agencies (e.g., EPA, OSHA, Department of Agriculture) when required by law, subpoena, or to report compliance with safety and pesticide regulations.



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## 10. Data Retention

We retain data collected through the App for as long as necessary to fulfill the operational purposes described in this policy, or as required to meet legal, regulatory, tax, or accounting requirements. Service and treatment records may be retained indefinitely to comply with environmental and safety regulations.

## 11. Data Security

We implement robust technical and organizational measures to protect your data, including:

- **Authentication Controls:** Enforcing secure logins via Microsoft MSAL and Multi-Factor Authentication (MFA).
- **Role-Based Access:** Restricting access to sensitive customer and operational data based on the user's job role.
- **Encryption:** Data is encrypted in transit (using TLS/SSL) and at rest on our secure servers.
- **Restricted Access:** Strictly limiting access to customer information to authorized personnel only.

*Disclaimer:* While we strive to use commercially acceptable means to protect your data, no method of transmission over the internet or method of electronic storage is 100% secure. Therefore, we cannot guarantee absolute security.

## 12. Mobile Device and App-Specific Disclosures

The App requires specific device permissions to function correctly:

- **Camera & Photos:** To capture and upload images of service sites or documents.
- **Location Services:** To stamp service records with location data for compliance and routing. You can manage these permissions in your device settings, though revoking them may limit app functionality.
- **Push Notifications:** To alert you to schedule changes or important safety updates.

## 13. International or Cross-Border Data Transfers

FSS primarily operates within the United States. Any data processed by the App is hosted and stored on servers located in the United States. If you are accessing the App from outside the US, your information will be transferred to, processed, and stored in the US, subject to US data protection laws.

## 14. User Rights

Depending on your jurisdiction and employment status, you may have the right to request access to, correction of, or deletion of your personal data held within the App. Because this is an enterprise application, these rights are subject to FSS's internal data retention policies and legal compliance requirements. To exercise these rights, please contact the FSS IT or HR department.

## 15. Customer Information Notice

Users of this App will have access to confidential FSS customer information. Users are strictly prohibited from copying, sharing, or using this information for any purpose outside of their authorized FSS job duties. Mishandling of customer data is a violation of company policy and this Privacy Policy.



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## **16. Children's Privacy**

The App is explicitly not intended for children under the age of 18. It is designed solely for authorized business use by adult employees, contractors, and partners of FSS. We do not knowingly collect personal information from children.

## **17. Third-Party Services**

The App integrates with certain third-party services to function, such as Microsoft (for authentication) and cloud hosting providers (e.g., AWS, Azure). These third parties act as data processors on our behalf and are contractually obligated to protect the data and only use it for the purpose of providing their specific service to FSS.

## **18. Compliance / Regulated Data Considerations**

Due to the nature of fumigation services, data collected within this App may include regulated information subject to oversight by entities such as the Environmental Protection Agency (EPA), Occupational Safety and Health Administration (OSHA), and state agricultural departments. FSS strictly manages this data to ensure full compliance with all state and federal regulations regarding pesticide application and workplace safety.

## **19. Changes to the Privacy Policy**

We may update this Privacy Policy from time to time to reflect changes in our practices, technology, or legal requirements. When we do, we will update the "Effective Date" at the top of this policy. We will notify authorized users of material changes via an in-app notification or an internal company email.

## **20. Contact Information**

If you have any questions, concerns, or requests regarding this Privacy Policy or the data practices of the App, please contact us at:

### **Fumigation Service & Supply, Inc.**

*Attention: IT / Compliance Department*

Email: [info@fsszone.com](mailto:info@fsszone.com)

Phone: 833-221-2979

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