



FIRST DUE HOME SAFETY

Prevent · Maintain · Protect

PRIVACY POLICY

Effective Date: May 2026 | Incorporated by reference into the Service Agreement

This Privacy Policy describes how First Due Home Safety LLC collects, uses, shares, and protects information. It is incorporated by reference into your Service Agreement. By using our services, you agree to this policy.

1. Information Collected

First Due Home Safety LLC may collect the following types of information:

- Contact information: name, email address, mailing address, phone number.
- Service and property information: service address, property details, appointment history, and service records.
- Billing and payment information: payment method details, transaction history, and billing confirmations.
- Portal activity: login records, usage data, messages, and communications.
- **Home Health Report™ contents:** documentation of observed conditions, findings, and recommendations.
- **Aerial Ops™ and visual documentation:** photos, videos, and aerial images of the service address.
- Other information provided voluntarily by the Member during enrollment, service visits, or communications.

2. How Information Is Used

First Due Home Safety LLC uses collected information to:

- Respond to inquiries, enroll Members, schedule and perform services, and prepare reports.
- Process payments, maintain service records, provide support, and improve services.
- Send service-related communications, reminders, invoices, receipts, and follow-up messages.
- Send marketing communications where separately authorized or permitted by law.
- Comply with legal obligations, protect safety, enforce agreements, and protect rights.

3. Photos, Video, and Aerial Images

Photos, videos, and aerial images captured during service visits may contain sensitive property details. First Due Home Safety LLC uses them for:

- Service documentation, quality control, and Member reporting.
- Training, support, insurance, and legal records.
- Marketing only where separately authorized by the Member in the Service Agreement.

First Due Home Safety LLC uses reasonable care to avoid publishing address numbers, security-sensitive details, images of children, medical information, financial information, or other private details without separate permission.

4. Payment Information

Payment information may be processed by Stripe or another third-party payment processor. First Due Home Safety LLC does not store full payment card numbers or bank account credentials in ordinary business records. By providing payment information, you also agree to the payment processor's applicable terms and privacy policy.

5. Sharing of Information

First Due Home Safety LLC may share information with:

- Payment processors, scheduling and portal providers, and IT service providers necessary to deliver services.
- Insurers and professional advisers for insurance, legal, accounting, or compliance purposes.
- Subcontractors or vendors performing services included in your plan.
- Government authorities when required by law, court order, or regulatory obligation.
- Other parties with Member consent.

First Due Home Safety LLC does not sell personal information to third parties for their independent marketing or commercial use unless separately disclosed and legally permitted.

6. Security and Retention

First Due Home Safety LLC uses reasonable administrative, technical, and physical safeguards appropriate to the information maintained. No transmission or storage method is perfectly secure, and we cannot guarantee absolute security.

First Due Home Safety LLC retains information as long as reasonably needed for service delivery, warranties, tax, accounting, insurance, legal, safety, and business purposes, or as required by law.

7. Member Rights and Choices

Members may request access to, correction of, or deletion of their personal information, or opt out of marketing communications, by contacting First Due Home Safety LLC at info@firstduehome.com or (754) 238-2308.

Some requests may be limited by legal, safety, accounting, warranty, or dispute-resolution obligations. Florida residents may have additional rights under applicable Florida privacy law, including the Florida Information Protection Act (FIPA). We will honor any rights required by applicable law.

8. Policy Updates and Contact

First Due Home Safety LLC may update this Privacy Policy from time to time. We will provide notice of material changes by email, website, portal, or other legally permitted method.

First Due Home Safety LLC

Email: info@firstduehome.com

Phone: (754) 238-2308

Website: www.firstduehome.com

First Due Home Safety LLC — Your Home's First Line of Defense