

## Privacy Policy

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### 1. INTRODUCTION

This Privacy Policy ("Privacy Policy" or "Notice") describes how Flying Brothers Disaster Response, including its affiliates under Flying Brothers Disaster Response 's family of brands, (collectively, "Flying Brothers Disaster Response ", "we", "us", or "our") collects, uses, maintains, and shares (collectively, "processes") information collected about you when you interact with us and with our services, including our website at [www.flyingbrothersdr.com](http://www.flyingbrothersdr.com) and our affiliate websites, including our websites that link to this Privacy Policy (collectively, the "Site").

The Flying Brothers Disaster Response affiliates include Ivy Engineered Solutions, 101 Plumb Contracting.

This Privacy Policy does not apply to services, or websites that display a different privacy policy. It also does not apply to information collected by any other third party, including through any application or content (including advertising) that may link to or be accessible from or on the Site.

### 2. WHAT INFORMATION DO WE COLLECT AND WHY?

We collect different types of information from you, including Personal Information. "Personal Information" or "Personal Data" means information that identifies, relates to, describes, is reasonably capable of being associated with, or could reasonably be linked, directly or indirectly, with you. Personal Information does not include information that is publicly available, de-identified, or aggregated.

We may engage vendors to provide certain interactive features on our Site. Your use of these interactive features is voluntary, and we may retain the information that you submit through these features. For example, we may offer an interactive chat feature on the Site to assist you with your order and for other customer service purposes. When you participate in the interactive chat, either with a virtual or live agent, the contents of the chat may be captured and kept as a transcript. By using these features, you understand that our vendors may process the information obtained through the feature to provide the service on our behalf.

Within the past 12 months, we collected the following categories of Personal Information about consumers. Unless otherwise indicated, the below description also reflects our current practices. Note that the Personal Information we collect about you may vary depending on the nature of your interactions with us and may not include all of the examples listed below. The following are examples of the types of information that may be collected about you when you interact with us, our services, or our Site:

#### Category of Personal Information

Identifiers, including real name, alias, postal address, unique personal identifier, online identifier, IP address, email address, account name, or other similar identifiers

Commercial information, including records of personal property, products or services purchased, obtained, or considered, or other purchasing or consuming histories or tendencies

Personal information described in Cal. Civ. Code § 1798.80(e) ("Customer Records"), including name, signature, address, telephone number, insurance policy number, bank account number, credit card number, debit card number, or other financial information

#### Why We Collect It

General personal Information that does not directly fit within one of the categories in this chart. For example, we collect the contents of communications you send to us and other user-generated content, including comments, recommendations, reviews, ratings, or any other posts or information voluntarily submitted to such properties ("Public Activities"). • To provide you with, process payment for, and manage services you request; • To allow you to register and create an account and profile; • To provide you with ongoing customer support, including sending you maintenance communications to alert you to changes and updates in our Site policies, products, or services that may affect you; • To enable you to provide us with feedback, participate in surveys, and contact us, and for us to contact you; • To administer promotions you enter, such as a contest or sweepstakes; • To carry out our obligations and enforce our rights arising from this Privacy Policy, the Terms of Use, and any other contracts entered into between you and us, including for billing and collection; • To send you communications of interest, such as emails or text messages about ServiceMaster and our products, services, and promotional offers; • To deliver behavioral advertising to you on behalf of ourselves and advertisers based on your activity on the Site and on third-party sites and applications; • To personalize your overall experience with the Site; • To customize, measure, and improve our Site, products, services, content, and advertising; • To protect, enforce, or defend the legal rights, privacy, safety, or property of ourselves, our employees, our agents, or others, and to comply with applicable law; • For purposes disclosed at the time you provide your information and as otherwise set forth in this Privacy Policy; and • For any other purpose with your consent.

Characteristics of protected classifications under California or federal law, including age and date of birth, military or veteran status • To provide discounts and promotions; • For purposes disclosed at the time you provide your information and as otherwise set forth in this Privacy Policy; and • For any other purpose with your consent.

Audio, electronic, visual, thermal, olfactory, or similar information • To provide you with ongoing customer support; • To protect, enforce, or defend the legal rights, privacy, safety, or property of ourselves, our employees, our agents, or others, and to comply with applicable law; • For purposes disclosed at the time you provide your information and as otherwise set forth in this Privacy Policy; and • For any other purpose with your consent.

Internet or other electronic network activity information, including Internet or other similar activity, browsing history, search history, information on a consumer's interaction with a website, application logs, device data and registration, social media account information or advertisement

#### Geolocation data

- To allow you to register and create an account and profile;
- To provide you with ongoing customer support, including sending you maintenance communications to alert you to changes and updates in our Site policies, products, or services that may affect you; • To carry out our obligations and enforce our rights arising from this Privacy Policy, the Terms of Use, and any other contracts entered into between you and us; • To send you communications of interest, such as emails or text messages about ServiceMaster and our products, services, and promotional offers; • To deliver behavioral advertising to you on behalf of ourselves and advertisers based on your activity on the Site and on third-party sites and applications; • To personalize your overall experience with the Site;
- To customize, measure, and improve our Site, products, services, content, and advertising; • To protect, enforce, or defend the legal rights, privacy, safety, or property of ourselves, our employees, our agents, or others, and to comply with applicable law; • For purposes disclosed at the time you provide your information and as otherwise set forth in this Privacy Policy; and • For any other purpose with your consent.

### 3. HOW DO WE COLLECT THIS INFORMATION?

We collect Personal Information directly from you, your devices or browser, vendors that assist us in providing our services and running our internal business operations, data analytics providers, advertising networks, suppliers, social media platforms and other data providers.

We collect information from you when you directly provide it to us, such as when you: place an order for services; correspond with us through any communication channel; enter into promotions that we offer; engage with us through our social media accounts; or review us online. We and our third-party service providers collect information automatically about you. We use tracking tools to collect Internet or other electronic network activity information (such as site usage information). Tracking tools include browser cookies. We do this on our websites and in emails that we send to you. We collect information about users over time when you use our websites. We have third parties collect personal information this way. We collect information about you from third parties. We may obtain information about you from other trusted third-party partners, such as franchisees, affiliate companies, analytics or marketing providers or public databases, to update or supplement information about you, such as information to validate or update your address or other demographic and lifestyle information. We also may collect Personal Information from vendors that assist us in providing our services and running our internal business operations, data analytics providers, advertising networks, suppliers, social media platforms and other data providers.

#### 4. HOW DO WE DISCLOSE YOUR INFORMATION

We may disclose each of the categories of Personal Information identified in Section 2 to the respectively identified categories of recipients for operational, business purposes consistent with the purposes for collection or use designated, as is reasonably necessary and proportionate to achieve those purposes, or for another purpose that is compatible with the context in which the personal information was collected, including, but not limited to:

Auditing our ads;

Helping to ensure security and integrity of your personal information; Debugging, repairing, and improving functionality;

Short-term, transient use;

Performing services on our behalf;

Internal research for technological development; and

Verifying the quality and/or safety of our services.

The categories of recipients that we disclose Personal Information, include, but are not limited to:

By providing your contact and other information to Flying Brothers Disaster Response or through this Site, you have given your consent for Flying Brothers Disaster Response to disclose your information with its affiliates and for Flying Brothers Disaster Response and its affiliates to use your personal information as outlined in this Privacy Policy. Service Providers we use to help us operate our business or provide services on our behalf. For example, these services may include payment and billing processing, fulfillment of orders, shipping, IT and related infrastructure provision, customer service, advertising, email distribution, research and analytics, or management of sweepstakes, contests, or promotions.

Advertising Agencies

Internet Service Providers

Data Analytics Providers

Government Entities

Operating Systems and Platforms

Social Networks

We also may disclose Personal Information described in this Privacy Policy as follows:

The Flying Brothers Disaster Response family. We disclose your Personal Information with our affiliates for the purposes listed in this Privacy Policy. Legal Matters; Safety. We may, without your consent, access, preserve, and disclose Personal Information as required by law. Additionally, we may disclose your Personal Information if we believe such action is necessary to: (i) prevent or investigate suspected fraud, violations of our Terms of Use or other policies, or activity that appears to us to be illegal or may

expose us to legal liability; (ii) protect the physical safety of any person or property; (iii) protect and defend our rights and property; or (iv) prevent or address inappropriate conduct on the Site or through our communication channels. Sale or Transfer of Business or Assets. We reserve the right to transfer any information we have about you in the event that we sell or transfer all or a portion of our business or assets to a third party. In addition, information about our customers and registered users may also be disclosed in connection with a commercial transaction where we or any one of our businesses are seeking financing, investment, support, or funding. With Your Consent. We will disclose your Personal Information to others when you specifically permit us to do so.

## 5. USE OF COOKIES AND OTHER TECHNOLOGIES

### Cookies

When you visit the Site, we and our vendors may use cookies to automatically collect data about your visit. A "cookie" is a small amount of information that a web server sends to your browser that stores information about your account, your preferences, and your use of the Site. Some cookies contain serial numbers that allow us to connect your activity with the Site with other information we store about you in your profile or as related to your interactions with the Site. Some cookies are temporary, whereas others may be configured to last longer.

Cookies may be used for many purposes, including, without limitation, remembering you and your preferences and tracking your visits to our web pages so that we can provide a customized experience. They also help us detect certain kinds of fraud.

Your browser may give you the ability to control cookies. How you do so depends on the type of cookie. You can set your browser to reject cookies. To find out more about how to control cookies from your web browser, please visit [here](#). To control flash cookies, which we may use, you can go [here](#) because flash cookies cannot be controlled through your browser settings.

### Third Party Analytic Technologies and Targeted Advertising

We use third-party analytic and tracking tools to better understand how people use the Site, to improve the effectiveness of the Site and its content, and to help those parties or us serve more targeted advertising to you. Those third-party companies may use cookies, pixel tags, or other technologies to collect and store usage and device information. They might combine information they collect from your interaction with the Site with Personal Information they collect from other sources. We do not have access to, nor control over, third parties' use of cookies or other tracking technologies.

One of the analytic and tracking tools we use is Google Analytics, which helps us understand how visitors engage with our Site. You have choices about the collection of information by third parties on our Site. For example, if you don't want information about your visit to our Site sent to Google Analytics, you may download an Opt-out Browser Add-on by selecting a browser add-on [here](#). Please note that the Add-on does not prevent information from being sent to ServiceMaster.

## 6. YOUR INFORMATION CHOICES AND CONTROL

You may use the following mechanisms to limit the processing of certain information collected as described in this Privacy Policy. Depending on your place of residency, you may have additional rights and choices about their Personal Information. Please see Section 9 for information about additional choices you may have.

### 6.1 Marketing Communications.

To opt out of electronic, direct mail, or telemarketing communications from Flying Brothers Disaster Response or any of the Flying Brothers Disaster Response family of affiliates (collectively, "Marketing Communications"), you may click the unsubscribe link in the footer of any email or contact us using the information at the bottom of this Notice.

### 6.2 Interest-Based Advertising.

To opt out of receiving personalized or "interest-based" online sponsorship credits from our vendors and other participating companies, visit <http://www.aboutads.info/choices>. We are not responsible for opt-out processes provided by external parties. For information about controlling the collection of cross-app data from your mobile device for personalized or "interest-based" advertising or sponsorship credit purposes, you may adjust the privacy and advertising settings on your device. Consult your device manufacturer's support materials for information about available settings.

## 7. DATA SECURITY

We maintain reasonable administrative, technical, and physical safeguards to protect the confidentiality and security of Personal Information we collect and process. Unfortunately, however, no data transmission over the Internet can be guaranteed to be 100% secure. As a result, while we strive to protect your contact information, to the extent permitted by law, we do not guarantee or warrant the security of any information you transmit to or from the Site, and you do so at your own risk.

## 8. HOW LONG WE KEEP YOUR PERSONAL INFORMATION

We keep the categories of Personal Information described in this Privacy Policy for as long as is necessary for the purposes described in this Policy or otherwise authorized by law. This generally means holding the information for as long as one of the following apply:

Your Personal Information is reasonably necessary to manage our operations, to manage your relationship with us, or to satisfy another purpose for which we collected the information; Your Personal Information is reasonably necessary to carry out a disclosed purpose that is reasonably compatible with the context in which the Personal Information was collected; The information is reasonably required to protect or defend our rights or property; or We are otherwise required or permitted to keep your information by applicable laws or regulations. Where information is used for more than one purpose, we will retain it until the purpose with the latest period expires. For more information about our retention policies, please contact us using the contact details below.

## 9. ADDITIONAL CONSUMER PRIVACY RIGHTS

### A. How We Sell and Share Personal Information

Although we do not sell Personal Information in exchange for money, some of the ways in which we share personal information for targeted or cross-context behavioral advertising may be considered "sales" or "sharing" under some state privacy laws.

We have sold or shared the following categories of personal information with third parties for targeted or cross-context behavioral advertising during the last 12 months, for the purpose of providing analytics and advertising:

- Identifiers
- Customer records
- Internet or other electronic network activity information
- Commercial information

We may share each category of personal information above with the following categories of third parties:

**Affiliates.** We may share personal information with the brands within our family of companies to support our business operations. For example, an affiliate may use the personal information to provide our business with aggregated insights.

**Marketing, Advertising, or Social Media Companies.** We may share personal information to certain marketing, advertising, or social media companies for the purpose of supporting our advertising efforts and to provide analytics services to us.

We do not have actual knowledge that we sell or share the Personal Information of consumers under 16 years of age. You may have certain rights related to how we sell or share Personal Information.

## B. Submitting Requests Relating to Your Personal Information

Depending on your state of residency, you may have the right to submit certain requests relating to your Personal Information as described below. Please note that, if you submit a request to know, request to delete, or request to correct, you may be asked to log into your account or to provide 2-3 pieces of Personal Information that we will match against our records to verify your identity. Depending on your state of residency, you may be able to designate an authorized agent to make a request on your behalf; however, you will still need to verify your identity directly with us before your request can be processed. An authorized agent may submit a request on your behalf using the webform or toll-free number listed above.

## C. Your Privacy Rights

**Right to Know.** You may have the right to know what Personal Information we have collected about you, which includes:

### 1. The categories of Personal Information we have collected about you, including

The categories of sources from which the Personal Information was collected Our business or commercial purposes for collecting, selling, sharing, or disclosing Personal Information The categories of recipients to which we disclose Personal Information The categories of Personal Information that we sold, and for each category identified, the categories of third parties to which we sold that particular category of Personal Information The categories of Personal Information that we disclosed for a business purpose, and for each category identified, the categories of recipients to which we disclosed that particular category of Personal Information 2. The specific pieces of Personal Information we have collected about you.

**Right to Know Third Party Disclosures.** You may have the right to know the third parties with whom we disclose Personal Information.

**Right to Delete Your Personal Information.** You may have the right to request that we delete Personal Information we collected from you, subject to certain exceptions.

**Right to Correct Inaccurate Information.** If you believe that Personal Information we maintain about you is inaccurate, you may have the right to request that we correct that information.

**Right to Opt-Out of Sales and Sharing of Personal Information.** You may have the right to opt out of the sale of your Personal Information, and to request that we do not share your Personal Information for targeted or cross-context behavioral advertising. To opt-out, please click on "Do Not Sell/Share My Info" at the bottom of the relevant Site. If you choose to use the Global Privacy Control (GPC) browser signal, you will only be opted out of online sales or sharing of Personal Information, and will need to turn it on for each browser you use.

**Right to Withdraw Consent.** You may have the right to withdraw a previously given consent for processing your Sensitive Personal Information for a specific purpose.

**Rights Related to Automated Decision-Making or Profiling.** We do not use your Personal Information for purposes of automated decision-making or profiling.

**Right to Appeal.** Sometimes we are unable to process requests relating to your Personal Information, in which case, your request will be denied. If you have previously submitted a privacy rights request to us that has been denied and you believe we denied it in error, you may have the right to appeal for reconsideration of your request using our webform or toll-free phone number.

Please note that if you make a privacy rights request, we will retain the Personal Information submitted in connection with your request for recordkeeping purposes.

**Right to Non-Discrimination for the Exercise of Your Privacy Rights.** If you choose to exercise any of your privacy rights, you also have the right not to receive discriminatory treatment by us.

## 10. ADDITIONAL INFORMATION

**Children's Privacy.** The Site and ServiceMaster's services are not directed at or intended for children under 16 years of age. We do not knowingly collect Personal Information from individuals under 16 years of age. If you are under 16 years of age, you should not register or provide any Personal Information to Flying Brothers Disaster Response, including on the Site. If you believe we might have any information from or about a child under 16 years old, please contact us as described in the Contact Us section below.

**Third-Party Links.** To the extent links on our Site may be used to access external or third-party websites and communities, you should be aware that these external or third-party websites and communities are not controlled by us and, therefore, are not subject to this Privacy Policy. We recommend that you check the privacy policies of each such website and community to determine how your personal information will be utilized by their proprietors.

**Disputes.** If you choose to visit the Site your visit and any dispute over privacy is subject to this Privacy Policy and our Terms of Use including limitations on damages, resolution of disputes, and application of the laws of the United States and the State of Georgia.

## 11. CHANGES TO THIS PRIVACY POLICY

We may change this Privacy Policy from time to time. The most recent version of the Privacy Policy will always be posted on the Site, with the "Effective Date" posted at the top. We may revise and update this Privacy Policy if our practices change, as technology changes, or as we add new services or features to our Site or change existing ones.

If we make any material changes to our Privacy Policy or how we handle your Personal Information, you will know because the Effective Date of the Privacy Policy will change. By accessing the Site and/or purchasing our products and services after the Effective Date, you are deemed to consent to our then-current Privacy Policy for information captured after the Effective Date of that Privacy Policy.

## 12. CONTACT US

If you have any questions about this Privacy Policy, please contact us by email at [flyingbrothersdr@gmail.com](mailto:flyingbrothersdr@gmail.com) or call us at (470)613-7963