

BusyBloc Privacy Notice

Last modified: March 26, 2024

Introduction

BusyBloc (also referred to herein as “**BusyBloc**,” “**we**,” “**us**,” or “**our**”) respects your privacy and is committed to protecting it through our compliance with this privacy notice. This privacy notice describes how and why we collect, store, use, and/or share (“process”) your information when you use our services in which this privacy notice is directly linked (“Services”), such as when you:

- Visit our website at <http://www.BusyBloc.com>, or any website of ours that links to this privacy notice; or
- any other application or service of ours that attaches, links to, or, or otherwise expressly incorporates this privacy notice.

This privacy notice applies only to the personal information that we collection while enabling or providing the Services in which this privacy notice is directly linked and does not apply to any other services or data or information collected by us online or offline. Other services offered by BusyBloc may have their own applicable privacy notice, including Customer Privacy Policies in cases in which BusyBloc performs the role of a Service Provider, as discussed below.

Special Note Regarding BusyBloc’s Role as a Service Provider

IF YOUR USE OF THE SERVICES WAS MADE AVAILBLE BY A COMPANY OR ORGANIZATION THAT LICENSES BUSYBLOC SERVICES (A BUSYBLOC “CUSTOMER”), FOR EXAMPLE IF YOU ARE A CUSTOMER EMPLOYEE OR A PERSON OTHERWISE AUTHORIZED BY THE CUSTOMER UNDER AGREEMEENT WITH BUSYBLOC (ANY OF THE FOREGOING, AND “AUTHORIZED USER”), THEN THE PRIVACY NOTICE AND OTHER POLICIES AND PROCEDURES OF THE CUSTOMER GOVERNS AND CONTROLS THE COLLECTION, USE, PROCESSING AND RETENTION OF YOUR PERSONAL INFORMATION.

UNDER APPLICABLE PRIVACY LAWS, WE ARE A “SERVICE PROVIDER” (ALSO KNOWN AS A “DATA PROCESSOR” IN SOME JURISDICTIONS). BUSYBLOC’S CUSTOMER REMAINS THE “BUSINESS” (ALSO KNOWN AS THE “DATA CONTROLLER” IN SOME JURISDICTIONS) THAT COLLECTS YOUR PERSONAL INFORMATION, OR ON THE BEHALF OF WHICH SUCH INFORMATION IS COLLECTED, INCLUDING THROUGH THE USE OF BUSYBLOC SERVICES. THE CUSTOMER DETERMINES THE PURPOSES AND MEANS OF THE PROCESSING OF YOUR PERSONAL INFORMATION.

INDIVIDUAL AUTHORIZED USERS OF OUR CUSTOMERS WHO SEEK ACCESS TO THEIR PERSONAL INFORMATION, OR WHO SEEK TO CORRECT, AMEND, OR DELETE INACCURATE PERSONAL INFORMATION SHOULD DIRECT THEIR REQUESTS TO THE ADMINISTRATOR AT THE BUSYBLOC CUSTOMER WHO AUTHORIZED THEIR USE. BUSYBLOC CUSTOMERS CAN DIRECT BUSYBLOC TO TAKE ACTIONS WITH RESPECT TO THE PERSONAL INFORMATION OF AUTHORIZED USERS AND, IN SOME CASES, CUSTOMERS

AND AUTHORIZED USERS MAY BE EMPOWERED TO TAKE SUCH ACTIONS DIRECTLY USING THE FUNCTIONALITY OF THE SERVICES.

Updates

Please read this privacy notice carefully to understand our policies and practices regarding your information and how we will treat it. If you do not agree with our policies and practices, do not download, register with, or use these Services. By downloading, registering with, or using these Services, you agree to this privacy notice. This privacy notice may change from time to time. Your continued use of these Services after we revise this privacy notice means you accept those changes, so please check the privacy notice periodically for updates.

Children Under the Age of 18

The Services are not intended for children under 18 years of age, and we do not knowingly collect personal information from children under 18. If we learn we have collected or received personal information from a child under 18 without verification of parental consent, we will delete that information. If you believe we might have any information from or about a child under 18, please contact us using any of the methods provided at the bottom of this notice.

Information We Collect and How We Collect It

We collect information from and about users of our Services in the following ways:

- Our Customers provide us information with respect to their Authorized Users to set up accounts and to enable access to and use of the Services;
- We receive information directly from you when you provide it to us; and
- Our systems receive some information automatically.

Information Provided by Our Customers

When our Customers contract with BusyBloc to make Services available to their Authorized Users, the Customer may provide BusyBloc personal information necessary for BusyBloc to enable and provide the Services, which may include:

- Names;
- Phone numbers;
- Email addresses;
- Physical location or home addresses;
- Photo or image.

Information You Provide to Us

When you download, register with, or use these Services, we may ask you provide information, which may include some of the above types of information, and which may also include your:

- Username;
- Password; and
- Contact preferences.

Likewise, we may collect other information you provide under certain circumstances such as:

- Records of your communications with us, including your email address, phone number, and the content of your communications to us; and
- Your responses to surveys that we might ask you to complete for research or marketing purposes.

You may also provide information for publication or display ("**Posted**") on public areas of the Services (collectively, "**User Contributions**"). For example, some of our Services, including mobile applications that provide services for, may include functionality for Authorized Users to share their information with other users, including the Authorized Users of one or multiple different Customers or their vendors. In such cases, your User Contributions and those of other Authorized Users enable functionality such as coordinating available resources, scheduling, and communications.

Your User Contributions are Posted and transmitted to others at your own risk. Additionally, we cannot control the actions of third parties with whom you may choose to share your User Contributions. Therefore, we cannot and do not guarantee that your User Contributions will not be viewed by unauthorized persons.

Automatic Information Collection

When you download, access, and use the Services, it may use technology to automatically collect:

- **Usage Details.** When you access and use the Services, we may automatically collect certain details of your access to and use of the Services, including traffic data, location data, logs, and other communication data and the resources that you access and use on or through the Services.
- **Device Information.** We may collect information about your mobile device and internet connection, including the device information (such as your mobile device ID, model, and manufacturer), operating system, version information and system configuration information, device and application identification numbers, browser type and version,

hardware model Internet service provider and/or mobile carrier, and Internet Protocol (IP) address (or proxy server). If you are using our application(s), we may also collect information about the phone network associated with your mobile device, your mobile device's operating system or platform, the type of mobile device you use, your mobile device's unique device ID, and information about the features of our application(s) you accessed.

- **Push Notifications.** We may request to send you push notifications regarding your account or certain features of the application(s). If you wish to opt out from receiving these types of communications, you may turn them off in your device's settings; however, doing so may limit our ability to provide you the Services.
- **Location Information.** We may request access or permission to track location-based information from your mobile device, either continuously or while you are using our mobile application(s), to provide certain location-based services. If you wish to change our access or permissions, you may do so in your device's settings; however, doing so may limit our ability to provide you the Services.

If you do not want us to collect this information do not download the Services or delete it from your device. For more information, see *Choices About How We Use And Disclose Your Information*, below.

Information Collection Technologies

The technologies we use for automatic information collection may include:

- **Cookies (or mobile cookies).** A cookie is a small file placed on your computer or mobile device. It may be possible to refuse to accept cookies by activating the appropriate setting on your device. However, if you select this setting you may be unable to access certain parts of our Services.
- **Web Beacons.** Screens of the Services and our emails may contain small electronic files known as web beacons (also referred to as clear gifs, pixel tags, and single-pixel gifs) that permit us, for example, to count users who have visited certain screens or opened an email and for other related statistics (for example, recording the popularity of certain content and verifying system and server integrity).

Categories of Information Collected

Some State Privacy Laws require website operators to disclose whether or not they collect personal information from defined categories. To comply with this requirement, we have included a chart below to disclose certain categories of personal information defined under state law in which we have collected in the past twelve (12) months. Note: the individual examples provided below are included to illustrate the nature of each category as a whole and do not necessarily reflect the particular kinds of information collected within each category.

Category	Examples	Collected
A. Identifiers	Real name, alias, postal address, unique personal identifier, online identifier, Internet Protocol address, email address, account name, social security number, driver's license number, passport number, or other similar identifiers	Yes
B. Personal information categories listed in the California Customer Records statute Cal. Civ. Code 1798.80(e).	Name, signature, social security number, physical characteristics or description, address, telephone number, passport number, driver's license or state identification card number, insurance policy number, education, employment, employment history, bank account number, credit card number, debit card number, or any other financial information, medical information, or health insurance information.	Yes
C. Protected classification characteristics under California or federal law	Gender and date of birth	No
D. Commercial information	Records of personal property, products or services purchased, obtained, or considered, or other purchasing or consuming histories or tendencies	No
E. Biometric information	Fingerprints and voiceprints	No
F. Internet or other similar network activity	Browsing history, search history, online behavior, interest data, and interactions with our and other websites, applications, systems, and advertisements	Yes
G. Geolocation data	Device location	Yes
H. Audio, electronic, visual, thermal, olfactory, or similar information	Images and audio, video or call recordings created in connection with our business activities	Yes

I. Professional or employment-related information	Business contact details in order to provide you our services at a business level or job title, work history, and professional qualifications if you apply for a job with us	Yes
J. Education Information	Information that is not publicly available personally identifiable information as defined in the Family Educational Rights and Privacy Act (20 U.S.C. Sec. 1232g; 34 C.F.R. Part 99)	No
K. Inferences drawn from other personal information	Inferences drawn from any of the collected personal information listed above to create a profile or summary about, for example, an individual’s preferences and characteristics	No
L. Sensitive Personal Information	See below discussion of “Sensitive Personal Information”	See below

We may also collect other personal information outside of these categories in instances where you interact with us in person, online, or by phone or mail in the context of:

- Receiving help through our customer support channels;
- Participation in customer surveys or contests; and
- Facilitation in the delivery of our Services and to respond to your inquiries.

Sensitive Personal Information.

BusyBloc does not collect most forms of sensitive personal information such as:

- Social security, driver’s license, state identification card, or passport number;
- Financial account log-in, financial account, debit card, or credit card number in combination with any required security or access code, password, or credentials allowing access to an account – in situations where payment functionality may be required, BusyBloc will enable you to provide payment information via a secure third party service rather than through the BusyBloc Services;
- Racial or ethnic origin, religious or philosophical beliefs, union membership, citizenship or immigration status;
- Mental or physical health diagnosis, sex life, or sexual orientation;

- The contents of your mail, email, and text messages unless we or the Customer is the intended recipient of the communication;
- Biometric information for the purpose of uniquely identifying you; or
- Information collected from a known child.

Depending on how you use the Services and if you enable location settings, BusyBloc may collect your geolocation information as necessary for certain functionality of the Services. For example, as part of a request you make through the Services to have a repair performed at your location, you may provide or we may receive the address and unit number where the work is to be performed. Likewise, if your location preferences are set to permit sharing of your geolocation information from your mobile device, we may receive and process your precise geolocation to permit service providers to coordinate with you. In such cases,

We do not collect or process any sensitive personal information for the purpose of inferring characteristics about you.

How We Use Your Information

We use information that we collect about you or that you provide to us, including any personal information, to:

- Provide you with the Services and its contents, and any other information, products or services that you request from us.
- Fulfill any other purpose for which you provide it.
- Give you notices about your account, including expiration and renewal notices.
- Carry out our obligations and enforce our rights arising from any contracts entered into between you and us, including for billing and collection.
- Notify you when Services updates are available, and of changes to any products or services we offer or provide though it.

The usage information we collect helps us to improve our Services and to deliver a better and more personalized experience by enabling us to:

- Estimate our audience size and usage patterns.
- Store information about your preferences, allowing us to customize our Services according to your individual interests.
- Improve the functionality or performance of the Services.

- Recognize you when you use the Services.

As noted above, we also use location information to provide essential functionality, which may include callout and scheduling, crew management, and other functionality in which the location of available resources is needed.

Disclosure of Your Information

We may disclose de-identified, aggregated information about our users, and information that does not identify and is not linked to or reasonably capable of being linked to any individual or device.

We may also disclose your personal information to provide the Services that you request, such as:

- Enabling your sharing of your personal identifiers, contact information, employer, job title, and geolocation information with other users to facilitate the delivery of Services, including allowing users to coordinate and communicate work schedules;
- Any of the other Services and functionality described in this Notice or for which you are notified.

In addition, we may disclose personal information that we collect or you provide:

- To the Customer who authorized your use.
- To our subsidiaries and affiliates.
- To contractors, service providers, and other third parties we use to support our business and who are bound by contractual obligations to keep personal information confidential and use it only for the purposes for which we disclose it to them.
- To a buyer or other successor (including potential buyers or successors during due diligence prior to the completion of a business transaction) in the event of a sale of our BusyBloc or a product or service line of the BusyBloc, or in the event of merger, divestiture, restructuring, reorganization, dissolution, or other sale or transfer of some or all of the BusyBloc's assets, whether as a going concern or as part of bankruptcy, liquidation, or similar proceeding, in which personal information held by the BusyBloc about our Services users is among the assets transferred.
- To fulfill the purpose for which you provide it.
- For any other purpose disclosed by us when you provide the information.
- With your consent.
- To comply with any court order, law, or legal process, including to respond to any government or regulatory request.

- To enforce our rights arising from any contracts entered into between you and us, and for billing and collection, as applicable.
- If we believe disclosure is necessary or appropriate to protect the rights, property, or safety of the BusyBloc, our Customers or others. This includes exchanging information with other companies and organizations for the purposes of fraud protection and credit risk reduction.

How Long Do We Keep Your Information?

We retain personal information of Authorized Users of our Customers pursuant to the Customer's directions, including as set forth in our agreement with the Customer.

For other users, we will only keep your personal information for as long as it is necessary for the purposes set out in this privacy notice, unless a longer retention period is required or permitted by law (such as tax, accounting, or other legal requirements).

When we have no ongoing legitimate business need (including notifying you about our products and services) to process your personal information, we will either delete or anonymize such information, or, if this is not possible (for example, because your personal information has been stored in backup archives), then we will securely store your personal information and isolate it from any further processing until deletion is possible.

Your Choices About Our Collection, Use, and Disclosure of Your Information

We strive to provide you with choices regarding the personal information you provide to us. This section describes mechanisms we provide for you to control certain uses and disclosures of over your information.

- **Tracking Technologies.** You can set your browser to refuse all or some browser cookies, or to alert you when cookies are being sent. If you disable or refuse cookies or block the use of other tracking technologies, some parts of the Services may then be inaccessible or not function properly.
- **Location Information.** You can choose whether or not to allow the Services to collect and use real-time information about your device's location through the device's privacy settings or browser settings, as applicable. If you block the use of location information, some parts of the Services may become inaccessible or not function properly.

Accessing and Correcting Your Personal Information

INDIVIDUAL AUTHORIZED USERS OF OUR CUSTOMERS WHO SEEK ACCESS TO THEIR PERSONAL INFORMATION, OR WHO SEEK TO CORRECT, AMEND, OR DELETE INACCURATE PERSONAL INFORMATION SHOULD DIRECT THEIR REQUESTS TO THE ADMINISTRATOR AT THE BUSYBLOC CUSTOMER WHO AUTHORIZED THEIR USE. BUSYBLOC CUSTOMERS CAN DIRECT BUSYBLOC TO TAKE ACTIONS WITH RESPECT TO THE PERSONAL INFORMATION OF AUTHORIZED USERS AND, IN SOME CASES, CUSTOMERS

AND AUTHORIZED USERS MAY BE EMPOWERED TO TAKE SUCH ACTIONS DIRECTLY USING THE FUNCTIONALITY OF THE SERVICES.

Other users may contact us using the methods provided at the bottom of this privacy notice.

Controls For Do-Not-Track Features

Most web browsers and some mobile operating systems and mobile applications include a Do-Not-Track (“DNT”) feature or setting you can activate to signal your privacy preference not to have data about your online browsing activities monitored and collected. At this stage no uniform technology standard for recognizing and implementing DNT signals has been finalized. As such, we do not currently respond to DNT browser signals or any other mechanism that automatically communicates your choice not to be tracked online. If a standard for online tracking is adopted that we must follow in the future, we will inform you about that practice in a revised version of this privacy notice.

Data Security

We have implemented appropriate and reasonable technical and organizational security measures designed to protect the security of any personal information we process. However, despite our safeguards and efforts to secure your information, no electronic transmission over the Internet or information storage technology can be guaranteed to be 100% secure, so we cannot promise or guarantee that hackers, cybercriminals, or other unauthorized third parties will not be able to defeat our security and improperly collect, access, steal, or modify your information. Although we will do our best to protect your personal information, transmission of personal information to and from our Services is at your own risk. You should only access the Services within a secure environment.

The safety and security of your information also depends on you. Where we have given you (or where you have chosen) a password for access to certain parts of our Services, you are responsible for keeping this password confidential. We ask you not to share your password with anyone. We urge you to be careful about giving out information in public areas of the Services. The information you share in public areas may be viewed by any user of the Services.

Unfortunately, the transmission of information via the internet and mobile platforms is not completely secure. Although we do our best to protect your personal information, we cannot guarantee the security of your personal information transmitted through our Services. Any transmission of personal information is at your own risk. We are not responsible for circumvention of any privacy settings or security measures we provide.

Your State Privacy Rights

State consumer privacy laws may provide their residents with additional rights regarding our use of their personal information. If you are a resident of a state that has an applicable privacy law, then the disclosures below may apply to you depending on your relationship with respect to the Services. In other cases, the disclosures of this notice are ***informational only*** and may not apply

to you and/or may be subject to the privacy notices, policies, and procedures of another party. Please see the *Special Note Regarding BusyBloc's Role as a Service Provider* above.

California Privacy Laws

California Civil Code Section 1798.83, also known as the "Shine The Light" law, permits our users who are California residents to request and obtain from us, once a year and free of charge, information about categories of personal information (if any) we disclosed to third parties for direct marketing purposes and the names and addresses of all third parties with which we shared personal information in the immediately preceding calendar year.

If you are an Authorized User of an BusyBloc Customer and would like to make such a request, please contact the BusyBloc Customer who authorized your use. For all other users who are California residents, please contact BusyBloc using the contact information provided below and include the email address associated with your account and a statement that you reside in California.

California Consumer Privacy Laws

The 2018 California Consumer Privacy Act (CCPA), including amendments and regulations thereto, is a law that protects persons who the law defines as "consumers." A consumer is a natural person who is a California resident, as defined under California law, which includes:

- (1) every individual who is in the State of California for other than a temporary or transitory purpose and
- (2) every individual who is domiciled in the State of California who is outside the State of California for a temporary or transitory purpose

All other individuals are defined as "non-residents" and are not "consumers" under the CCPA.

As noted above, however, in many cases, BusyBloc's role is to provide services to a business or other organization (BusyBloc's "Customers") by enabling the Customer to create, administer, and monitor mobile applications. In these situations, BusyBloc is a "service provider" per the definition in the California Consumer Privacy Act (CCPA). This means that BusyBloc processes information on behalf of its Customers and such Customers disclose (or BusyBloc collects on behalf of the Customers) personal information of the Authorized Users for a business purpose pursuant to a written contract. The contract BusyBloc has with its Customers prohibits BusyBloc from retaining, using, or disclosing the personal information for any purpose other than for the specific purpose of performing the services specified in the contract for the business, or as otherwise permitted by law, including retaining, using, or disclosing the personal information for a commercial purpose other than providing the services specified in the contract with the business.

If BusyBloc is acting the capacity of a service provide with respect to your use of BusyBloc Services then the privacy policy of the BusyBloc Customer who authorized your use will control. In other situations, if

you qualify as a California consumer, and no CCPA exception applies, then the following provisions may apply to you.

Right to request deletion of the data — Request to delete

You can ask for the deletion of your personal information.

If you are an Authorized User of an BusyBloc Customer, then you should contact the Customer to request deletion of your personal information.

Other users may ask us to delete their personal information by using the Contact Information provide below and we will honor such requests, subject to certain exceptions provided by law, such as (but not limited to) the exercise by another consumer of his or her right to free speech, our compliance requirements resulting from a legal obligation, or any processing that may be required to protect against illegal activities.

Right to be informed — Request to know

Depending on the circumstances, you may have a right to know:

- whether we collect and use your personal information;
- the categories of personal information that we collect;
- the purposes for which the collected personal information is used;
- whether we sell your personal information to third parties;
- the categories of personal information that we sold or disclosed for a business purpose;
- the categories of third parties to whom the personal information was sold or disclosed for a business purpose; and
- the business or commercial purpose for collecting or selling personal information.

If you are an Authorized User of an BusyBloc Customer then you should contact the Customer to request disclosures related to your personal information.

In accordance with applicable law, we are not obligated to provide or delete consumer information that is de-identified in response to a consumer request or to re-identify individual data to verify a consumer request.

Right to Non-Discrimination for the Exercise of a Consumer’s Privacy Rights

We will not discriminate against you if you exercise your privacy rights. As noted in this privacy notice, some requests may disable functionality of the Services.

Verification process

If you are an Authorized User of an BusyBloc Customer then you should contact the Customer to request actions related to your personal information and the Customer's policies and procedures will determine how your request is verified.

For other users, the following describes our approach to verifying consumer requests:

Upon receiving your request, we will need to verify your identity to determine you are the same person about whom we have the information in our system. These verification efforts require us to ask you to provide information so that we can match it with information you have previously provided us. For instance, depending on the type of request you submit, we may ask you to provide certain information so that we can match the information you provide with the information we already have on file, or we may contact you through a communication method (e.g., phone or email) that you have previously provided to us. We may also use other verification methods as the circumstances dictate.

We will only use personal information provided in your request to verify your identity or authority to make the request. To the extent possible, we will avoid requesting additional information from you for the purposes of verification. However, if we cannot verify your identity from the information already maintained by us, we may request that you provide additional information for the purposes of verifying your identity and for security or fraud-prevention purposes. We will delete such additionally provided information as soon as we finish verifying you.

Other privacy rights

- You may object to the processing of your personal information.
- You may request correction of your personal data if it is incorrect or no longer relevant, or ask to restrict the processing of the information.
- You can designate an authorized agent to make a request under the CCPA on your behalf. We may deny a request from an authorized agent that does not submit proof that they have been validly authorized to act on your behalf in accordance with the CCPA.
- You may request to opt out from future selling of your personal information to third parties. Upon receiving an opt-out request, we will act upon the request as soon as feasibly possible, but no later than fifteen (15) days from the date of the request submission.

If you are an Authorized User of an BusyBloc Customer then you should contact the Customer to exercise these rights. Other users may contact use by referring to the contact details at the bottom of this document.

Contact Information

If you are an Authorized User of an BusyBloc Customer then you should contact the account administrator at the Customer who authorized your access to the Services.

If you have a direct relationship with BusyBloc and wish to ask questions or to make a request related to this privacy notice and our privacy practices, including, as applicable under controlling law, submitting requests to delete, requests to correct, and requests to know, or to learn about options to appeal our decisions regarding a request you have posed, you may contact us in the following ways:

Click on “Contact BusyBloc” on the BusyBloc website at busybloc.com

Email: privacy@busybloc.com