

SERVICE FANATICS OF FLORIDA, LLC

PRIVACY POLICY

Service Fanatics of Florida, LLC (“SFF”), owner of the website located at www.servicefanatics.com (the “Website”) respects the privacy of every individual and is committed to protecting your privacy. This Privacy Policy (the “Privacy Policy”) provides information on the manner in which: (1) your personal information obtained through your use of the Website is processed and used on this Website; and (2) your personal information obtained through your purchase, download, installation, registration with, access, or used on this Website. SFF uses your personal information only in ways that are compatible with this Privacy Policy. In addition to reviewing this Privacy Policy, please read our Terms and Conditions of Use. Your use of the Website constitutes your agreement to be bound by the Terms and Conditions of Use and this Privacy Policy. If you do not agree to the Terms and Conditions of Use and this Privacy Policy, you should not use this Website.

Information Collected and Used. SFF may collect personal information from you (for example, your name, postal address, email address, and other data) when you provide personal data through our Website. The Website generally collects personally identifying information with your specific knowledge and consent. SFF may collect and process data when you register online, place an order for our products and/or services, voluntarily complete a customer survey or provide feedback via electronic means, use or view the Website via your browser’s cookies. SFF reserves the right to use information gathered by it for any and all purposes. If you agree. If you do not wish to receive future commercial communications from us by email, simply follow the unsubscribe instructions contained within the email.

Third-Party Access. We also allow access to our database by third parties that provide us with services, such as technical maintenance, but only for the purpose of and to the extent necessary to provide those services. If you choose to purchase items through features on our Website, we may forward your information to third parties for services such as credit card processing and order fulfillment. If you provide information about yourself to us in areas of the Website that are managed or participated in by third parties, then the information may be used by us and by such third-party(ies), each pursuant to its own policies. While SFF will seek to require such third parties to follow appropriate privacy policies and will not authorize them to use this information except for the express purpose for which it is provided, SFF does not bear any responsibility for any actions or policies of third parties. There also may be occasions when we are legally required to provide access to our database in order to cooperate with police investigations or other legal proceedings. In those instances, the information is provided only for that purpose. While your individual information is protected as outlined above, we reserve the right to use, transfer, sell, and share aggregated, anonymous data about our users as a group for any business purpose, such as analyzing usage trends and seeking compatible advertisers and partners.

Use of Information. Your information is stored in a secured database and is used for purposes of providing you with information requested by you, providing for a follow up with you in connection with materials you request and as a part of our mailings and solicitations to prospective customers, allowing us to contact you for administrative purposes, for example, to tell you about changes to

our Privacy Policy, carrying out our obligations and enforcing our rights arising from contracts entered into between you and SFF, including for billing and collection, providing you with notice about your account, , and fulfilling any other purpose for which you provide your information. The information you provide also may be utilized for market research purposes, for project planning or for development of prospect lists for marketing. If you have agreed to receive marketing, you may always opt out at a later date. You have the right at any time to stop SFF from contacting you for marketing purposes or giving your data to our affiliates. If you no longer wish to be contacted for marketing purposes, please send us an email stating the same to info@servicefanatics.com. Please note that all email that originates from us will either display the info@servicefanatics.com domain name or an affiliated domain name. If you receive an unsolicited email that you believe is connected with us in any way, please forward the email (as an attachment) to info@servicefanatics.com.

Disclosure of Personal Information. Except as set forth in this Privacy Policy, SFF does not share, rent, or sell personal information about you with other people or companies. We reserve the right to use in any manner and also to disclose any non-personal information that we collect, including, but not limited to, cookie and traffic data. Service Fanatics of Florida, LLC does not sell, rent, or share customer phone numbers or personal information with third parties for their marketing or promotional purposes. We may release personal information when we believe that doing so is appropriate to comply with the law (for example, to respond to a lawful subpoena, warrant or court order); to enforce or apply our policies; to initiate, render, bill, and collect for amounts owed to us; to protect our rights or property; to protect our users from fraudulent, abusive, or unlawful use of our site or services; or if we reasonably believe that an emergency involving immediate danger of death or serious physical injury to any person requires disclosure of communications or justifies disclosure of records without delay.

Third-party service providers that may assist us with the administration of the Website, or otherwise perform services on our behalf, including payment transaction processing and sending email, may be supplied with or have access to your personal information solely to provide services to us or on our behalf. Third-party ad servers (or ad networks) that we choose to help us deliver ads to you on our behalf may collect and use non-personally identifiable information about your visits to our Website or your usage of the Application in order to present advertisements that may be of interest to you. Information about our users and their activity on the Website is a business asset of SFF. Therefore, information about our users, including personal information, will be disclosed as part of any merger or acquisition, creation of a separate business to provide the site, our services or fulfill products, sale or pledge of company assets as well as in the event of an insolvency, bankruptcy or receivership in which personal information would be transferred as one of the business assets of the company. We reserve the right to transfer your personal information to a third-party in the event of a corporate sale, merger, acquisition, dissolution or similar event.

Data Protection Rights. If you are a citizen or resident of the European Union, SFF would like to make sure that you are fully aware of all of your data protection rights with respect to our Website. As set forth within the End User License Agreement with respect to the Application, the Content and Services (as defined therein) are based in the State of Florida in the United States and provided for access and use only by persons located in the United States. Every user is entitled to the following:

- The right to access – You have the right to request SFF for copies of your personal data. We may charge you a small fee for this service.
- The right to rectification – You have the right to request that SFF correct any information you believe is inaccurate. You also have the right to request SFF to complete information you believe is incomplete.
- The right to erasure – You have the right to request that SFF erase your personal data, under certain conditions.
- The right to restrict processing – You have the right to request that SFF restrict the processing of your personal data, under certain conditions.
- The right to object to processing – You have the right to object to SFF' processing of your personal data, under certain conditions.
- The right to data portability – You have the right to request that SFF transfer the data that we have collected to another organization, or directly to you, under certain conditions.

If you make a request, we have one month to respond to you. If you would like to exercise any of these rights, please contact us via email at info@servicefanatics.com.

Call to Action Disclosure. You agree to receive informational messages (appointment reminders, account notifications, special offers, etc.) from SFF at the number provided. Msg & data rates may apply. Msg frequency varies. Unsubscribe at any time by replying STOP and no further messages will be sent. Reply HELP for help or email us at info@servicefanatics.com.

Service Fanatics will be collecting opt-in verbally from their customers. Customers will be able to opt in to receive messages either in person at our physical location, or over a phone call if the customer calls. When a customer is registered for the first time, they are asked to provide their phone number, and staff is trained to ask if the customer would like to opt in to email and SMS-based billing notifications, appointment reminders, dispatch notifications, and job completion surveys.

Customers will be verbally informed that:

- *“Message and data rates may apply.”*
- *“Message frequency may vary.”*
- *“You can text HELP for support or more information and STOP to unsubscribe, at any time and no further messages will be sent.”*

Phone numbers collected for SMS messaging will not be shared, sold, or rented to third parties for marketing purposes. Consumer data is used only for business-related communications, such as appointment reminders and service updates.

Unsolicited Email (SPAM). You should be aware, however, that unscrupulous marketers can sometimes “harvest” your email address directly from your computer or another person’s address book or even obtain your email address through programs that automatically search web pages and email traffic for email addresses. SFF also may disclose or exchange with others information you

have provided to us if we believe that the law requires us to do so or if it is necessary to protect the rights or property of SFF, our affiliate companies, our staff, or our users.

Information Automatically Collected. In addition, we automatically receive and collect certain types of information whenever you visit our Website and/or interact with our Application. For example, like many websites and applications, we reserve the right to use “cookies” to obtain certain types of information when your web browser accesses and goes through our Website or Application. Cookies are text files placed on your computer or mobile device to collect standard Internet log information and visitor behavior information. When you visit our Website or interact with our Application, we may collect information from you automatically through cookies or similar technology. For further information, visit allaboutcookies.org. We use this information to monitor and understand the usage and performance of our Website and our Application, to enhance our customers’ search experiences and to determine aggregate information about our user base and usage patterns – all of this helps us make improvements to the Website and the Application. We also use your IP address to help diagnose problems with our server, to administer our Website and Application, and to communicate with you after you have sent us emails. If you send us emails, from time to time we may use information about your preferences and interests to send updates to you about SFF, its services, listing, special offers, or information that may be of interest to you. Some third-party websites occasionally serve you cookies as well. We do not have control over cookies placed by others. If you do not want any cookies, your web browser likely includes an option that allows you to not accept them. However, if you set your browser to refuse cookies, some portions of the Website and/or the Application may not function properly.

Do Not Track. SFF does not track its Website or Application users over time and across third-party websites in order to provide targeted advertising. SFF therefore does not respond to Do Not Track (DNT) signals. However, some third-party sites do keep track of your browsing activities when they serve you content, which enables them to tailor information that is presented to you. If you are visiting third-party sites, you should become familiar with the sites’ tracking policies. SFF makes no representations and accepts no responsibility for the tracking activities of any third-party.

Security. SFF will use reasonable precautions to keep the information disclosed to us secure and not to disclose such information to any third parties. However, we are not responsible for any breach of security or for any actions of any third parties that may receive the information. SFF takes commercially reasonable steps and appropriate measures (as determined in its sole and absolute discretion) to limit access to your personal information to people who need it to do their job. For example, if we need to mail something to you, we must share your name and address with a direct mail company. We limit such third parties in their access and use of your personal information. We cannot guarantee the protection of information against interception, misappropriation, misuse, or alteration or that your information may not be disclosed or accessed by accidental circumstances or by the unauthorized acts of others. We have no control over the security of other sites on the Internet you might visit, interact with, or from which you buy products or services.

Linked Web Sites. Our Website and Application include links to other websites and/or applications operated and maintained by separate companies. We have no responsibility for linked websites or applications and provide these links solely for the convenience and information of our

visitors. Those websites and applications may have different privacy policies. If you click through to another website or application, you should check the privacy policy of that website or application, which will usually (but not always) be posted on the website or within the application. SFF is not responsible for the privacy policies of other sites or applications.

Children. Both the Website and the Application are directed to adults and are not directed to children under the age of 18. SFF complies with the Children's Online Privacy Protection Act and does not permit registration by and will not knowingly collect personally identifiable information from anyone under 13. Minors between the ages of 13 and 17 must obtain the permission of their parent(s) or legal guardian(s) before using this Website or the Application, including submitting applications, making purchases, or obtaining subscriptions. If your children disclose information about themselves in publicly accessible areas of the Website or the Application, they may receive unsolicited messages from other parties. Accordingly, you should tell them not to do so. This Privacy Policy will be posted on the Website and within the Application.

Changes to Information. We need your help in making sure your personal information is correct in our systems. Please notify us of changes to your name, address, title, phone number, billing information, or email address. You may correct your personal information or select the option not to receive future SFF contacts (for example, mailings, calls, etc.) by emailing us at the address below. In the event you elect not to receive any future contacts by SFF, we will endeavor to remove your name from all of our contact lists; however, we can only promise to endeavor to remove you from any lists we control. We shall have no liability under this Privacy Policy for our failure to accomplish this objective.

Your Consent. By using our Website, you consent to the collection, use and disclosure of information in accordance with the terms of this Privacy Policy. By using our Website or Application, you should also be aware that any personally identifiable information you submit can be read, collected, or used by other users of the Website or Application, and could be used to send you unsolicited messages. We are not responsible for the personally identifiable information you choose to submit through your use of the Website or Application. If your personally identifiable information changes, or if you no longer desire our service, you may correct, update, delete or deactivate it by logging into your account or by emailing our Privacy Policy Coordinator at info@servicefanatics.com. We reserve the right to modify or amend this Privacy Policy at any time in our sole and absolute discretion. If we change our Privacy Policy, we will post any changes on this page and your continued use of the Website and/or the Application constitutes your acceptance and agreement to any revisions to our Privacy Policy.

IP Address. Your Internet Protocol ("IP") address is usually associated with the place from which you enter the Internet, like your Internet Service Provider, your company or your university. We may use your IP address to help diagnose problems with our server, gather broad demographic information, and administer our Website and Application.

California Privacy Rights. If you are a California resident, California Civil Code Section 1798.83 permits you to request information with respect to the disclosure of your personal information by us to third parties for such third parties' direct marketing purposes. We are only

required to respond to a particular customer's request for such information once during a calendar year. **To make such a request, please send us an email at info@servicefanatics.com.**

Changes to Our Privacy Policy. SFF keeps this Privacy Policy under regular review and places any updates on this web page. This Privacy Policy was last updated on September 2, 2025.

If you have other concerns or questions about any aspect of this Privacy Policy, you may also email our Privacy Policy Coordinator at info@servicefanatics.com. If you are a citizen or resident of the European Union and you wish to report a complaint or if you feel that SFF has not addressed your concern in a satisfactory manner, you may contact the Information Commissioner's Office.