

# FIELDFUZE PRIVACY POLICY

Last Updated: February 24, 2026

Version: 1.0.0

---

## 1. INTRODUCTION

FieldFuze ("we," "our," "us") is committed to protecting your privacy. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you use our field service management platform.

## 2. INFORMATION WE COLLECT

### 2.1 Account Information

When you create an account, we collect:

- Organization name
- First and last name
- Email address
- Username
- Password (stored in hashed form)
- Phone number
- Business address (street, city, state, ZIP code)
- Industry type

### 2.2 Organization Data

We store information about your organization:

- Organization ID and code
- Logo and branding (if uploaded)
- Business slogan
- Contract and warranty templates
- Line item presets
- Integration credentials (encrypted)

### 2.3 User Data

For each user in your organization:

- User ID
- Role (Owner, Manager, Technician, Laborer)
- Account status
- Date of birth (if provided)
- Login timestamps
- Push notification tokens (FCM)
- Assigned jobs

### 2.4 Customer Data

Data you enter about your customers:

- Customer names
- Email addresses
- Phone numbers
- Physical addresses
- GPS coordinates (for job locations)

### 2.5 Job and Transaction Data

- Job details and descriptions
- Estimates and line items
- Photos and documents you upload
- Payment amounts and history
- E-signature data
- Contract documents

### 2.6 Payment Data

We work with Stripe for payment processing. We store:

- Payment method types
- Last 4 digits of cards/accounts
- Stripe account and transaction IDs
- Platform fee amounts

Note: Full payment credentials are stored by Stripe, not FieldFuze.

### 2.7 Technical Data

- IP addresses (for security and TOS acceptance)
- Browser/device information (user agent)
- Device identifiers
- Usage logs and analytics

## 3. HOW WE USE YOUR INFORMATION

We use collected information to:

- Provide and maintain the Service
- Process payments and collect fees
- Send transactional and service-related communications (including invoices, receipts, and service updates)
- Provide customer support
- Improve the Service
- Detect and prevent fraud
- Comply with legal obligations
- Enforce our Terms of Service

### 3.1 SMS Communications & Consent

FieldFuze sends SMS messages directly to end customers as part of its field service management platform. SMS messages are sent only to recipients who have explicitly opted in to receive such communications.

## FieldFuze Privacy Policy

Opt-in is collected through a double opt-in workflow that requires the recipient to reply "YES" to confirm consent before receiving messages. Opt-in records are maintained by FieldFuze.

SMS message types include:

- Appointment confirmations and service updates
- Technician arrival notifications
- Billing and invoice notifications, including secure links to view or pay invoices
- Post-service review requests

Message frequency varies based on service activity. Message and data rates may apply.

Recipients may opt out of SMS communications at any time by replying "STOP" or request assistance by replying "HELP." Opt-out requests are enforced centrally by FieldFuze.

## 4. INFORMATION SHARING

### 4.1 Service Providers

We share information with third-party services that help us operate:

Service	Purpose	Data Shared
Stripe	Payment processing	Payment info, customer details
Telnyx	SMS and phone services	Phone numbers, message content
QuickBooks/Intuit	Accounting integration	Invoices, customers, payments
AWS	Cloud infrastructure	All data (encrypted)
GoHighLevel	CRM integration (optional)	Customer data
EagleView	Roof measurements (optional)	Property addresses
SignatureAPI	E-signatures	Documents, signer info

### 4.2 Legal Requirements

We may disclose information if required by law, subpoena, or to protect our rights.

### 4.3 Business Transfers

In the event of a merger, acquisition, or sale, your information may be transferred to the new entity.

### 4.4 With Your Consent

We may share information for other purposes with your explicit consent.

## 5. DATA SECURITY

We implement security measures including:

- Encryption in transit (TLS/SSL)
- Encryption at rest (AES-256)
- Access controls and authentication
- Regular security assessments
- Employee training

## FieldFuze Privacy Policy

However, no method of transmission or storage is 100% secure.

### 6. DATA RETENTION

We retain your data for as long as your account is active. After account termination:

- You have 30 days to export data
- We delete or anonymize data within 90 days
- Some data may be retained for legal compliance
- SMS opt-in and opt-out records may be retained as required for legal and regulatory compliance.

### 7. YOUR RIGHTS

You have the right to:

- Access your personal information
- Correct inaccurate information
- Delete your account and data
- Export your data
- Opt out of marketing communications

To exercise these rights, contact [admin@toricentlabs.com](mailto:admin@toricentlabs.com).

### 8. CALIFORNIA PRIVACY RIGHTS (CCPA)

#### 8.1 Notice for California Residents

If you are a California resident, you have additional rights under the California Consumer Privacy Act (CCPA):

1. Right to Know: You can request disclosure of the categories and specific pieces of personal information we collect about you.
2. Right to Delete: You can request deletion of your personal information, subject to certain exceptions.
3. Right to Opt-Out: You can opt out of the "sale" of your personal information. FieldFuze does NOT sell personal information.
4. Right to Non-Discrimination: We will not discriminate against you for exercising your CCPA rights.

#### 8.2 Categories of Personal Information Collected

Category	Examples
Identifiers	Name, email, phone, address, IP address
Commercial Information	Transaction history, purchases, payments
Internet Activity	Usage data, device info, browsing history
Geolocation Data	Job site addresses, GPS coordinates
Professional Information	Business type, industry, job roles

#### 8.3 How to Exercise Your Rights

To submit a CCPA request:

- Email: [admin@toricentlabs.com](mailto:admin@toricentlabs.com)

## FieldFuze Privacy Policy

- Response time: Within 45 days as required by law

We may need to verify your identity before processing requests.

### **9. CHILDREN'S PRIVACY**

FieldFuze is not intended for users under 18. We do not knowingly collect information from children.

### **10. INTERNATIONAL USERS**

FieldFuze is operated in the United States. By using the Service, you consent to the transfer of your information to the US.

### **11. CHANGES TO THIS POLICY**

We may update this Privacy Policy periodically. We will notify you of material changes via email and update the "Last Updated" date.

### **12. CONTACT US**

For privacy questions or concerns:

- Email: [admin@toricentlabs.com](mailto:admin@toricentlabs.com)
- Address: 906 N 1st Ave, Tucson, Arizona 85719