

# FIELDFUZE USER DATA DELETION POLICY

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Version: 1.0.0

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## 1. OVERVIEW

This policy describes how FieldFuze handles data deletion requests and data retention after account termination. FieldFuze is committed to giving users control over their personal information.

## 2. 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

## 3. REQUESTING DATA DELETION

You may request deletion of your data by:

- Terminating your account through account settings
- Contacting support at [admin@toricentlabs.com](mailto:admin@toricentlabs.com)

We may need to verify your identity before processing deletion requests.

## 4. DATA RETENTION AFTER TERMINATION

Upon account termination:

- Your access to the Service will end
- You have 30 days to export your data
- We delete or anonymize data within 90 days
- Outstanding fees remain due

## 5. DATA WE MAY RETAIN

Some data may be retained after deletion for legal and regulatory compliance, including:

- Records required for tax or financial reporting
- SMS opt-in and opt-out records as required for TCPA compliance
- Transaction records as required by law
- Data necessary to resolve disputes or enforce our Terms of Service

## 6. TYPES OF DATA DELETED

## FieldFuze User Data Deletion Policy

Upon processing a deletion request, the following data is deleted or anonymized:

- Account information (name, email, phone, address)
- Organization data (logo, branding, templates)
- User profiles and login credentials
- Customer data entered by you
- Job details, estimates, and invoices
- Photos and documents you uploaded
- E-signature data
- Push notification tokens

Note: Payment data stored by Stripe is subject to Stripe's data retention policies.

### 7. CALIFORNIA RESIDENTS (CCPA)

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

- Right to Know: Request disclosure of what personal information we collect about you
- Right to Delete: Request deletion of your personal information, subject to certain exceptions
- Right to Opt-Out: Opt out of the "sale" of your personal information. FieldFuze does NOT sell personal information.
- Right to Non-Discrimination: We will not discriminate against you for exercising your CCPA rights

To submit a CCPA request, email [admin@toricentlabs.com](mailto:admin@toricentlabs.com). Response time: within 45 days as required by law.

### 8. THIRD-PARTY DATA

FieldFuze shares data with third-party services to operate the platform. Upon data deletion:

- Stripe: Payment data is subject to Stripe's retention policies
- Telnyx: SMS records may be retained per Telnyx's policies
- QuickBooks/Intuit: Synced data in QuickBooks is not affected by FieldFuze account deletion
- AWS: Data stored on AWS infrastructure is deleted with your account

### 9. CONTACT

For data deletion requests or questions about this policy:

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