

HMEX ASSISTANT LLC PRIVACY POLICY

Last updated: March 19, 2026

This is the Privacy Policy for HMEx Assistant LLC (referred to hereinafter as, “**HMEx**”, “**us**” or “**we**”), governed by and part of our [Terms of Service](#). Any terms we use in this Privacy Policy without defining them have the definitions given to them in the Terms of Service. We may provide additional notices about our privacy practices, each of which will be considered to form part of this Privacy Policy.

This Privacy Policy explains how we collect and use information through our web based software solutions for building and fire officials, building owners, and designers to assist with classifying hazardous materials and comparing hazardous material inventory quantities with quantity limits established by the International Fire Code and International Building Code (the “**Services**”) located at <https://hmexassistant.com> (“**Site**”) or through the HMEx Assistant application (“**Application**” or “**App**”) located at <https://hmexassistant.powerappsportals.com>. Please read this Privacy Policy carefully to understand our privacy practices.

1. CONSENT

By using or accessing our Services in any manner, you acknowledge and consent to this Privacy Policy, and you consent to our collection, use, and disclosure of your information as described below. If you do not agree with this Privacy Policy, do not use our Services. Where required by law, we will obtain your specific, informed consent before collecting or processing certain categories of Personal Information. You have the right to withdraw your consent at any time, subject to legal or contractual restrictions and reasonable notice.

2. PERSONAL INFORMATION

When we say, “**Personal Information**,” we mean information that meets the statutory definition of personal information, personal data, or personally identifiable information under applicable data protection laws, or information that identifies, relates to, describes, references, is capable of being associated with, or could reasonably be linked, directly or indirectly, with a particular individual consumer or device, such as:

- Identifiers (e.g., name, address, telephone number, email address, username);
- Sensitive Personal Information (e.g., birthdate, government ID, health data);
- Protected classification information (e.g., race, ethnicity, citizenship, marital status, medical condition, sex, sexual orientation, veteran or military status);
- Biometric information (e.g., keystrokes, behavioral or biological data or characteristics that can be used to identify an individual);
- Internet or other similar activity (e.g., IP address, geolocation, browsing history);
- Employment-related information (e.g., current or past employment);
- Non-public educational information, including information protected under FERPA;
- Commercial information (e.g., products or services purchased, obtained, or considered, or other purchasing or consuming histories or tendencies); and

- **Inferences** drawn from the Personal Information collected to create a profile about preferences, characteristics, trends, predispositions, behavior, attitudes, intelligence, and aptitudes.

Not all information about a person is “Personal Information.” The following types of information are sometimes excluded from the legal definition of “Personal Information”: (i) publicly available information, such as information government records or information that is lawfully made available to the general public (ii) aggregated information, meaning data about a group or category of services or users from which individual identities and other Personal Information has been removed; or (iii) deidentified information that cannot be easily linked back to the individual.

3. COLLECTION & USE OF PERSONAL INFORMATION

The types of Personal Information we collect and how it is used depends on how you interact with us, such as a Site visitor or a subscribing company’s authorized user of the Site or App (“**Authorized User**”). HME only collects, uses, retains, and shares Personal Information as reasonably necessary and proportionate to provide the Services or for other purposes that we disclose to you and are compatible with the context of how we collected your Personal Information.

Over the past 12 months, we have collected Personal Information in the categories of identifiers, employment-related information, commercial history, and internet or similar activity.

We collect and use Personal Information as described below:

- **From you when you create an account or contact us.** When you create an account with us, whether on behalf of your company or as an Authorized User, we will collect identifiers like your name, address, email address, phone number, and your employment-related information. You will also choose a login and password. If you subscribe to our Services, we will use a PCI-compliant payment processor to collect and process your subscription payment information. If you contact us via the Site or by email, phone, or other means to request information or support, we will collect your name, company name, contact information, and other information as needed to respond to your inquiry. If you submit a review of the Services, we may post your review (and any Personal Information you choose to include) on our Site or App or on third party channels. We collect this information with your consent, and we use it to provide the Services, identify and administer your account, and communicate with you about the Services.
- **From you as an Authorized User of the Services.** Authorized Users have access to the Site and/or the App according to the terms of their underlying subscription agreement. We collect Authorized Users’ identifiers and login credentials to provide secure access to the subscribed-to Services. When using the Services, Authorized Users have the option to submit content or data such as chemical inventory data, location, quantities and information about facility fire and life-safety features, and classifications (“**User Content**”). We will collect and store User Content, along with any additional Personal Information that an Authorized User may choose to include in the User Content. You should not include sensitive Personal Information in User Content unless necessary for the Services. If you include Personal Information of third parties (such as employees or contractors) in User Content, you represent that you have obtained all necessary consents and authorizations to do so. We collect this information with your consent, and we use it to provide the Services, identify and administer your account, and communicate with you about the Services.
- **Automatically from your interactions with the Services.** The Services automatically collect

data like your IP address, the date and time of the visit and how long you remained on the Site or App, referral URL, the pages visited on the Site or App and information about the device and browser like device ID and operating system. We may also collect your geolocation when using the App if you grant permission through your device settings. Like most online services, the Site and App use cookies as described in our [Cookie Notice](#) to better understand user behavior, demographics, page views, time spent on the Site or App, and other metrics and analytics used to provide and improve the Services. We use this information to maintain the security and operation of the Services, and for our internal analytics and reporting purposes.

- **No payment information.** HMEEx does not collect, store, or process credit card numbers or full payment card details on our servers. All payments related to your use of the Services are processed by our third-party payment processor in compliance with PCI DSS standards.
- **From third-party sources.** We may receive Personal Information about you from third-party sources such as business partners or resellers who refer you to our Services or publicly available sources such as business registries or professional networking sites. We use this information to provide our Services through our business partners and resellers and to analyze and improve use of our Services.

In addition to the uses described above, HMEEx might also use your Personal Information to:

- Provide, maintain, and improve our Services.
- Send you support and administrative messages.
- Monitor your compliance with any of your agreements with us.
- Detect, investigate, and prevent fraudulent transactions and other illegal activities and protect the rights and property of Company and others.
- Conduct internal research and development to improve our Services.
- Perform data analytics to understand usage patterns and trends.
- Train and improve artificial intelligence and machine learning models used in the Services (using only aggregated or de-identified data unless you provide specific consent).
- Protect your privacy and enforce this Privacy Policy.
- If we believe it is necessary, to identify, contact, or bring legal action against persons who may be causing injury to you, to us, or to others.
- Comply with a law, regulation, legal process, or court order.
- Fulfill any other purpose for which the information was collected or to which you consent.

We will update this Privacy Policy or otherwise notify you before we collect additional categories of Personal Information from consumers or use such Personal Information for purposes that are incompatible with the purpose stated at the time of collection.

a. Children's Privacy

The Services are designed for visitors and users age 18 and older. HMEEx does not knowingly collect Personal Information from anyone under age 18 without verification of parent or guardian consent. If we discover that a child under age 18 has provided us with Personal Information without parent or guardian consent, we will promptly delete the information from our systems. If you believe we might

have any information collected online from a child under 18, or if you become aware of any unauthorized submission of information to us, please contact us privacy@hmexassistant.com or call 1-877-389-3160.

4. RETENTION OF PERSONAL INFORMATION

We retain the Personal Information we collect for the period set out in our Data Retention Policy based on the purpose of collection. For example, we retain your account information until your subscription is cancelled or expires, after which we will delete the account information within 30 days plus an additional period as necessary to comply with legal obligations, resolve disputes, and enforce our agreements. Security logs are retained for two years from the date of creation.

We also retain information derived from cookies and other tracking technologies for up to two years from the date of collection. When we no longer have a business need for your Personal Information, we will either delete, de-identify or anonymize it whenever feasible. Where not feasible (such as data in our backup archives) we will securely store it and keep it isolated from further processing until it can be permanently deleted. We reserve the right to retain Personal Information for longer periods to comply with legal obligations, resolve disputes, enforce our agreements, or other lawful purposes.

5. DISCLOSING PERSONAL INFORMATION

In the preceding 12 months, HMEEx has disclosed all categories of Personal Information that we collected for a business purpose. We have not sold Personal Information to third parties, nor have we shared Personal Information for cross-context behavioral advertising purposes. HMEEx may disclose any or all Personal Information that we collect, but we do not sell Personal Information or share it with third parties for marketing purposes. We may disclose Personal Information to the recipients described below, or to other recipients with your permission or as required by law:

- **Service Providers:** We use a variety of service providers such as data hosting companies, webhosting services, analytics services, online chat services, and payment processors. The type of information that we share with a service provider will depend on the service that they provide to us. Our service providers are subject to contractual agreements that protect your Personal Information, and we require all service providers to maintain confidentiality standards that are commercially reasonable to ensure the security of your Personal Information and to use Personal Information only for the specific purposes for which it was disclosed.
- **Government Agencies:** Occasionally we may be required by law enforcement or judicial authorities to provide Personal Information to governmental authorities. We fully cooperate with law enforcement agencies in identifying those who use our Services for illegal activities. HMEEx reserves the right to disclose Personal Information to law enforcement and other governmental agencies, at our sole discretion in connection with an investigation of any matter that is illegal or that could expose us or our affiliates to liability.
- **Cookie Information Recipients:** In some cases, we may allow specific cooperating entities to use [cookies](#) or similar technologies to collect non-personal data from your browser or device for measurement purposes. Receipt and use of such information are subject to each cookie information recipient's privacy policy. You can control cookies through your browser settings.
- **Affiliates and Third Parties:** We may disclose the Personal Information we collect about you to our affiliates like a parent company or subsidiaries. For example, we share Personal Information for customer support purposes, marketing, or technical operations. Under specific

circumstances, we may disclose Personal Information to certain third parties as permitted by applicable law, for example: if we go through a business transition (e.g., merger, acquisition, or asset sale); to comply with a legal requirement or a court order; when we believe it is appropriate to take action regarding illegal activities or prevent fraud or harm to any person; to exercise or defend our legal claims; or for any other reason with your consent.

- **Aggregated and Deidentified Information.** We reserve the right to use and disclose to third parties fully anonymized, deidentified or aggregated data generated using Personal Information to assist with our research, marketing, advertising, or other purposes. For example, we may share reports showing trends about the general use of our Services without identifying an individual.

6. YOUR PRIVACY RIGHTS

HMEEx believes you should have the ability to control the Personal Information we collect and hold about you. You can use the methods described below to control how we collect and use your Personal Information.

- **Authorized User Accounts.** Authorized Users can access, change or delete Personal Information in their accounts at any time by signing into the App and editing information or changing settings. We may offer instructions to guide Authorized Users in making additional changes.
- **Email Communications.** Authorized Users may receive informational and support emails from us. If you use or have inquired about our Services, we may send you marketing emails about the Services. If you do not wish to receive these emails, you may change your preferences via the links provided in the emails or by sending a request to support@hmexassistant.com to be removed from our email list. Note that if you opt out of marketing communications, we may still send you non-promotional communications, such as those about your account or our ongoing business relations.
- **Texting Consent.** If you provide us with your wireless phone number, you consent to HMEEx sending you informational or service text messages. However, we will only send you marketing text messages if you opt-in to receive these notifications from us. For all HMEEx text messages, the number of texts you receive will depend on the Services you use and the information you request from us. You can unsubscribe from our text messages by replying STOP or UNSUBSCRIBE to any of these text messages. Messaging and data charges may apply to any text message you receive or send. Please contact your wireless carrier if you have questions about messaging or data charges.
- **Privacy Requests.** If you wish to exercise your privacy rights beyond the methods available through the App, or if you want to express concerns, lodge a complaint, or request information, please submit a verifiable Privacy Request to our Data Protection Officer by email at privacy@hmexassistant.com or by phone at 1-877-389-3160.

HMEEx can only fulfill a Privacy Request when we have sufficient information to verify the requester and to understand, evaluate, and respond to the request. We do not charge a fee to process or respond to a verifiable request unless we have legal grounds to do so. If we determine that the request warrants a fee, we will tell you why we made that decision and provide you with a cost estimate before completing your request.

We work to respond to Consumer Privacy Requests in accordance with the requirements of the law applicable to your jurisdiction. Depending on the circumstances and the nature of your request, we may be unable to fulfill your request in part or in whole, for example, if your request falls within a statutory exception or if fulfilling your request would prevent us from complying with a statutory or contractual obligation.

Please note that HMEEx does not meet the applicability thresholds for every consumer privacy law, meaning **we are not subject to certain privacy laws**. We will respond to your requests to exercise privacy rights or for other assistance to the extent required by law.

- **Do Not Track.** Do Not Track signals are signals sent through a browser informing us that you do not want to be tracked. Currently, our systems do not recognize browser “do-not-track” requests. We honor Global Privacy Control (GPC) signals as an opt-out of the sale or sharing of Personal Information where required by law. If this changes in the future, we will update this Privacy Policy.
- **Cookies.** You can control cookies and similar technologies through your browser settings. Most browsers allow you to refuse or accept cookies, delete existing cookies, or be notified when a cookie is set. Please note that if you disable or refuse cookies, some features of the Services may not function properly.

7. NOTICE OF PRIVACY RIGHTS

This section outlines legally required and courtesy notices of privacy rights that may be available to you depending on where you live and how you interact with the Services. HMEEx provides the Services to subscribing companies as a service provider or data processor. Authorized Users should contact the company through which they access the Services with their privacy inquiries.

Depending on where you live or are located, you may have some or all of the following rights over your Personal Information:

- **Right to Know.** You have the right to know how we collect and process your Personal Information. We have set the required notices in this Privacy Policy. We may provide you with additional notices about other ways we process your Personal Information, such as by sending you a notice via email or by other means of communication.
- **Right to Expect.** You expect us to collect, use or disclose Personal Information responsibly and not for any purpose other than which you consented. We set your expectations in this Privacy Policy, and we collect legally required consent at various stages of our interactions with you. If we collect or use your Personal Information based on your consent, we will also notify you of any changes and will request your further consent as required by law. You may withdraw your consent at any time with reasonable notice by contacting privacy@hmexassistant.com.
- **Right to Correct.** You have the right to the accuracy of your Personal Information and the right to request that we correct inaccurate Personal Information about you on our systems. If you become aware that the Personal Information that we hold about you is incorrect, or if your information changes, please inform us and we will update our records.
- **No Sale of Sharing of Personal Information.** Some states entitle consumers to opt out of the sale or sharing of Personal Information or targeted advertising practices. HMEEx does not sell your Personal Information or share your Personal Information with third parties for cross-contextual behavioral advertising purposes. If this changes in the future, we will update this

Privacy Policy and provide you with a method to opt out of such sale and sharing.

- **Right to Deletion.** You have the right to request that we delete or dispose of your Personal Information on our systems, with certain exceptions. We may permanently delete, deidentify, or aggregate the Personal Information in response to a request for deletion.
- **Right to Access.** You have the right to request confirmation that we have collected Personal Information about you and that we provide you with access to that Personal Information. If you submit an access request, we will provide you with copies of the requested pieces of Personal Information in a portable and readily usable format. Please note that certain laws may prohibit us from disclosing specific pieces of Personal Information, and we may be limited in the number or frequency of requests we must fulfill.
- **Limited Use and Disclosure of Sensitive Personal Information.** You have the right to opt out or limit our use of your sensitive Personal Information. HMEEx does not seek to collect sensitive Personal Information about any Authorized User or other individual. In no case will we use or disclose any sensitive Personal Information for the purpose of inferring characteristics about you. If this ever changes in the future, we will update this Privacy Policy and provide you with methods to limit use and disclosure of sensitive Personal Information.
- **Right to Opt-Out of Automated Processing.** You have the right to opt out of automated decision-making or profiling. HMEEx does not use any form of automated processing of Personal Information to evaluate, analyze, or predict your performance, preferences, choices, or behavior. To the extent that the Services incorporate artificial intelligence or machine learning features, any data processing (including Personal Information) is solely to provide and improve the Services, and all significant decisions require human review. You can avoid automated processing of Personal Information on the Services by requesting human intervention in any automated decision.
- **Right to Data Portability.** In some cases, we are required to provide your Personal Information to another organization at your request and in a structured, commonly used machine-readable format, so that the other organization can read and use it.
- **Right to Confirm Processing.** You may request that we confirm whether and how we process your Personal Information and that we provide you with certain details about our collection and use of your Personal Information, such as: (i) the categories of Personal Information we have collected about you; (ii) the categories of sources for the Personal Information we have collected about you; (iii) categories of our team members who have access to your Personal Information and our business purpose for collecting, using, processing, sharing or selling that Personal Information, as applicable; (iv) the categories of third parties with whom we share that Personal Information; and (v) if we sold or shared your Personal Information under the applicable privacy laws, two separate lists stating: (a) sales or sharing, identifying the Personal Information categories that each category of recipient purchased; and (b) disclosures for a business purpose, identifying the Personal Information categories that each category of recipient obtained. Certain laws may limit the number or frequency of requests we must fulfill.
- **Right to Restrict Processing.** You may have the right to request that we restrict the processing of your Personal Information if (i) the data is inaccurate, (ii) the processing is unlawful, (iii) we no longer need the Personal Information, or (iv) you exercise your right to object. Your right to restrict may be limited to Personal Information that is sensitive in nature, or that is sold or

shared for certain purposes.

- **Right to Object to Processing.** You may have the right to request, under certain circumstances and where we are required to do so by law, that we limit our processing of your Personal Information as you request.
- **Health Data Rights.** The Services are not designed to be used to collect health data. HMEEx does not collect health data, and we do not anticipate that your health data will be collected through your use of the Services. Some laws entitle consumers to certain details about health data collected about them, including (i) confirmation of whether the entity collects, shares, or sells the consumer's health data and access that data, including a list of all third parties and affiliates with whom the entity has shared or sold the health data and a method to contact those third parties, (ii) a method to withdraw consent related to use of health data, and (iii) the right to have their health data be deleted.
- **Right to Nondiscrimination.** HMEEx will not discriminate against you for exercising your privacy rights. For example, unless permitted by law, we will not: (i) deny you goods or services; (ii) charge you different prices or rates for goods or services; (iii) provide you a different level or quality of goods or services; (iv) retaliate against you as an employee, applicant for employment, or independent contractor for exercising your privacy rights; or (v) suggest that you may receive a different price or rate for goods or services or a different level or quality of goods or services, because you exercised a right under applicable privacy laws
- **Right to Disclosure of Marketing Information.** California's Shine the Light Act (Civil Code sections 1798.83-1798.84) entitles California residents to request certain disclosures regarding Personal Information sharing with affiliates and/or third parties for marketing purposes.

To exercise rights over your Personal Information, please submit a Privacy Request to the Data Protection Officer by email at privacy@hmexassistant.com or by phone at 1-877-389-3160. As noted above, HMEEx is not subject to all privacy laws. We will respond to your requests to exercise privacy rights or for other assistance to the extent required by law.

8. DATA SECURITY

HMEEx implements reasonable and appropriate security procedures and practices to help protect your Personal Information from unauthorized or illegal access, destruction, use, modification, or disclosure. We employ a series of security measures, including, but not limited to, unique password and multi-factor authentication requirements, SSL/TLS encryption for data in transit technology, encryption at rest, regular security audits and vulnerability assessments, backup protocols, incident response procedures, and periodic system audits. HMEEx personnel only have access to Personal Information on our systems as needed to perform their job duties, and we ensure that all personnel who are responsible for handling Personal Information and privacy your inquiries are informed of applicable privacy law requirements.

Please note, however, that no data transmission or storage of data is 100% secure. We cannot guarantee that unauthorized third parties will not defeat our security measures or use your Personal Information for improper purposes. It is your responsibility to keep your account secure from unauthorized access. We encourage Authorized Users to take steps to protect against unauthorized access to their accounts, such as choosing a robust password that includes a combination of uppercase and lowercase letters, numbers, and special characters, keeping the password private, not sharing login credentials with others, enabling multi-factor authentication when available, and signing off after using a shared

computer or other device. HMEEx is not responsible for any lost, stolen, or compromised passwords, or any unauthorized activity on your account resulting from your failure to maintain the security of your login credentials.

If you suspect a security incident or vulnerability related to the Services, please contact security@hmexassistant.com.

9. CONSENT TO DATA TRANSFERS

HMEEx is owned and operated in the United States. We primarily offer our Services in the United States. Each country has different laws about personal information, online services, and privacy. When your information is moved from your home country to another country, the laws and rules that protect your Personal Information in the country to which your information is transferred may be different from those in the country in which you live. For example, the circumstances in which law enforcement can access personal information may vary from country to country. In particular, if your information is in the US, it may be accessed by government authorities in accordance with US law. We do not warrant that the Services are appropriate or authorized for use outside the United States.

If you reside in the EEA, UK, or Switzerland, your Personal Information will be stored on servers located in the European Union. If you reside outside of the European Union, your Personal Information will be stored on servers located in the United States.

HMEEx uses technical infrastructure in the United States to provide the Services to subscribing companies wherever they are located as agreed to under our Terms of Service and, as such, we must sometimes transfer data across jurisdictional boundaries to provide our Services to subscribing companies and their Authorized Users.

To the extent that the Services are deemed to transfer personal information outside of the EEA, United Kingdom, or Switzerland, we rely separately, alternatively, and independently on the legal basis that such transfer is necessary to provide you with the Services you have chosen to use, your consent, or another legally compliant data transfer mechanism. Also, to the extent applicable, HMEEx will execute valid and legally binding standard contractual clauses with our vendors and customers to ensure the privacy and security of cross-border transfers of personal data.

By allowing us to collect Personal Information about you, you acknowledge the transfer and processing of your Personal Information as described in this section. You may withdraw such consent at any time, though this may affect our ability to provide the Services to you. Subscribing companies and their Authorized Users are solely responsible for determining whether their use of the Services complies with applicable laws.

10. THIRD PARTY WEBSITES

This Privacy Policy does not apply to any third-party websites or platforms. The Services may contain links to websites owned or operated by third parties. We have no ability to control, and we are not responsible for, the privacy and data collection, use, and disclosure practices of third-party websites. We encourage you to read the privacy statements of each website that collects your Personal Information.

11. CHANGES TO THIS PRIVACY POLICY

We may periodically update this Privacy Policy. If we make any material changes, we will notify you by updating this posting or by posting notice in the Services. The date that this Privacy Policy was last revised is identified at the top of the page. Your continued use of the Services after the “Last Updated”

date above will constitute your acceptance of and agreement to be bound by the posted version of this Privacy Policy. If you do not agree to our privacy practices as described in the current version of this Privacy Policy, you should discontinue your use of the Services. For material changes that require consent under applicable law, we will obtain your consent before the changes take effect. You are responsible for periodically checking this Privacy Policy for changes.

12. CONTACT HME

If you have questions about our privacy practices or would like to make a complaint, please contact us at privacy@hmexassistant.com or by phone at 1-877-389-3160.

You may also contact us by mail at: HME Assistant LLC Attn: Privacy Officer, 580 Darby DR Unit 206, Bellingham, Washington, 98226.