

# INNSPECTOR WEBSITE PRIVACY NOTICE

Last Updated: September 2, 2025

## Introduction

Welcome to [www.innspector.com](http://www.innspector.com)—the website and information hub operated by Innspector Software, LLC. (“Innspector” or “we” / “us” / “our”) for our Innspector inspection and reporting platform] (this “Website”). This Website provides information about the Innspector product and includes a login gateway for our customers to access the Innspector online platform.

## Scope of this Notice

This Privacy Notice (this “Notice”) explains the types of information we may collect from you or that you may provide to us when you visit this Website or communicate with us through channels such as phone, email, text message, or our Website’s contact form (“Your Communications”). **Please note, the Innspector web application and mobile application are each covered by their own separate Privacy Notice, which is available within the product.**

We know privacy policies usually read terribly. You scroll, you squint, you sigh, you (sometimes) click “accept,” and move on without a second thought. We get it. **But this matters—it’s about your data, your rights, and how we respect both.** So, we’ve tried to keep this Notice clear, concise, and maybe even a little pleasant to get through.

## Children’s Privacy

This Website is not directed to children under 18, and we do not knowingly collect Personal Data from anyone under 18. If we become aware that we have collected Personal Data from someone under 18, we will delete it. If you believe we might have information about someone under 18, please contact us at [privacy@innspector.com](mailto:privacy@innspector.com).

## Information We Collect From You

We collect the information you choose to provide to us, including information that may identify you or could be used (by itself or in combination with other information available) to identify you (i.e., “**Personal Data**”) through Your Communications. Such information may include your name, phone number, email address, and the contents of your messages. **Please do not provide us with more information than necessary for us to respond to your inquiry.**

When you visit this Website, we also automatically collect some basic information, like your IP address, browser type, operating system, and how you interact with our webpages (such as which pages you visit, how long you stay, and what links you click). We may also use cookies or similar tools to keep this Website working properly, remember preferences (such as such as language settings or login status), and understand how our visitors use the Website. In doing so, we may use trusted third-party service providers, such as Google Analytics, to help us analyze and improve how the Website is used. This type of usage generally does not identify you. However, in some cases, such as with IP addresses or when combined with other information, it may be treated as Personal Data.

If you log into the Innspector platform through this Website, we will also collect information necessary to process your login, such as your username, email address, or password credentials. Once you are in the platform, any additional information, including Personal Data, collected or generated is governed by the Innspector Product Privacy Notice, which is available within both the web platform and the mobile app.

## How We Use Your Information

**We do not sell your Personal Data.** We only use the information collected through this Website for purposes that are standard and necessary to run our business and provide this Website. These purposes include:

- Operating, maintaining, and securing the Website;
- Troubleshooting issues and improving the Website's performance;
- Understanding how visitors use the Website so we can make it better;
- Responding to Your Communications, providing support, and keeping a record of those interactions;
- Processing your login information to verify your identity and give you access to the Innspector platform;
- Protecting against fraud, abuse, or security threats;
- Enforcing our rights or agreements, including our [Terms of Service](#);
- Complying with legal or regulatory requirements; and
- Protecting the rights, property, or safety of Innspector, our users, or others.

We only use information collected through this Website for the purposes described in this Notice and as otherwise permitted by law.

## Sharing Information With Others

We may share your information, including Personal Data, only when necessary to:

1. **Service Providers.** These are the folks who help keep this Website up and running, including hosting providers, data storage and analytics partners, and other core infrastructure providers. We require these parties to protect any Personal Data they process on our behalf and to limit their use to the services they're providing to us.
2. **Legal Authorities.** When required by law or legal process, we may share your information to comply with obligations, respond to lawful requests, or defend against legal claims.
3. **Your Authorized Parties.** If you ask us to, we may share your information with people you authorize, such as a phone operator when you call our customer service number or other persons you direct us to communicate with on your behalf.
4. **Business Transfers.** In the event of a proposed or actual reorganization, merger, sale, joint venture, assignment, transfer, financing, or other disposition of all or any portion of Innspector's business, assets, or stock (including in connection with bankruptcy or similar proceedings), your information may be transferred to the relevant parties as part of that process. Any such transfer will remain subject to the protections described in this Notice.

## Your Controls and Choices

We aim to put you in control of your Personal Data. To that end, you have the following options with respect to information collected through this Website:

- **Correct your information.** You may request that we correct inaccurate Personal Data we hold about you in connection with this Website, whether it was provided by you or collected automatically.

- **Delete your information.** You may request that we delete Personal Data we hold about you. Please note that we may retain some information as required by law or for legitimate business purposes (for example, to resolve disputes, enforce agreements, or maintain security).
- **Manage marketing communications.** If you receive marketing emails from us, you can opt out at any time by following the unsubscribe link in the email or contacting us directly.
- **Login credentials.** If you log into the Innspector platform through this Website, you can reset or change your login credentials as provided within the platform. Once inside the platform, all management of your login details and other account information is governed by the Innspector Product Privacy Notice, which applies to both the web platform and mobile app.

### Your U.S. State Rights

State consumer privacy laws may provide their residents with additional rights regarding our use of their Personal Data. Whether these legal rights apply to you depends on your state of residence and whether Innspector meets the thresholds set by that jurisdiction’s law. Depending on your state, these rights may include:

- The right to know what Personal Data we collect and how we use it.
- The right to request a copy of your Personal Data.
- The right to request deletion of your Personal Data (subject to certain exceptions).
- The right to correct inaccurate Personal Data.
- The right to opt out of the sale or sharing of Personal Data or targeted advertising (**note: we do not sell or share Personal Data for advertising purposes**).
- The right to limit the use or disclosure of sensitive Personal Data.

### International (Non-U.S.) Rights

If you live outside the United States, you may have rights under your country’s privacy laws—such as the General Data Protection Regulation (GDPR) in the European Economic Area (“EEA”) and the United Kingdom (“U.K.”) GDPR.

For example, if you’re an EEA or U.K. Resident, the GDPR or UK GDPR may provide you with the following rights:

1. **Access and correction** – You can request a copy of the Personal Data we hold about you and ask us to correct it if it’s wrong.
2. **Withdraw consent** – If you previously gave us consent to process your data, you can change your mind and withdraw that consent at any time.
3. **Erasure and restriction** – You can ask us to delete your Personal Data or limit how we use it.
4. **Portability** – You can request a copy of your personal information in a portable, easy-to-use electronic format.

If you believe we haven’t handled your EEA or U.K. rights request properly, or that we haven’t processed your personal information in line with the applicable law, you also have the right to file a complaint:

- In the EEA: with the data protection authority in the country where you live or work. A list is available here: [http://ec.europa.eu/justice/article-29/structure/data-protection-authorities/index\\_en.htm](http://ec.europa.eu/justice/article-29/structure/data-protection-authorities/index_en.htm).
- In the UK: with the Information Commissioner's Office (ICO): <http://ico.org.uk/>.

**As you can see, many U.S. state and international rights overlap with the controls and choices we already provide to all Website users (see above).** To make a consumer privacy request regarding your Personal Data, please email us at [privacy@innspector.com](mailto:privacy@innspector.com). Please note that, with any consumer rights request, we:

- May need to verify your identity before fulfilling your request.
- May not be able to fulfill a request if an exception applies (for example, records we need for legal or security purposes).
- Will not discriminate against you for exercising your privacy rights.
- May not be legally required to honor certain requests if the state law granting that right does not apply to Innspector, but we will make a good-faith effort to consider and respond to reasonable requests.

### **Data Security and Retention**

We use commercially reasonable technical, organizational, and administrative safeguards, including encryption in transit and at rest, security monitoring tools, and access controls to protect your information against unauthorized access, disclosure, alteration, or destruction. This includes protections from our hosting and infrastructure providers (such as Amazon Web Services), access controls, monitoring, and encryption in appropriate cases.

That said, no method of storing or transmitting data is ever completely secure. While we work hard to keep your information safe, we cannot guarantee absolute security. Depending on your location, your data may be transferred to and processed in countries other than your own, including the United States and Canada.

### **Changes to this Notice**

We may update this Notice from time to time to reflect changes in our practices, technologies, legal requirements, or other factors. Your continued use of our Website after such changes are made constitutes your agreement to this Notice as revised. If we make material changes, we'll notify you by posting a banner on the home page of this Website so you can review the updated Notice before continuing to use the site. The "Last Updated" date at the top of this Notice tells you when it was last revised.

### **Contact Us**

If you have any questions, concerns, or complaints about this Notice or our data practices, please email us at [privacy@innspector.com](mailto:privacy@innspector.com).