

Privacy Policy

Effective Date: July 9, 2023

NP Strategies, LLC, d/b/a Mobility 4 Public Safety ("Mobility4PS", "us", "we", or "our") is committed to protecting your privacy and ensuring you have a positive experience on our website and while using our public safety collaboration applications (collectively "Services").

This page informs you of our policies regarding the collection, use and disclosure of personal data when you use our Services.

Mobility4PS provides a free collaboration service that enables authorized public safety users to collaborate via electronic messaging and the sharing of information in various media formats on both mobile devices and desktop computers. By using the Services, you agree to the collection and use of information in accordance with this policy. This Policy applies to residents of the United States only. We do not accept the jurisdiction of any other laws over our activities in the United States. **If you do not agree with this policy, do not access or use our Services or interact with any other aspect of our business.**

What information we collect about you

We collect information about you when you input it into the Services or otherwise provide it directly to us.

Account and Profile Information: We collect information about you when you register for an account, create or modify your profile, set preferences, or sign-up for Services.

Content you provide through our Services: We collect and store content that you post, send, receive and share. This content includes any information about you that you may choose to include.

Content you provide through our websites: We collect content that you submit to websites operated by us. For example, you provide content to us when you provide feedback or request user support.

Device and Connection Information: We may collect information about your computer, phone, tablet, or other devices you use to access the Services to provide you a better experience. How much of this information we collect depends on the type and settings of the device you use to access the Services.

Other users of the Services: Other users of our Services may provide information about you when they submit content through the Services. We also may receive your email address from other Service users when they provide it to invite you to the Services.

How we use information we collect

How we use the information we collect depends in part on which Services you use, how you use them, and any preferences you have communicated to us. Below are the specific purposes for which we use the information we collect about you.

To provide the Services and personalize your experience: We use information about you to provide the Services to you, including to process transactions with you, authenticate you when you log in, provide user support, and operate, maintain, and improve the Services. We may use your email domain to infer your affiliation with an organization, agency or jurisdiction to personalize the content and experience you receive on our Services and websites.

For research and development: We use information and collective learnings (including feedback) about how people use our Services to troubleshoot, to identify trends, usage, activity patterns, and areas for integration and to improve our Services and to develop new products, features and technologies that benefit our users and the public safety community as a whole.

To communicate with you about the Services: We use your contact information to send transactional communications via email and within the Services, including confirming your identity, organizational affiliation, responding to your comments, questions and requests, providing user support, and sending you technical notices, updates, security alerts, and administrative messages. We also send you communications as you onboard to a Service to help you become more proficient in using that Service. These communications are part of the Services and in most cases you cannot opt out of them. If an opt out is available, you will find that option within the communication itself or in your account settings.

User support: We use your information to resolve technical issues you encounter, to respond to your requests for assistance, to analyze crash information, and to repair and improve the Services. Where you give us express permission to do so, we may share information with a third-party expert for the purpose of responding to support-related requests.

For safety and security: We use information about you and your Service use to verify accounts and activity, to detect, prevent, and respond to potential or actual security incidents and to monitor and protect against other malicious, deceptive, fraudulent or illegal activity, including violations of Service policies.

To protect our legitimate business interests and legal rights: Where required by law or where we believe it is necessary to protect our legal rights, interests and the interests of others, we use information about you in connection with legal claims, compliance, regulatory, and audit functions.

With your consent: We use information about you where you have given us consent to do so for a specific purpose not listed above. For example, we may publish testimonials or featured user stories to promote the Services, with your permission.

How we share information we collect

We **DO NOT** sell your personal information. We make collaboration tools for the public safety community and we want them to work well for you. This means sharing information through the Services and with certain third parties. We share information we collect about you in the ways discussed below. Again, we are **NOT** in the business of selling information about you to any advertisers or other third parties.

Sharing with other Service users: When you use the Services, we share certain information about you with other Service users. Collaboration features of the Services display some or all of your profile information to other Service users when you share or interact with specific content.

Sharing with third parties: We work with third-party service providers to provide website and application development, hosting, maintenance, backup, storage, virtual infrastructure, analysis and other services for us, which may require them to access or use information about you. If a service provider needs to access information about you to perform services on our behalf, they do so under close instruction from us, including appropriate security and confidentiality procedures designed to protect your information.

With your consent: We share information about you with third parties when you give us consent to do so.

Compliance with Enforcement Requests and Applicable Laws; Enforcement of Our Rights: In exceptional circumstances, we may share information about you with a third party if we believe that sharing is reasonably necessary to (a) comply with any applicable law, regulation, legal process or governmental request, (b) enforce our agreements, policies and terms of service, (c) protect the security or integrity of our products and services, (d) protect Mobility 4 Public Safety, or our users from harm or illegal activities, or (e) respond to an emergency which we believe in good faith requires us to disclose information to assist in preventing the death or serious bodily injury of any person.

Public Disclosure: In most states, laws exist to ensure that the public has a right to access specific records and information possessed by state and local governments. At the same time, there are exceptions to the public's right to access public records that serve various needs; the privacy of individuals is included among these exceptions. Exceptions are provided by both state and federal laws. We strive to protect identified or identifiable information by collecting only information necessary to deliver our services. **All information collected on the Services could become public record that may be subject to inspection and copying by the public unless an exemption in law exists.** The

applicable laws of your state will govern the disclosure of data and records held by Mobility 4 Public Safety. **We do not fulfill any public information request directly;** all lawful request must come from the authorized organization representative. For more details on this matter, please consult with your sponsoring organization.

Business Transfers: We may share or transfer information we collect under this privacy policy in connection with any acquisition of all or a portion of our business to another company. You will be notified via email and/or a prominent notice on the Services if a transaction takes place.

How we store and secure information we collect

We acknowledge the importance of safeguarding public safety related communications and use industry standard technical and organizational measures to secure the information we store. While we implement safeguards designed to protect your information, no security system is impenetrable and due to the inherent nature of the Internet, we cannot guarantee that information, during transmission through the Internet or while stored on our systems or otherwise in our care, is absolutely safe from intrusion by others.

Transfer of Data: Your information, including Personal Data, may be transferred to, and maintained on, computers located outside of your state, or governmental jurisdiction where the data protection laws may differ from those in your jurisdiction. If you are located outside the United States and choose to provide information to us, please note that we transfer the data, including Personal Data, to the United States and process it there. No transfer of your Personal Data will take place to an organization or a country outside of the United States unless there are adequate controls in place including the security of your data and other personal information.

How long we keep information: We retain your information as necessary to comply with our legal obligations. After such time, we will either delete or anonymize your information or, if this is not possible (for example, because the information has been stored in backup archives), then we will securely store your information and isolate it from any further use until deletion is possible.

Information you share on the Services: If your account is deactivated or disabled, some of your information and the content you have provided will remain in order to allow your team members or other users to make full use of the Services. Please be aware that deactivating your account does not delete your information; your information remains visible to other Service users based on your past participation within the Services.

Turn Off Tracking Cookie Control: We use cookies and similar tracking technologies to track the activity on our Services and we hold certain information. You can instruct your browser to refuse all cookies or to indicate when a cookie is being sent. However, if you do not accept cookies, you may not be able to use some features or portions of our Services.

Our policy towards children: The Services are not directed to individuals under 13. We do not knowingly collect personal information from children under 13. If we become aware that a child under 13 has provided us with personal information, we will take steps to delete such information. If you become aware that a child has provided us with personal information, please contact the appropriate support team (see Bridge 4 Public Safety or Bridge4PS Help pages).

Changes to our Privacy Policy: We may change this privacy policy from time to time. We will post any privacy policy changes on this page and, if the changes are significant, we will provide a more prominent notice by adding a notice on the Services homepages, login screens, or by sending you an email notification. We encourage you to review our privacy policy whenever you use the Services to stay informed about our information practices and the ways you can help protect your privacy.

If you disagree with any changes to this privacy policy, you will need to stop using the Services and deactivate your account(s).

Contact Us: Your information is controlled by NP Strategies, LLC d/b/a Mobility 4 Public Safety. If you have questions or concerns about how your information is handled, please direct your inquiry to support@bridge4ps.app, submit a help desk ticket at <https://help.bridge4ps.com>, or mailing:

Mobility 4 Public Safety
22001 Northpark Dr, Suite 245
Kingwood, TX 77339
support@bridge4ps.app