

CUSTOMER PRIVACY POLICY

Our information practices and procedures are implemented to protect the privacy of current and former customers.

Types of information we collect in the normal course of business

- Company information including registered name(s), address, EIN, industry, business type.
- Accounting information for payment procedures/processing including banking services, credit card information and Automated Clearing House (ACH) routing.
- Information necessary for insurance coverage purposes.
- Data about the services requested, proposed and provided. Information as to location of services provided.
- Employee/owner information such as name, title, and contact information.
- For occupational exposure, indoor air quality and similar services where interaction with employees, occupants, visitors, etc., individual name and other personally identifiable information.
- Information from outside sources and public records. Including information that may be provided on forms or by digital means.

Safeguarding your information

- Custody of work product documents is provided in our Standard Terms and Conditions.
- Information is stored on paper records and digitally. Completed records are stored in accordance with our most recent record retention policy.
- Records containing personally identifiable health records or medical records are stored, accessed and maintain in accordance with the Health Information Portability and Accountability Act (HIPAA).
- Upon termination of records, documents are destroyed, deleted and/or rendered unusable in their assembled form.

We may disclose the information collected when required or permitted by law, such as to:

- Filling of permits and notification related to requested services.
- Comply with legal requirements, including response to a subpoena or discovery filing.
- To prevent fraud or other crimes as formally request by a government authority.
- Upon authorization by the customer.

How we use the information

- In providing customer requested services, information is provided within our organization to allow for communication, performance of services, reporting and accounting purposes.
- Information may be used for continued communication and presentation of resource information that the customer may find useful resources.
- For collection of delinquent payments for services or material provided.

Privacy choices

- Customer may opt out of email newsletters and resource tips.

This Customer Privacy Policy is in effect as of January 1, 2018 and may be supplemented thereafter. You can obtain the most current version by contacting your assigned Project Manager.