



## Privacy Policy

Last Updated: March 12, 2026

### 1. Introduction

Sure-Sight Property Consultants, LLC (“Company,” “we,” “our,” or “us”) respects your privacy and is committed to protecting the personal information you share with us. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you visit our website, submit a form, schedule services, or communicate with us by phone, email, text message, or automated systems.

By using this website or engaging with our services, you consent to the practices described in this policy.

### 2. Information We Collect

We may collect personal information including:

- Name
- Email address
- Phone number
- Property address
- Service and inspection details
- Appointment, scheduling, and payment-related information
- Call and message interaction data

### 3. How We Use Your Information

We use your information to:

- Schedule and manage inspections or services
- Process payments and service requests
- Communicate regarding appointments and updates
- Improve service quality and operational efficiency

#### 4. SMS & Communication Consent

If you provide your phone number and opt in, you consent to receive text messages related to appointments, inspection updates, and customer service. Message frequency varies. Msg & data rates may apply. Reply STOP to opt out.

No mobile information will be shared with third parties or affiliates for marketing or promotional purposes. All the above categories exclude text messaging originator opt-in data and consent; this information will not be shared with any third parties.

#### 5. AI Voice & Automated Communication Disclosure

We may use AI-assisted voice technology to answer calls, collect basic information, route inquiries, and assist with scheduling. AI systems are used only for customer service and operational purposes and do not provide professional advice.

Calls may be recorded or monitored for quality assurance and service improvement.

#### 6. Third-Party Scheduling & Payment Processing

We use Spector, a secure third-party platform, to manage scheduling, inspections, and payment processing. Information submitted through Spector is governed by their Privacy Policy: <https://www.spector.com/privacy/>

#### 7. Sharing of Information

We may share information with trusted service providers who assist with operations, communication, and scheduling. We do not sell your information.

#### **(a) We Collect Personal Information from Homebuyers When They Use Our Services:**

When you sign up for an account, sign up for a newsletter, fill out a form, or request information about Sure-Sight Property Consultants products and services, we collect personal information to facilitate the Services.

The personal information we may collect and use for the purpose of administering our Services includes:

- First and Last Name
- Email Address
- Account Credentials
- Postal Address
- Phone Number
- Payment Processing Information
- Debit or Credit Card Information

We will use your personal information to provide the Services, including to improve operations, the Platform, and offerings, for security purposes and as otherwise described in this Policy. We may also use it to present our Site and its contents in a suitable and effective

manner for you and your device.

We may use this personal information for targeted advertising and we may share this information with Business Partners, Affiliates, Service Providers, and other Third Parties. Other third parties may include Analytics Providers and Third Party Advertisers.

**(b) We Collect Personal Information When We Provide Customer Service:**

We will collect personal information you provide to use when you contact Customer Service. This information may include your name, email address, a description of the issue you are having, your location, and your purchase history.

We will use your personal information to provide you with customer service to troubleshoot issues, and respond to requests, questions or comments.

**(c) We Collect Personal Information from Marketing and Advertising Campaigns:**

We may collect personal information you provide when you respond to marketing materials, promotions, contests, or other surveys. It is used for advertising and marketing, analytics and research, and customer service.

The personal information used for Marketing and Advertising includes:

- First and Last Name
- Username
- Email Address
- Products You Have Purchased
- Cookies, mobile device IDs and other persistent identifiers

This information may also include any content you post that is publicly accessible. Content generated by the user is used in this way for account management, research, and customer service.

We will use this information to advertise promotions, products, or Services that we think may be of interest to you.

We may use this personal information for targeted advertising and we may share this information with Business Partners, Affiliates, Service Providers, and other Third Parties. Other third parties may include Analytics Providers and Third Party Advertisers.

**(d) We Collect Personal Information for Analytics and Research:**

We collect analytics information automatically as you navigate our Services, such as through cookies, tracking pixels, tags or similar tools through third parties that collect information about your browser, device, geolocation, and interactions with the Services, Site, or

emails. It is used for advertising, marketing, research, customer service, and website security.

### **(e) Other Ways We May Collect, Use, or Share the Information**

We may also reserve the right to collect, use, or share personal information for the following purposes:

- *To Provide the Services.* We will use your personal information to provide the Services, including to improve operations, the Platform, and offerings, and for security purposes.
- *To Present the Site.* We will use personal information to present our Site and its contents in a suitable and effective manner for you and your device.
- *For Legal Purposes.* We reserve the right to cooperate with local, provincial, state, federal and international officials in any investigation requiring either personal information or reports about lawful or unlawful user activity on this site. We also reserve the right to share your personal information to establish, exercise, or defend our legal and property rights, including providing information to others for the purposes of fraud prevention. We may also share your personal information with any person who we reasonably believe may apply to a court or other competent authority for disclosure of that personal information where, in our reasonable opinion, such court or authority would be reasonably likely to order disclosure of that personal information.

If we are ordered by a legal process or government to provide data about one or more individual users, we will notify those users of our compliance with that order, to the extent permitted by law.

- *Business Partners and Affiliates.* We may collect personal information from and share personal information with our business partners and affiliates, including legal advisors and financial advisors, co-branded partners, and other third parties. We may combine that information with other information we collect about you, but we will always use the information as described in this Policy. We may also share information with our affiliates, subsidiaries, joint ventures or other companies under common control.
- *Business Transactions or Mergers.* We reserve the right to share your personal information to third parties as part of any potential business or asset sale, merger, acquisition, investment, round of funding, or similar type of transaction. Additionally, if we are entering into a corporate transaction with a third party, we may receive personal information in connection with the diligence. If we close a transaction, the third party may transfer personal information, which we would use as described in this Policy.

- *Bankruptcy or Insolvency.* In the event of bankruptcy, insolvency, or dissolution proceedings, we may share your personal information with third parties as part of the sale or reorganization process.
- *Customer Service.* We will use your personal information to provide you with customer service to troubleshoot issues, and respond to requests, questions or comments.
- *To Train Artificial Intelligence Systems.* We may use de-identified information in aggregate form to train systems that use artificial intelligence or machine learning. This information may include information about the business and the home inspection to improve the Platform and Services.
- *Provide Information and Opportunities.* We will use your personal information to advertise promotions, products, events, or Services that we think may be of interest to you.
- *Service Providers.* We use service providers to perform various functions on our behalf, including background screening service providers. Such service providers will be under contractual obligations to safeguard your personal information and only process it in accordance with our instructions, or as otherwise permitted by applicable laws. We may also receive personal information from service providers.
- *Text Message Opt-In Information* refers to the consent you provide to receive marketing messages from us via text or similar methods. We do not sell your personal information, and we will not share it with any third parties for purposes beyond what you have explicitly agreed to. This information is never sold or shared with third parties without your explicit consent. Mobile information will not be shared with third parties/affiliates for marketing/promotional purposes. All the above categories exclude text messaging originator opt-in data and consent; this information will not be shared with any third parties.

## 8. Data Security

We use reasonable safeguards to protect your information.

## 9. Children's Privacy

Our services are not intended for individuals under 18.

## 10. Updates

This policy may be updated periodically.

## 11. Contact Information

Sure-Sight Property Consultants, LLC

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