

Privacy Policy for WireOn

Last updated: February 28, 2026

WireOn Technologies LLC (“WireOn,” “we,” “us,” or “our”) operates the WireOn platform (the “Platform”), a marketplace connecting inspection professionals with customers in the United States. This Privacy Policy explains how we collect, use, disclose, and protect personal information when you use our website(s), Platform, and related services (collectively, the “Services”).

Contact: privacy@wireon.com

Mailing address: 1309 Coffeen Avenue STE 1200, Sheridan, WY 82801

1) Who This Policy Applies To

This policy applies to:

- **Inspectors** (primary Platform users) and their admins/staff (“Inspector Users”)
 - **Customers** who submit leads or receive services
 - Website visitors and others who interact with the Services
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2) Information We Collect

We collect information in the following categories.

A) Information you provide directly

Inspectors / Inspector Users

- **Account and profile data:** name, business name, email, phone number, address (as applicable), service areas, qualifications/licenses/certifications (if provided), and other profile details
- **Operational data:** job preferences, availability, pricing, service categories
- **Billing and payout information:** payment-related details needed for invoicing and payouts (note: payment card/bank credentials are generally handled by payment processors; see Section 6)

- **Communications:** messages, emails, and support requests you send through or to WireOn

Customers

- **Lead/contact details:** name, email, phone number, address/location, and job details
- **Communications:** messages or information shared when interacting with Inspectors or WireOn

B) Job and inspection-related information

- **Job and lead data:** job requests, scheduling information, notes, status updates, invoice data
- **Inspection Data:** inspection results, reports, and attachments uploaded or generated by Inspectors and shared with Customers as part of services

C) Information collected automatically (cookies and similar technologies)

When you use the Services, we may automatically collect:

- **Device and usage data:** IP address, browser type, device identifiers, pages viewed, time spent, referring pages, and interactions
- **Cookie identifiers and online activity data** used for security, analytics, and advertising

D) Information from third parties

We may receive information from service providers and partners, such as:

- **Analytics and advertising partners** (performance data and event signals)
- **Email delivery providers** (delivery status and engagement signals)
- **Payment processors** (confirmation of payment status and transaction metadata)
- **Security and fraud prevention tools** (risk signals)

3) How We Use Information

We use personal information to:

A) Provide and operate the Services

- Create and manage accounts
- Connect Customers with Inspectors and distribute leads
- Support job management, scheduling, invoicing, and reporting
- Enable communications and notifications (including email) related to the Services

- Provide customer support

B) Improve and secure the Platform

- Monitor, maintain, and improve Platform performance and usability
- Detect, prevent, and respond to fraud, abuse, or security incidents
- Enforce our terms and policies

C) Marketing and advertising

- Promote WireOn and measure marketing effectiveness
- Understand which ads or campaigns lead to registrations or other actions
- Deliver and optimize advertising, including targeted advertising where permitted

D) Legal and compliance

- Comply with applicable laws and regulations
 - Respond to lawful requests and legal process
 - Establish, exercise, or defend legal claims
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4) Marketplace Roles and Inspection Data

WireOn is a marketplace platform. **Inspectors create and control the content of their inspection reports and results.** WireOn processes Inspection Data and related job information to provide Platform features such as job tracking, reporting, recordkeeping, and sharing inspection outcomes with Customers at the Inspector's direction.

Customers may receive inspection information directly from the Inspector through the Platform as part of the service relationship.

5) Cookies, Analytics, and Advertising Technologies

We use cookies and similar technologies to operate the Services, analyze usage, and support advertising and measurement.

A) Analytics

We use **Google Analytics** to understand how visitors use our website and Platform (for example: pages visited, time on site, and conversion events).

B) Advertising and conversion measurement

We may use:

- **Meta Pixel (Facebook/Instagram)**
- **TikTok Pixel**
- **LinkedIn Insight Tag**

These tools help us measure ad performance, understand conversions (such as sign-ups), and improve marketing. Depending on your settings and location, these partners may use cookies or similar technologies to collect or receive information from our Services.

C) Your controls

- You can adjust cookie settings through your browser and device settings.
 - Where required by law, we provide opt-out mechanisms for certain advertising-related “sharing” (see Section 9).
 - If you disable cookies, some features of the Services may not function properly.
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6) How We Share Information

We share personal information in limited circumstances:

A) Service providers (processors)

We share information with vendors who help us operate the Services, such as:

- **Email delivery:** SendGrid (for transactional and service-related email)
- **Hosting, analytics, customer support, security tools**
- **Advertising partners** for marketing measurement and optimization (see Section 5)

These vendors are required by contract to protect personal information and use it only to provide services to WireOn.

B) Between Inspectors and Customers

To enable marketplace services, we share information as needed between Inspectors and Customers, such as:

- Contact and scheduling details needed to perform a job
- Job status updates and invoices
- Inspection results/reports (Inspection Data) shared as part of the service

C) Payment processing

Payments are processed through payment providers and gateways. **WireOn does not store full payment card numbers** and typically receives only limited transaction details (such as payment status, timestamps, and identifiers) needed to run the Services, prevent fraud, and provide support.

D) Legal and safety

We may disclose information if we believe disclosure is required by law or is necessary to:

- comply with legal process
- protect rights, safety, and security of WireOn, our users, or others
- investigate or prevent fraud or security issues

E) Business transfers

If WireOn is involved in a merger, acquisition, financing, reorganization, bankruptcy, or sale of assets, personal information may be transferred as part of that transaction, subject to applicable law.

7) Data Retention

We retain personal information for as long as reasonably necessary to provide the Services and for legitimate business and compliance purposes.

- **Inspection Data:** retained for **5 years** for compliance and business purposes (unless a longer period is required by law or contract).
- **Account and job records:** retained while your account is active and as needed afterward for audits, dispute resolution, and legal compliance.
- **Security logs and technical records:** retained for security and system integrity and then deleted or de-identified.

When information is no longer needed, we delete or de-identify it consistent with reasonable practices and applicable requirements.

8) Data Security

We use reasonable administrative, technical, and physical safeguards designed to protect personal information. No method of transmission or storage is completely secure. You are responsible for maintaining the confidentiality of your account credentials.

9) Your Privacy Rights (CCPA/CPRA and Similar State Laws)

Certain U.S. state privacy laws provide residents with rights regarding personal information. If you are a California resident, you may have the following rights under the CCPA/CPRA (subject to exceptions):

- **Right to know/access:** request the categories and specific pieces of personal information we collected, used, or disclosed
- **Right to delete:** request deletion of personal information
- **Right to correct:** request correction of inaccurate personal information
- **Right to opt out of “sale” or “sharing”:** opt out of certain disclosures of personal information for cross-context behavioral advertising
- **Right to non-discrimination:** you will not be discriminated against for exercising your rights

A) “Do Not Sell or Share My Personal Information” (California)

WireOn **does not sell** personal information for money. However, our use of cookies/pixels and disclosures to advertising partners for measuring and optimizing ads may be considered “**sharing**” under California law (for cross-context behavioral advertising).

To opt out of this “sharing,” you may:

- Email us at privacy@wireon.com with the subject line “**Do Not Sell or Share**”, or
- Use in-app privacy controls when available.

B) How to submit a request

Send your request to privacy@wireon.com. Please include:

- your name
- the email associated with your account (if applicable)
- the right you want to exercise (access, delete, correct, opt-out)

C) Verification and response timing

We will verify your identity before fulfilling certain requests. We typically respond within **45 days**, and may extend when permitted by law.

D) Authorized agents

California residents may use an authorized agent to submit requests on their behalf, subject to verification of authorization and identity as required.

10) Children’s Privacy

The Services are not directed to children under 13, and we do not knowingly collect personal information from children under 13. If you believe a child has provided personal information to us, contact us at privacy@wireon.com.

11) United States Only

WireOn currently provides the Services **only in the United States**. Our Services are intended for users located in the U.S., and personal information is processed and stored in the United States and other locations where our service providers operate.

12) Changes to This Privacy Policy

We may update this Privacy Policy from time to time. If we make material changes, we will update the “Last updated” date and may provide additional notice in the Services.

13) Contact Us

WireOn Technologies LLC

1309 Coffeen Avenue STE 1200

Sheridan, WY 82801

Email: privacy@wireon.com