

PRIVACY, DATA PROTECTION, AND CLIENT INFORMATION POLICY

Titan Flightworks, LLC

1. Purpose

Titan Flightworks, LLC ("Titan Flightworks," "Company," "we," "us," or "our") respects the privacy of our clients and is committed to protecting information entrusted to us.

This Privacy, Data Protection, and Client Information Policy establishes the Company's commitment to collecting, using, storing, protecting, and disposing of client information in a responsible and secure manner.

2. No Sale or Monetization of Client Information

Titan Flightworks, LLC will not sell, rent, lease, or otherwise monetize a client's personal information or confidential business information.

Client information will not be provided to third parties for the purpose of selling products, targeted advertising, marketing lists, data brokerage, or other commercial exploitation unrelated to the services requested by the client.

The Company will not knowingly exchange client information for monetary compensation, goods, services, advertising benefits, or other commercial consideration.

3. Information We May Collect

Depending upon the services provided, Titan Flightworks may collect or receive information reasonably necessary to conduct business, including:

- Client names and contact information;
- Business names and business contact information;
- Property addresses and locations relevant to contracted services;
- Project information and service requirements;
- Contracts, invoices, and payment-related business records;
- Photographs, videos, aerial imagery, maps, and other project deliverables;
- Information provided by clients regarding their property, facilities, events, projects, or operations;
- Communications between the Company and the client; and
- Other information reasonably necessary to perform contracted services or comply with applicable law.

Titan Flightworks will seek to collect only information reasonably necessary for legitimate business, contractual, legal, operational, or safety purposes.

4. Use of Client Information

Client information will be used only for legitimate purposes, which may include:

1. Providing contracted services;
2. Communicating with the client;
3. Preparing estimates, proposals, contracts, invoices, and deliverables;
4. Managing projects and maintaining business records;
5. Processing payments;
6. Maintaining insurance, accounting, and legal records;
7. Complying with applicable federal, state, and local laws and regulations;
8. Protecting the safety, security, property, and legal interests of Titan Flightworks and its clients; and
9. Performing other purposes reasonably related to the services requested by the client.

Titan Flightworks will not use confidential client information for unrelated commercial purposes without the client's authorization, except where disclosure or use is required or permitted by law.

5. Confidentiality

Titan Flightworks will treat non-public client information received in connection with a project as confidential and will take reasonable measures to prevent unauthorized access, disclosure, alteration, or destruction.

Client information will be accessible only to the Company, authorized personnel, contractors, professional advisers, or service providers who have a legitimate business need to access such information.

Where reasonably practicable, access will be limited according to the principle of least privilege, meaning individuals receive only the access necessary to perform their authorized responsibilities.

6. Storage and Security

Titan Flightworks will use reasonable administrative, technical, and physical safeguards appropriate to the nature of the information being maintained.

Such safeguards may include:

- Password-protected systems and accounts;
- Access controls;
- Secure cloud or electronic storage services;
- Encryption or other security measures where reasonably appropriate;
- Device security and authentication controls;
- Secure physical storage of paper records;
- Limiting access to authorized individuals;

- Secure transmission of information when reasonably practicable; and
- Secure deletion or destruction of information when it is no longer required.

No electronic or physical storage system can be guaranteed to be completely secure. Titan Flightworks will nevertheless take reasonable precautions designed to protect client information from unauthorized access, loss, misuse, alteration, or disclosure.

7. Third-Party Service Providers

Titan Flightworks may use reputable third-party service providers when reasonably necessary to operate the business or provide contracted services. Examples may include cloud-storage providers, accounting services, payment processors, communications platforms, insurance providers, legal professionals, or other business-support services.

When third parties are used, Titan Flightworks will seek to limit the information provided to what is reasonably necessary for the applicable business purpose.

Third-party service providers may have their own privacy and security policies, terms, and legal obligations. Titan Flightworks will not sell client information to such providers.

8. Required or Lawful Disclosures

Nothing in this Policy prevents Titan Flightworks from disclosing information when disclosure is reasonably necessary or legally required.

Information may be disclosed when required by:

- Federal, state, or local law;
- Court order, subpoena, warrant, or other valid legal process;
- Government or regulatory authority;
- Law-enforcement request or investigation where legally required or permitted;
- Insurance or claims-related requirements;
- Legal proceedings; or
- Other circumstances where disclosure is legally authorized or necessary to protect the rights, safety, property, or legal interests of the Company, its clients, or others.

Where legally permissible and reasonably practicable, Titan Flightworks will seek to limit such disclosure to the information required for the applicable purpose.

9. Client Project Files and Aerial Data

Photographs, video, aerial imagery, mapping data, inspection imagery, project documentation, and other materials generated or received during a client project may contain confidential or sensitive information.

Titan Flightworks will not intentionally sell or commercially exploit such client project information.

Unless otherwise agreed in writing, project materials will be handled according to the applicable service agreement, contract, statement of work, or other written agreement between Titan Flightworks and the client.

Nothing in this Policy grants Titan Flightworks ownership of intellectual property belonging to a client or third party.

10. Retention and Disposal

Titan Flightworks will retain client information only for as long as reasonably necessary for legitimate business purposes, contractual obligations, accounting, insurance, legal requirements, dispute resolution, regulatory compliance, or other lawful purposes.

When information is no longer reasonably required, Titan Flightworks may securely delete, destroy, anonymize, or otherwise dispose of the information in a manner appropriate to its sensitivity and format.

Certain records may be retained longer when required by law, insurance requirements, contractual obligations, tax or accounting requirements, or legitimate business needs.

11. Data Breach or Unauthorized Access

If Titan Flightworks becomes aware of a security incident involving unauthorized access to or disclosure of client information, the Company will take reasonable steps to investigate, contain, and mitigate the incident.

Where notification is required by applicable law, Titan Flightworks will provide notifications in accordance with the applicable legal requirements.

12. Client Requests

Clients may contact Titan Flightworks regarding information maintained about them or their projects and may request correction or deletion of information where appropriate.

Such requests may be subject to legitimate business, contractual, legal, regulatory, insurance, accounting, or record-retention requirements.

13. No Guarantee of Absolute Security

Titan Flightworks takes the protection of client information seriously; however, no method of electronic transmission, cloud storage, physical storage, or data security can be guaranteed to be completely secure.

Accordingly, this Policy does not constitute a guarantee that unauthorized access, loss, theft, or disclosure can never occur.

14. Changes to This Policy

Titan Flightworks may update this Policy from time to time to reflect changes in its business practices, technology, legal requirements, or security practices.

The version in effect at the time information is collected or used will govern that information, subject to applicable law and any contractual obligations.

15. Governing Law

This Policy shall be interpreted in accordance with applicable federal law and the laws of the Commonwealth of Virginia, except where applicable law requires otherwise.

16. Commitment to Client Privacy

Titan Flightworks, LLC's fundamental privacy commitment is simple:

Your information is entrusted to us so that we can serve you—not so that we can sell you or your information to someone else.

We will make reasonable efforts to protect the information entrusted to us, limit its use to legitimate purposes, restrict unnecessary access, and refrain from selling or monetizing client information.