

Privacy Policy – Fast Guard Service

Effective Date: 07/01/2025

Fast Guard Service, operated by FAST GUARD SERVICE LLC, located at 925 S 21ST Ave, Hollywood, FL 33020-6961, United States (“we”, “our”, or “us”), values your privacy and is committed to protecting the personal information you share with us. This Privacy Policy explains how we collect, use, store, and protect your data when you use our services, visit our website, or interact with us in any way.

1. Information We Collect

A. Personal Information

- Name, phone number, and email address
- Physical address or service location
- Payment details (processed securely via third-party providers; we do not store payment information on our servers)

B. Service-Related Information

- Location and time of requested service
- Nature of event or protection needed
- Information about associated individuals (e.g., VIPs, executives)

2. How We Use Your Information

- Provide and coordinate requested security services
- Schedule and manage personnel assignments
- Communicate about bookings, service changes, or emergencies
- Process payments, refunds, or service adjustments
- Comply with legal and regulatory obligations

3. Sharing of Information

We do not sell or lease your personal information to third parties.

We only share information as necessary to deliver and manage our services. This includes:

- Licensed personnel assigned to your service (only relevant service-related information is shared)
- Trusted third-party service providers (e.g., payment processors)
- Law enforcement or legal authorities when required
- Insurance carriers involved in coverage or claims

4. SMS / Text Messaging

Fast Guard Service may send SMS/text messages to users who have explicitly opted in to receive SMS communications. SMS messages may include notifications related to assigned security shifts, shift reminders, attendance confirmation requests, scheduling updates, and other operational communications related to assigned

shifts.

Message frequency varies depending on assigned shifts and operational needs. Message and data rates may apply.

Users may opt out of SMS messages at any time by replying STOP. For assistance, reply HELP.

SMS consent is voluntary and is not a condition of employment or use of our services.

We do not sell, rent, or share mobile phone numbers or SMS opt-in/consent information with third parties or affiliates for their own marketing or promotional purposes.

We may use trusted service providers to deliver SMS messages on our behalf solely for the purpose of providing the communications described above.

5. Data Security

We use administrative, technical, and physical safeguards to protect your personal data from unauthorized access, loss, or misuse. Measures include:

- Secure servers and encrypted data transmission
- Access controls and staff training
- Regular system monitoring and security reviews

6. Location Tracking and Consent

We do not track user location. Location data is only accessed when you voluntarily provide it at the time of placing an order. This is not considered location tracking under standard privacy guidelines.

7. Retention and Deletion

We retain your personal information as long as necessary to:

You may delete your account at any time through the app. Please note: if you have a pending or active order, deleting your account may affect service delivery.

- Fulfill the purposes outlined in this policy
- Comply with legal, contractual, or operational obligations

8. Your Rights

To exercise any of these rights, please contact us using the details below.

- Depending on your location, you may have the right to:
- Access the personal data we hold about you
- Correct or delete inaccurate information
- Object to or restrict certain types of processing
- Withdraw your consent (where applicable)

9. Children's Privacy

Our services are not intended for individuals under the age of 18. We do not knowingly collect personal information from minors. If you believe we have done so, please contact us, and we will promptly delete the data.

10. Cookies & Analytics (Website Only)

- Our website may use cookies and tracking technologies to improve your experience and analyze performance. You can control cookie settings through your browser at any time.

11. Changes to This Policy

We may update this Privacy Policy periodically. The most current version will always be available in our app or on our website. Continued use of our services after updates indicates your acceptance of any changes.

12. Contact Us

If you have any questions or concerns about this Privacy Policy or how we handle your data, please contact:

Fast Guard Service LLC

- 925 S 21ST Ave
- Hollywood, FL 33020-6961
- Email: sales@fastguardservice.com
- Phone: (844) 254-8273