Tier5 Privacy Policy

Effective: September 1, 2026

This Privacy Policy explains our practices, our users' (**"you"** or **"your"**) privacy options, and describes how your information is collected and used by Tier5 Technologies LLC (**"we," "us," "our,"** or **"Tier5"**).

This Privacy Policy governs your use of Tier5's website at https://www.tier5tech.com/ and any related subdomains thereof (the **"Site"**). For the purposes of this Privacy Policy, we will refer to the Site and the provision of our Services (as defined below) to customers collectively as the **"System."**

Personal Information means any identifying information, usually your name in combination with another identifier, such as date of birth, postal address, email address, telephone number, or government-issued identification number. Personal Information does not include anonymous or aggregated data that can no longer be used to identify a specific person, even if combined with other data. The specific definition of Personal Information varies from one jurisdiction to another.

We may update this Privacy Policy from time to time and will mark new versions with a corresponding effective date. We recommend you visit the Site to review any changes in our practices. Your continued use of the System constitutes your agreement to our then-current Privacy Policy.

Scope

This Privacy Policy applies to Personal Information that Tier5 collects and processes for its own business purposes and its direct interactions with customers, prospective customers, vendors, and business contacts.

In connection with providing our software-as-a-service offerings for construction, project management, financial management, and related workflows together with any associated user documentation, AI-powered features, and other products or services made available by Tier5 pursuant to an Order Form or other agreement ("**Services**") to customers, we may receive from and process Personal Information on behalf of our customers. Such information may be contained in documents, records, and other content uploaded to the Services, including contracts, invoices, tax forms, workforce and compliance records, and other project-related documentation. When Tier5 collects such Personal Information as a service provider or processor for its customers, this Privacy Policy does not apply to the processing of such Personal Information. Our customer agreements along with the customer's own privacy policy, rather than this one, will apply to the Personal Information processed, and we direct individuals to review that policy if they have any questions about how their data is obtained or processed in connection with the Services or wish to exercise their rights (if any) with respect to that Personal Information.

What Information is Collected?

Information Collected Directly from You

Tier5 provides its Services exclusively to businesses, organizations, and other commercial entities rather than to individual consumers. Our Services are designed for business-to-business use, and we do not market, sell, or otherwise direct our Services to individuals acting in a personal or household capacity. We may collect Personal Information about you in this business-to-business context when you request a demo or more information about our Services through our Site or by calling or emailing us, when you are invited to create an account, or as part of other online services.

The information we may collect includes, but may not be limited to:

- **Personal Information categories** such as your name, your company name, role and business affiliations, account login credentials, telephone number, mailing address or email address
- **Identifiers,** such as a real name, unique personal identifier from our business customers, online identifiers, account username, IP address, and email address. We may also collect or process taxpayer identification numbers (TINs), employer identification numbers (EINs), and other identifiers contained in documents uploaded to the Services, including tax forms (such as W‑9s) and related business records, on behalf of our business customers.
- **Commercial information**, such as records of Services purchased, obtained, or considered, or other purchasing or consuming histories or tendencies of our business customers
- **Payment data**, such as billing information of our business customers
- **Internet or other similar network activity**, such as IP address, browsing history or information on a user's interaction with our Site
- **Professional information,** such as your job title
- Other information related to your requests or inquiries or information you provide when you contact us regarding our Services or to schedule a demo. Other information included in compliance documents that are uploaded to the Services.

Information Collected Automatically

To provide you with the System, complete your requests, and maintain a functional System, we may automatically collect certain information when you visit or navigate the System, including:

• Date and time you access the System, and IP addresses to measure our Site traffic and to help maintain the security of the System;• Your browser type and other technical specifications such as user agent, device ID, hardware/software type, internet service provider, serving domains;• Audit logs of your actions within the Services;• Aggregated information regarding use of the Site, such as page views and referral sources, collected through cookieless analytics tools that do not use cookies, cross-site tracking, or personal identifiers; and• Your activities on the System during a session.

Information Collected From Third Parties

We do not purchase or obtain Personal Information about you from third-party sources such as data brokers or marketing list providers. We may receive Personal Information from our business customers, such as when a customer invites you to create an account.

Collecting Information from Children Under the Age of 18
Our System is not designed or targeted for children, and we do not knowingly collect, maintain, or use Personal Information from any person under the age of 18. If you are a parent or guardian and you are aware that your child has provided us with Personal Information, please contact us so that we may delete such information. We encourage parents and legal guardians to monitor their children's internet usage and to help enforce our Privacy Policy by instructing their children never to provide Personal Information on our System without their permission. If you learn that a child under the age of 18 has provided us with Personal Information in violation of this Privacy Policy, then you may alert us at admin@tier5.co. We will take reasonable steps to delete that information as quickly as possible.

How Is the Information We Collect Used?
We collect information about you in order to provide you with the System, and to make the System work properly. We use Personal Information for a variety of purposes related to our business, including, but not limited to:

Providing the System and support
Performing the essential functions of the System including responding to inquiries, fulfilling requests, processing estimate requests, processing payments, providing support and troubleshooting, data aggregation, analysis and report creation to assess marketing effectiveness and/or business performance, and communicating with users about their use of the System or responding to a user-initiated inquiry on the System.

Communicating with users about the System
Communicating with users regarding the System, including responding to inquiries, providing information about our Services, providing service-related notices and updates, informing users about new features, functionality, products, or Services, and otherwise engaging with users through our Site and other business interactions.
Personalizing user experiences on our System
Tailoring content and functionality on the System based on a user's role and account settings.

Analytics and System improvement
Tracking information about your visits to our Site or use of the Services to allow us to provide better service, using certain online preferences in the aggregate across all users to evaluate the System and develop additional services to offer.

Compliance with legal obligations
Sharing information as required or appropriate to comply with the law or a legal proceeding, such as in response to a subpoena or court order, to detect and investigate security incidents and potentially illegal or prohibited activities or to protect your, our, or others' rights, property, or safety.

Other purposes necessary to carry out our obligations under this Privacy Policy for which we provide specific notice at the time the information is collected

Disclosure of Information
We may share your information with others acting in compliance with this Privacy Policy, as indicated below.

Service Providers
We may share Personal Information with service providers that perform services on our behalf, such as cloud hosting and data storage, transactional email delivery, electronic signature, and AI-assisted document review, subject to contractual restrictions on their use of that information. We may also share aggregated information that does not identify you to evaluate our System. At the direction of our business customers, we may also share information with third-party software integrations configured by those customers.

Certain service providers may offer or utilize AI, machine learning, or similar technologies in connection with the services they provide to us. As a result, Personal Information may be processed through such AI-enabled features solely for the purposes of providing services on our behalf and in accordance with applicable contractual and legal requirements.

Legal and Compliance
We may also share your Personal Information in connection with government or law enforcement requests or in response to investigations, subpoenas, court orders, or other legal processes to: operate the System, process any orders or registrations, protect the rights or property of Tier5, its affiliates, users, and customers, establish or exercise our legal rights or defend against legal claims, or as otherwise required by law.

Business Transfers
We may also disclose your information to a third party as part of a reorganization or a sale of the assets of Tier5, or its subsidiaries or divisions. Any third party to which Tier5 transfers or sells the System or related assets will have the right to continue to use the Personal Information and other information that you provide to us. In the event of an insolvency, bankruptcy, or receivership, your Personal Information may also be transferred as a business asset.

Cookies and Similar Technologies
Cookies are small data files that help us support the operation and functionality of the Site.

We use only necessary cookies, which are required to enable core functionality of the System, such as session management and authentication. Our Site uses cookieless analytics, and we do not use analytics, advertising, cross-site tracking, or session-replay cookies.

You will not be able to opt-out of any such necessary cookies for the System.

Third Party Websites and Links
Our System may contain links to other websites. These websites may have privacy policies different from our Privacy Policy. Any interaction on other third-party websites is governed not by this Privacy Policy but by the terms of use and privacy policy of the particular platform.

Security and Data Retention

We make reasonable efforts to maintain administrative, physical, and technical safeguards for all Personal Information collected in our System, designed to protect your Personal Information from unauthorized access and against unlawful processing, accidental loss, destruction and damage. Unfortunately, the transmission of information via the internet is not completely secure, and we cannot make any guarantees as to the security or privacy of your Personal Information.

We retain data collected from you only for as long as necessary to complete the purpose for which it was collected or for as otherwise legally permitted or required, such as maintaining the System, operating our organization, complying with our legal obligations, resolving disputes, and for safety, security, and fraud prevention. This means that we consider our legal and business obligations, potential risks of harm, and the nature of the information when deciding how long to retain Personal Information. At the end of the retention period, Personal Information will be deleted, destroyed, or deidentified.

International Transfers
Our System is primarily targeted to businesses in the United States, and the Personal Information that we collect is stored on servers hosted by us or our authorized third-party service providers located in the United States. This means that your Personal Information will be collected, processed, and stored in the United States, which may have data protection laws that are different from (and sometimes less protective than) the laws of your country or region.

By sending us Personal Information, you agree and consent to the processing of your Personal Information in the United States, which may not offer an equivalent level of protection to that required in other countries (particularly the European Union), and to the processing of that information by us on servers located in the United States, as described in this Privacy Policy. We have implemented safeguards we believe are designed to ensure that the Personal Information we process remains protected in accordance with this Privacy Policy, including when processed internationally or by our third-party service providers. The safeguards we may take in our discretion include, for instance, entering into specific agreements in connection with any onward transfers of Personal Information. We may implement other mechanisms and take similar appropriate safeguards with our third-party service providers.

Your Privacy Rights
Depending on your location, residents of certain states may have the right to request:

- Whether we are processing your Personal Information, access to that information and to receive a copy of your Personal Information.
- Correction of your Personal Information that is inaccurate.
- Deletion of your Personal Information.

Right to appeal. At times we may be unable to process requests relating to your Personal Information, in which case, your request will be denied. If your privacy rights request has previously been denied by us and you believe we denied it in error, you may appeal for reconsideration of your request by emailing [insert email].

Other than as set forth in this Privacy Policy, we do not collect or process Personal Information that may be considered "sensitive." We do not use Personal Information for profiling in furtherance of decisions that produce legal or similarly significant effects for a consumer.

The exact scope of these rights may vary by state. To exercise any of these rights, or to appeal a decision regarding a privacy rights request, please contact us at admin@tier5.co. Please note that we may need to verify your identity before your request can be processed, for example by requiring that the request be made from the email address associated with the Personal Information or confirmed by an administrator of your company account. You may designate an authorized agent to make a request on your behalf; however, you will still need to verify your identity directly with us before your request can be processed.

We will not discriminate against you in a manner prohibited by applicable laws because you exercise your privacy rights. We welcome you to exercise any privacy rights applicable to you.

Email Communications

We may send you service-related, administrative, transactional, security, or other non-promotional communications regarding your account or use of the System. If we send marketing or promotional communications, you may opt out of receiving such emails by clicking the "unsubscribe" link at the bottom of any marketing email you receive from us. Please be aware that you will continue to receive certain communications from us that are necessary to provide and maintain the System. If you are having difficulty unsubscribing from our marketing emails using the above method, please contact us directly by email.

Do Not Track Signals

The System does not respond to browsers' Do Not Track signals. We do not currently use advertising or other non-essential cookies, track users across third-party websites, or engage in the sale, sharing, or targeted advertising of Personal Information. If our practices change, we will honor Global Privacy Control signals as required by applicable law.

Contacting Us

For additional information pertaining to our Privacy Policy or any of our data practices, please contact:

Tier5 Technologies LLC
Mailing address: 2517 Admiral Circle, Hayward, CA - 94545
Phone: +1(323)781-9568
Email: admin@tier5.co