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RESIDENTIAL | SECURITY | COMMERCIAL

JPPAV, LLC Privacy Policy

Effective Date: June 22, 2026

Company Name: JPPAV, LLC

- **Introduction**

- JPPAV, LLC (“Company,” “we,” “our,” or “us”) provides burglar alarm systems, fire alarm systems, access control systems, and audio/video systems. We are committed to protecting your privacy and complying with applicable Texas and federal privacy laws.
- This Privacy Policy explains how we collect, use, disclose, and safeguard your information.

- **Information We Collect**

- Personal Information
 - Name
 - Phone number (including mobile numbers for SMS communications)
 - Email address
 - Billing and service address
 - Payment information
- System & Service Data
 - Alarm activity (arming/disarming, alerts)
 - Fire alarm system signals
 - Access control logs (entries, timestamps)
 - Audio/video system data (if installed)
 - Equipment configuration and system diagnostics

- **Automatically Collected Data**

- IP address
- Device/browser type
- Website interaction data
- Communications
 - SMS/text messages, emails, calls
 - Customer service history



WWW.JPPAV.COM



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- **How We Use Your Information**

- We use collected data to:
 - Provide installation, monitoring, and maintenance services
 - Send alerts, service notifications, and appointment reminders
 - Process payments and billing
 - Maintain security and system performance
 - Improve our services
 - Comply with legal obligations and life-safety requirements

- **Text Messaging (SMS) Communications**

- By providing your mobile number, you consent to receive SMS messages from us related to:
 - Alarm alerts and system notifications
 - Appointment reminders and service updates
 - Customer support communications
- SMS Terms:
 - Message and data rates may apply
 - Message frequency varies
 - Reply STOP to opt out at any time
 - Reply HELP for assistance
- We do not sell or share SMS opt-in data with third parties for marketing purposes.

- **Sharing of Information**

- We do not sell personal information.
- We may share information with:
 - Licensed technicians and subcontractors
- Alarm monitoring/central stations
- Payment processors
- Emergency responders or law enforcement when required
- Regulatory or legal authorities

- **Data Security**

- We implement reasonable safeguards including:
 - Restricted data access
 - Secure systems and networks
 - Encryption where applicable
- However, no system can be guaranteed 100% secure.

- **Audio/Video & Security System Data**
 - Data from cameras and recording systems belongs to the customer unless otherwise specified
 - We access such data only for service, troubleshooting, or legal compliance
 - Customers are responsible for complying with applicable surveillance and consent laws
 - We do not monitor video feeds unless specifically contracted
- **Cookies and Tracking**
 - We may use cookies to:
 - Improve website functionality
 - Analyze usage
 - Store preferences
 - You can disable cookies in your browser settings.
- **Texas Privacy Rights** (Texas Data Privacy and Security Act – TDPSA)
 - If you are a Texas resident, you may have the following rights under applicable Texas law (such as the Texas Data Privacy and Security Act, when applicable):
 - Your Rights May Include:
 - Access: Request confirmation of whether we process your personal data
 - Correction: Request correction of inaccurate data
 - Deletion: Request deletion of personal data (subject to legal and contractual obligations)
 - Data Portability: Request a copy of your data in a portable format
 - Opt-Out: Opt out of certain data uses, such as targeted advertising (if applicable)
- **Exercising Your Rights**
 - To submit a request, contact us using the information below. We may need to verify your identity before processing your request.
- **Appeals Process**
 - If we decline your request, you may appeal by contacting us again with “Privacy Appeal” in your message.
- **Data Retention**
 - We retain information as long as necessary to:
 - Provide services
 - Comply with regulatory and licensing requirements (including fire/life safety systems)
 - Enforce agreements and resolve disputes

- **Children's Privacy**

- Our services are not directed at children under 13, and we do not knowingly collect their personal information.

- **Changes to This Policy**

- We may update this Privacy Policy periodically. Updates will be posted with a revised effective date.

- **Contact Information**

JPPAV, LLC

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